



March 31, 2020

An Important Message to Water Customers

Recognizing the vital need to ensure that Michigan residents have access to safe, clean water during the COVID-19 pandemic, Gov. Gretchen Whitmer's Executive Order No. 2020-28 requires water suppliers to restore service to any occupied residence where water service has been shut off due to non-payment, as long as reconnection would not create a public health risk.

Please contact our Customer Service team at 248-858-1110 to have your water service restored if it has been shut off because of non-payment. The residence must be occupied, and an adult must be home to restore water service. Our teams will turn on water during normal business hours. Once the water service has been restored, please flush the water in your home by following the guidelines that will be provided to you at the time of turn on.

We understand that safe, clean water is essential to human health and hygiene as well as to the public health and safety of this state. Please call my office between 8:30 a.m. and 5 p.m. at 248-858-1110 or send an email to wrcbilling@oakgov.com to restore your water service or if you need additional information.

Sincerely,

A handwritten signature in blue ink that reads "Jim Nash". The signature is fluid and cursive, with a large loop at the end.

Jim Nash