

City of Warren Water Division

Frequently Asked Questions

How do I contact you?

By Telephone:

You can reach Customer Service Monday-Friday (excluding holidays) 8:30 am- 5:00 pm by calling (586) 759-9200. If you have an after-hours water or sewer related emergency, please call (586) 759-9200 where you can leave a message which will be returned as soon as possible.

In Person:

City Hall Office

Water Accounting (4th floor)

One City Square

Warren, MI 48092

What are your regular business hours?

Monday – Friday

8:30 am – 5:00 pm

(excluding holidays)

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How can I make my payment?

Mail: City of Warren – Water

PO Box 554765

Detroit, MI 48255-4765

Make checks payable to: City of Warren Water

In Person: City Hall, One City Square, Warren, MI 48093

Treasurer's Office Cashier Window - 2nd floor

PAYMENT TYPES ACCEPTED: CASH, MONEY ORDERS AND CREDIT/DEBIT CARDS (3rd party fees do apply for credit/debit card transactions)

Drop Box: City Hall, One City Square, Warren, MI 48093 (behind the building)

Direct Pay: Sign up for Direct Pay to automatically deduct each month's balance from your bank account. NO checks to write, no postage fees, and no late fees. Notice of payment and date of withdrawal is sent monthly. Contact Customer Service at (586) 759-9200 for more information. Downloadable application forms are available on our website.

Point & Pay: Credit, Debit Card and E-Check payments can be made online at www.cityofwarren.org or by phone at (844) 435-3977. (3rd party fees do apply for credit/debit card transactions)

What types of payments do you accept?

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

City of Warren Water Division

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How do I sign up for an e-bill?

An e-bill is an electronic copy of the bill that is transmitted via email. E-bills are delivered faster and directly to your email. They help reduce printing and mailing costs of paper copies. You can sign up for an e-bill through your online account on the www.cityofwarren.org payment portal or with a Customer Service operator at (586) 759-9200.

When will I receive my utility bill?

Utility bills are issued once a month. Generally, the water bills are mailed and/or emailed around the 15th of the month.

When is my utility bill due?

Your due date is generally the last business day of the month. Please see your bill for the exact date.

Why is my bill so high this month?

When your bill is higher than normal, 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 could cause your water bill to increase. High consumption could also occur 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, a running toilet. These are just a few of the possible causes. Please check your water bill for the usage period and compare the period of time with the above-mentioned possibilities, and immediately make repairs, if applicable.

City of Warren Water Division

Frequently Asked Questions

I know I am using water, but my bill shows 0 units. Is something wrong with my meter?

It is possible that your meter has stopped. Occasionally, sediment and rust will get into the meters and jam the dials which slows them down or prevents them from working entirely. If you know you're using water but you are getting a bill showing no usage, you should immediately call Water Customer Service at (586) 759-9200 so we can repair your meter and bill you properly.

Please note that a stopped meter does not exempt you from charges, so it is to your advantage to call the Water Department immediately. Should you choose to wait months or even years to call, we will take an average of your usage at the point when the meter was fixed and back-bill you for the entire time your meter was stopped.

While the Water Department will do its best to bill you accurately, it is difficult for us to determine whether or not a meter is stopped without your help. We appreciate your assistance.

How do I request a final water bill?

Final water bills can be requested as early as the day prior to closing. There is a \$15.00 final bill charge. You can print a request for final bill form from our website and fax it to (586) 759-9222 or requests can be made with Customer Service at (586) 759-9200. Final bills can be emailed, faxed or picked up at City Hall, One City Square, Suite 420, Warren, MI 48093.

Where does the water come from?

The City of Warren purchases water from the Great Lakes Water Authority.

How do I check for possible leaks?

You can check for leaks by looking for the small triangular indicator on the face of your water meter register. 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. Newer 8-digit registers show a spinning dial as a leak detector.

City of Warren Water Division

Frequently Asked Questions

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 with past due balances from the prior calendar year will be notified on their utility bill. Any amounts unpaid by April 30th will be transferred to 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.

Can I get a payment arrangement for my outstanding water balance?

Payment arrangements can be made on delinquent water accounts with an active shut off notice. If you receive a shut-off notice, contact Customer Service at (586) 759-9200 for payment arrangement options.

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

Dishonored payments/NSF/Returned checks will result in a \$40.00 fee being assessed to your account. Customers utilizing Direct Pay and Point & Pay credit/debit/e-check processing are also subject to penalties and a \$40.00 fee if a payment is dishonored or returned. The fee covers the City of Warren's Water Division cost associated with correcting your payment rejection. All rejected payments will also be returned to the account and are subject to penalties. 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?

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 will still be due on the account even when the sprinkler system was not in use. For more information, see the informational packet posted on our website or contact Customer Service at (586) 759-9200.

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

Immediately contact Customer Service 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.