

## City of Rochester Hills

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

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

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

**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.

**Consumption** is the amount of water and/or sewer used. Consumption is measured in units of 100 Cubic Feet (approximately 748 gallons is equal to 1 unit).

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

### PAYMENT METHODS

| METHOD OF PAYMENT      | HOW  | WHERE  | HOURS OF OPERATION                       |
|------------------------|--|--|--|
| Automatic Bill Payment | Checking or Savings<br>Enrollment Required             | <a href="http://www.rochesterhills.org/enrollment">www.rochesterhills.org/enrollment</a> | 24 hours, 7 days a week                  |
| Online                 | Checking or Savings<br>(No Fees)                       | <a href="http://eps.mvpbanking.com">eps.mvpbanking.com</a><br>Access code 52693947       | 24 hours, 7 days a week                  |
|                        | Visa, MasterCard,<br>Discover, E-Check<br>(Fees Apply) | <a href="http://www.rochesterhills.org">www.rochesterhills.org</a>                       | 24 hours, 7 days a week                  |
| By Mail                | Check Only   | City of Rochester Hills Water and Sewer<br>PO Box 94593<br>Cleveland, OH 44101-4593      | 24 hours, 7 days a week                  |
| In Person              | Cash or Check  | City Hall (Upper Level)<br>1000 Rochester Hills Dr.                                      | Monday-Friday, 8am - 5pm                 |
|                        | Check Only   | City Hall Drop Box (Visitors Parking Lot)<br>1000 Rochester Hills Dr.                    | 24 hours, 7 days a week                  |
| By Phone               | Visa, MasterCard, Discover<br>(Fees Apply)             | 1-877-245-5774   | 24 hours, 7 days a week Automated System |

For additional payment information, please visit [www.rochesterhills.org/payments](http://www.rochesterhills.org/payments)

### Possible Reasons for a High Water Bill

- Summer usage (outside watering and landscape care)
- Toilet leaking (toilet that continues to run after being flushed)
- Dripping faucet indoors or spigot outdoors
- Water driven back up sump pump
- Changes in occupancy (house guests or students returning home)
- Faulty humidifier on furnace

For water conservation information visit [www.rochesterhills.org](http://www.rochesterhills.org) Department of Public Service