



2021 IN REVIEW

# A Purely Resourceful Year

## Contributing to economic prosperity



**16** LOCAL WATER SYSTEMS  
serving 270,000 people  
**1,300** Miles of water mains  
**5** Water treatment plants



**5** REGIONAL SEWER SYSTEMS  
serving 1.5 million people  
**450** Miles of sewer  
**16** Sewage pump stations  
**5** Retention treatment facilities



**23** LOCAL SEWER SYSTEMS  
serving 300,000 people  
**673** Miles of storm drains  
**1,160** Miles of sewer  
**175** Pump stations  
**3** Water resource recovery facilities

## High-quality service

**69,218**  
TOTAL ACCOUNTS

**63,697**  
Residential accounts

**4,894**  
Non-residential accounts

**266**  
WRAP program participants

**17**  
Positions filled in fiscal year 2021

**15,000+**  
Support requests received

**2,380**  
Times staff came in to address emergency response calls

## Ensuring the value of investment

Project by Category



**DRAINS**  
**6** Completed totaling \$11 million  
**8** Under construction totaling \$88 million  
**2** Under development totaling \$14 million



**WATER AND SEWER**  
**3** Completed totaling \$8.5 million  
**2** Under construction totaling \$15.5 million  
**13** Under development totaling \$71 million



**LAKE LEVEL**  
**1** Completed totaling \$700,000  
**2** Under construction totaling \$200,000  
**5** Under development totaling \$500,000

## Community engagement



**GRANTS**  
• \$444,600 EGLE Affordability and Planning for Pontiac and Royal Oak Township  
• \$329,780 EGLE Drinking Water Asset Management for Royal Oak Township



**ONGOING OUTREACH**  
• Water By the Quarter, PBS Kids Club and Great Lakes Now shows  
• Library Discussion Series: Water Infrastructure 101  
• Water Roundtable Discussions with Community Leaders  
• Quarterly Community and Customer e-Newsletters



**AWARDS**  
• SEMCOG Regional Showcase Award  
• WEF Utility of the Future Today  
• Waste Water Digest Magazine Top Project  
• Communicator Award of Distinction  
• NACWA Peak Performance Awards

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Jim Nash



Kent Lake, Milford, Oakland County, Michigan

### 24-HOUR POLLUTION HOTLINE

(248) 858-0931  
Call our pollution hotline to report any suspicious discharges or illegal dumping of pollution into storm drains, lakes, creeks or streams.

### WRC CONTACT INFORMATION

One Public Works Drive Building  
95 West Waterford, MI 48328  
(248) 858-0958  
[oakgov.com/water](http://oakgov.com/water)

### CAREER INFORMATION

Are you looking for a career opportunity where you can make a difference? Visit [oakgov.com/jobs](http://oakgov.com/jobs) to see current WRC job listings or call (248) 858-0530.

### FINANCIALS

To review our 2021 expenditures, visit [oakgov.com/WRCYearinReview](http://oakgov.com/WRCYearinReview)



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**Evergreen-Farmington Sanitary Drain Drainage District**  
Features three projects that will eliminate 48 million gallons of untreated wet weather discharge from flowing into Rouge River annually.



**Evergreen-Farmington Sanitary Drain Community Collaboration**  
Met with 14 customer communities to discuss plans to add capacity to the system, saving millions while improving reliability and environmental outcomes.



**Sewer Backups Educational Campaign**  
Shared campaign with 16 communities and the general public to show residents how to help avoid and manage sewer backups.



**Inaugural Blue Planet Jobs Event**  
Educated local high school students with Oakland Schools and Cranbrook Institute of Science about the water industry during a four-day virtual career event.



**New Stormwater Engineering Standards**  
Announced new design standards to address post-construction stormwater runoff on projects of 1 acre or more.



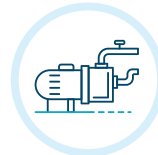
**'Pay Near Me' Offers Convenience**  
Joined nationwide network that allows customers to pay water and sewer bills at local retail stores with no fees.



**Planning for Affordable Water**  
Started a coalition to create a water affordability plan for residents in Pontiac and Royal Oak Township through EGLE awarded grant.



**COVID-19 Rent, Mortgage & Utility Relief**  
Educated eligible residents about assistance with rent, mortgage and utility bills amid COVID-19 hardships.



**Renovating Dequindre Pump Station**  
Project to replace mechanical, electrical and piping elements to extend life cycle of pumping station.

January

February

March

April

May

June

July

August

September

**Kids' Clean Water Calendar Contest**  
Calendar features artwork of 48 Oakland County fourth and fifth graders showcasing their ideas to keep waterways pollution-free.



**Young Minds Explore Careers in Water**  
Designed an interactive virtual booth to promote impactful careers in water to 15,000 students in 8th to 12th grades.



**Advancing Mill Pond Dam Project**  
Applied for state funds to remove the dam and restore the channel to foster preservation and increase recreation.



**Customer Community Rate Meetings**  
Discussed Great Lakes Water Authority rates and infrastructure upgrade needs with 16 communities at annual meetings.



**Roundtable with Sen. Gary Peters**  
Discussed the importance of investing in water and sewer infrastructure to create healthier communities.



**'Stronger Together' for National Public Works Week**  
Created video honoring staff that highlights their role in making Oakland County a great place to live.



**Watershed Maps Go Live**  
[Online maps](#) allow residents to search by address to identify and learn about their local watershed.



**Strengthening Northeast Sewage Pumping Station**  
Among the first in the region to utilize carbon fiber-lining technology to restore sewer pipes at lower costs.



**The Hubert Price, Jr. Dam**  
Renamed the dam at Beaudette Park in Pontiac to honor Pontiac civil rights champion who advocated for jobs, justice, and educational equality.



## 5 OUTCOMES

we're working towards.



PROTECTING PUBLIC HEALTH AND SAFETY



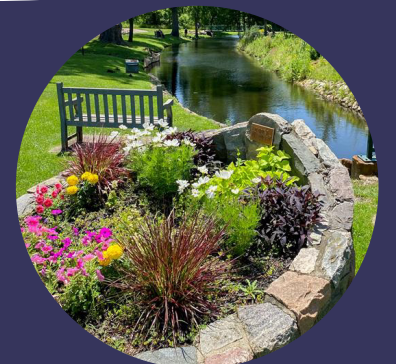
MAINTAINING RELIABLE, HIGH-QUALITY SERVICE



ENSURING VALUE OF INVESTMENT



PRESERVING NATURAL RESOURCES AND A HEALTHY ENVIRONMENT



CONTRIBUTING TO ECONOMIC PROSPERITY