

City of Rochester Hills

Office Hours: Monday through Friday 8:00 a.m. to 5:00 p.m.

Billing Inquiries – Accounting Division – Call 248-656-4688

Water and Sewer Emergencies – Department of Public Service – 248-656-4685

Service or Repairs – Department of Public Service – 248-656-4685

- Turn Off/Turn On or Sanitary Sewer Blockage

General Information:

- All previous year's bills not paid by September 1 of the current year will be added to the tax roll.
- There is a remote reading device located on the outside of your dwelling. The remote device enables the meter reader to read the meter without having to enter your home.

Water Conservation Tips:

- **Water is a valuable commodity so it is very important to conserve water.**
- **Even the smallest leak can increase your water consumption over a period of time.**
- **High consumption may indicate a leak somewhere within your plumbing.**
- **Toilets are one of the most common water wasters and tend to be less noticeable than a faucet leak.**
- **A customer can save hundreds of dollars annually on water bills by simply making sure leaks are immediately taken care of.**
- **Reduce outdoor water use**

Meter Types:

- **HM (House Meter)** is the main meter located inside the residential/commercial dwelling that registers all water used. This meter provides the number of water units used and is multiplied by the current water and sewer rates set by City ordinance.
- **AM (Area Maintenance)** is a meter located inside the dwelling and is plumbed in conjunction with the house meter. This meter type registers all water used outside. The water units that are registered on this meter are multiplied by the current sewer rate and then an AM credit is issued.
- An **AM Credit** is water used outside and a sewer credit or reduction is given to the customer. The customer does not pay sewer charges on outside watering.

Type of Read:

A = Actual Read **E** = Estimated Read **M** = Manual Read **C** = Computer Estimated Read

Consumption is the amount of water and/or sewer used. Consumption is measured in units of 100 Cubic Feet (approximately 750 Gallons is equal to 1 unit).

Commodity is the charge for the water and/or sewer units used.

Online Payment and View Your Recent Water and Sewer Bill Online:

- Go to www.rochesterhills.org
- Scroll to bottom of page
- Click on Manage Your Water Bill icon
- Enter long in
- Follow instructions for payment online

Payment Location: Bills are payable in person at the City of Rochester Hills, Treasury Office or can be placed in the Drop Box located at City Hall.

Direct Payment Plan: For an automatic withdrawal from your financial institution, please contact the Treasury Office at 248-656-4675.

Credit Card Payments: For a fee, most credit card payments will be accepted by calling toll free 1-877-245-5774.

Mail Payments to: City of Rochester Hills - Water
16632 Collection Center Drive
Chicago, IL 60693-0166