



**City of Walled Lake  
1499 E. West Maple Road  
Walled Lake, Michigan 48390  
(248) 624-4847**

May 7, 2019

Dear Water Customer,

The City of Walled Lake is pleased to announce that in addition to operating and maintaining the City's water system, the Oakland County Water Resources Commissioner's Office (WRC) will also be generating the water, sewer, and refuse billings.

#### BILLING INFORMATION

- First bill - Beginning on or about May 13th, you will receive your first bill from WRC.
- Paperless billing - If you would like, after you receive your first bill, you may set up your invoice to be sent paperless (via email) by visiting [www.oakgov.com/water](http://www.oakgov.com/water).
- Billing measurements - You will now be billed in cubic feet (cu ft.) versus gallons. The conversion is 100 cu ft. = approximately 750 gallons. More information is provided on the reverse side.
- Quarterly billing - Your first three bills from WRC (May, June, and July) will be sent monthly; however, beginning with July's usage, the billing cycle will be on a quarterly basis. You will receive your first quarterly bill in September.

#### PAYMENT INFORMATION

Ways to make payments:

- WRC accepts payments online at [www.oakgov.com/water](http://www.oakgov.com/water)
- By phone with an agent, or an automated, self-service payment line at (248) 858-1110
- In person: 2636 Dixie Hwy., Waterford, MI 48328
- By mail: WRC-Billing Services, One Public Works Drive, Waterford, MI 48328.

Types of payments accepted - Along with cash and checks, you may pay with:

- Visa, Mastercard, or Discover – without a service fee
- Savings or checking account e-check
- Pre-authorized ACH payments

#### CURRENT ACH CUSTOMERS

If you currently pay your bill automatically to the City via ACH, that agreement will no longer be valid. After you receive your first bill, you will need to establish a new agreement with WRC at [www.oakgov.com/water](http://www.oakgov.com/water).

Important phone numbers are provided on the back for your reference.

## HELPFUL PHONE NUMBERS

- WRC Billing Services: billing questions and payments (248) 858-1110
- WRC Front Desk: general inquiries (248) 858-0958
- Water Maintenance: Monday – Friday, 7:00am – 3:30pm (248) 356-6299
- After Hours Emergency: (248) 858-0931
- GFL Refuse Operations: (844) 464-3587

## MEASUREMENT CONVERSION

Beginning with your first bill in May, you will be billed in units of 100 cubic feet. 100 cu ft. is approximately 750 gallons of water.

The City of Walled Lake recognizes that our water customers are accustomed to determining their water usage in 1,000-gallon increments or units of usage. Even though you will be billed in 100 cu ft., the water charges remain the same. There is no impact to the amount of your bill.