City of Pontiac Water and Sewer
Frequently Asked Questions

Where Should I Pay my Water and Sewer Bill?
Until September 1, 2014, payments can be mailed to WRC at PO Box 805046, Chicago, IL 60680-4111, or made in person at 522 S. Opdyke Road.

What happens after September 1, 2014?
◆ The payment center located at 522 S. Opdyke Road will close permanently at the end of business on Friday August 29, 2014.
◆ No payments for City of Pontiac customers will be accepted the week of September 1st during the transition to a new billing system.
◆ No penalties will be applied for the month of September to accommodate this transition.

Where should I make my payment after the first week in September?
Effective September 8, 2014 payments may be made to WRC using these options:
◆ Online at oakgov.com/water and choose Pay Water & Sewer Bills:
  o Make a one-time payment by clicking “Pay Online” and entering the required information
  Or
  o Download the Automatic Withdrawal form and follow the directions to have the monthly payment automatically withdrawn from a checking or savings account
◆ Online bill pay through your bank.
  
  To pay on-line or through your bank, you will need to contact Billing Services staff to obtain your new account number by calling (248) 858-1110.

◆ US Mail to One Public Works Drive, Waterford, MI 48328-1907
◆ By phone using credit or debit card on weekdays from 7:30 a.m. to 6:00 p.m. by calling (248) 858-1110.
◆ In person on weekdays from 7:30 a.m. to 5:30 p.m. at 2636 Dixie Highway in Waterford.

Will I have the same account number?
No, all City of Pontiac customer account numbers will change as a result of this transition.

Can I pay with a credit card?
Yes, you can pay with a credit card on-line or over the phone. To pay on-line, you will need your new account number. You can obtain your new account number by calling 248-858-1110.

August 18, 2014
If I have a question, what number should I call?
Before September 1, 2014, call United Water at (248) 335-6399. After September 1, 2014, use the following number depending on the nature of your question.

For questions about your bill, call (248) 858-1110
For Water Service questions, call (248) 858-1110
For Sewer Service questions, call (248) 858-1127
For After-Hours Emergencies, call (248) 858-0931

What is WRC?
The WRC is an Oakland County Department which is headed by Water Resources Commissioner Jim Nash. Commissioner Nash and his staff of approximately 300 employees are responsible for many storm water drains, drinking water systems, sewer systems and wastewater treatment plants in and around Oakland County.

Who Owns Pontiac’s Water and Sewer Systems?
Ownership of the City’s water and sewer systems was transferred by contract in 2012 to the WRC. This ownership will continue until at least the year 2052. Presently WRC contracts with United Water for the operation and maintenance of these systems; however, later this year the sewer and water system operations and maintenance, including customer billing and collections, will change from being performed by United Water to being performed directly by the WRC. Although WRC will have responsibility for these services, they will likely utilize contractors to perform services on a regular basis. Contractors of WRC will have signs on their vehicles which indicate that they are contractors of WRC.

Who Owns the City’s Wastewater Treatment Plant?
The wastewater treatment plant was restructured in 2012 into a Drainage District which is a legal entity established under Chapter 20 of the Michigan Drain Code. This Drainage District has a three member board that meets monthly to make decisions regarding the facility. Presently the County contracts with United Water for the operation and maintenance of this system.