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# City of Warren Water Division

## Frequently Asked Questions

### How do I contact you?

By Telephone:

You can reach our Customer Service operation by calling (586) 759-9200. If you have an after hours water or sewer related emergency, please call (586) 759-9200.

In Person:

City Hall Office

Water Accounting (4<sup>th</sup> floor)

One City Square

Warren, MI 48093

### What are your hours of operation?

Monday – Friday

8:30 am – 5:00 pm

(excluding holidays)

### How can I make my payment?

Mail: City of Warren Water Division  
One City Square, Suite 420  
Warren, MI 48093-2394

In Person: City Hall, One City Square, Warren, MI, 48093  
Treasurer's Office Cashier Window – 2<sup>nd</sup> Floor

Drop Box: City Hall, One City Square, Warren, MI, 48093 (outside the building)  
Opening to drop box is located in the rear of City Hall

Local Banks: Payments may be accepted at some local bank branches. Check with your bank to determine methods and fees.

Direct Pay: Sign up for Direct Pay and have the amounts due automatically deducted from your account. No checks to write, no postage fees, and no late fees. Notice of payment and date of withdrawal is mailed monthly. Contact Customer Service at (586) 759-9200 for more information. Downloadable application forms are available on our website.

Easy Pay: Use your checking account number to pay either through the City's website or by calling toll free 1-877-264-5744. As of February 2016, the City no longer charges you for paying your water bill through our Easy Pay service. Both your checking account and water account will be updated within 2 to 3 business days. Transactions are fully encrypted and highly secure.

### What types of payments do you accept?

The City of Warren's Water Division currently accepts cash, checks, money orders, Easy Pay, Direct pay, and Point and Pay credit cards, debit cards and e-checks.

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## **City of Warren Water Division Frequently Asked Questions**

### **How do I apply for utility service? Terminate my utility account?**

Contact our Customer operation at (586) 759-9200 or visit our main office at City Hall, Water Accounting (4<sup>th</sup> floor), One City Square, Warren, MI, 48093.

### **Where does the water come from?**

The City of Warren purchases water from the City of Detroit Water and Sewerage Department.

### **When will I receive my utility bill?**

Utility bills are issued once a month. Generally, the water bills are mailed around the 15<sup>th</sup> of each month and received within a day or two after they are mailed.

### **When is my utility bill due?**

Your due date is generally the last business day of the month.

### **Why is my bill so high this month?**

When you receive a higher than normal utility bill it's most often because of increased consumption. There could be any number of reasons for additional water use. During the summer months, watering new or existing grass or landscaping can cause your water bill to escalate. High consumption could exist if you had more than the usual number of people in your home during the previous billing period; filled a swimming pool; experienced a leak; underwent a remodeling project; or, were absent from home and a leak developed/toilet ran while you were away. These are just a few possible causes. Please check your water bill for the usage period and compare the period of time with the possible causes just mentioned, and immediately make repairs, if applicable.

### **How do I check for possible leaks?**

You can check for leaks by looking for the small triangular leak indicator on the face of your water meter. If it is spinning when no water should be running, you have a leak. Another method of checking for leaks is to take a meter reading at night and another in the morning. If no water was used over night, the reading should remain the same.

### **When will I accrue a late charge?**

Failure to pay the balance due on an account by the stated due date will subject the entire outstanding balance to a penalty of 3%. Each April, accounts that have balances due extending back to the prior December will receive special notices on their utility billing that the amount due as of the previous December 31<sup>st</sup> must be paid in full by the end of April. Any amounts unpaid within that time frame will be transferred the tax roll and collected as a property lien. A collection fee of 17% will be added to any amounts transferred to the tax roll.

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### **Is there a fee for returned checks/insufficient funds/dishonored payments?**

Dishonored Payments/NSF/Returned checks will be returned to the maker with charges added back to the account including penalties and a \$40.00 handling charge to correct your account. Customers utilizing Direct Pay, Easy Pay, and Point and Pay Credit/Debit Card processing are also subject to penalties and a \$40.00 handling charge if the payment is dishonored or returned. The reason for the fee is to cover the City's Water Division cost associated with correcting your payment reject. Should you have a question on this matter please call customer service at 586-759-9200 for assistance

### **Can I have a separate meter for my lawn sprinkler system?**

The City of Warren issues separate meters for lawn sprinklers. Water only accounts are not billed for sewer related charges, so a separate meter might be a benefit. Keep in mind, a minimum water bill would be due on the account even when the sprinkling system was not in use. For more information, please see the informational packet posted on our website or contact our Customer Service operation at (586) 759-9200.

### **What should I do if I see a broken water main or a leaking fire hydrant?**

Immediately contact the Customer Service operation at (586) 759-9200 to report the location of the break or hydrant in need of attention. Contact (586) 759-9200 for emergencies occurring after business hours.