



E-Newsletter

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A Note from the Commissioner

With fall right around the corner, I want to highlight a few projects we have been working on this summer. Over the past number of months, I have challenged my staff to eliminate the fee paid by customers who pay their water and sewer bill on-line. I am pleased to report that they have met that challenge and customers can now pay their water and sewer bill without incurring any additional fee.

On another note, we are all aware that one of the most important measures we take here at the WRC is safety. I am excited to report the WRC has won the American Water Works Association's (AWWA) Award of Safety Excellence. Below are the details of the award.



Finally, I want to mention our annual Clinton River Review. The Clinton River Review, in conjunction with Oakland University, is a half-day event that brings together stakeholders and the public to learn about the progress and challenges of protecting the Clinton River. Below you will find more information on this year's event. I hope you will find this E-newsletter to be helpful and informative.

WRC Offers Free On-line Bill Payment



When the WRC began offering its customers the opportunity to pay water or sewer bills on-line, it came with a fee for using this service. The fee was created in 1997 by the Oakland County Board of County Commissioners. It was based on the amount of the on-line payment. After numerous inquires from water and sewer customers, we set out to eliminate the practice of charging an additional fee for on-line users.

We are pleased to announce the elimination of the on-line user fee for water and sewer bill payments. We've made some upgrades to our system and can now process your Visa or MasterCard payment with no additional fee. Please [click here](#) to pay your water and sewer bill 24-hours per day, seven days a week with no additional fee. If you have any questions, please contact the WRC Water and Sewer Billing Department at 248-858-1110.

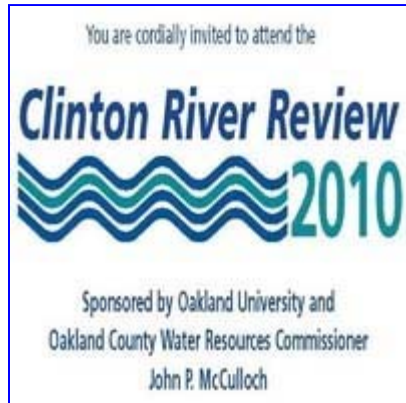
WRC Wins Safety Award

The Oakland County Water Resources Commissioner's Office was recently awarded the 2010 American Water Works Association's (AWWA) Award of Safety Excellence. The competition is administered by the Safety Practices Committee of the AWWA's Michigan Section and is intended to recognize excellence in water utility safety programs. In addition, the award recognizes dedication and progress in providing



a safe work place. The competition involves the review and evaluation of the utilities' safety records and safety program. Items such as the Michigan Occupational Safety and Health Administration 300 Logs, Recordable Incident Rate, Safety Training Schedule, Confined Space Standard, Personal Protective Equipment Matrix and Gas Detector Calibrations were submitted with the application. Awards are based on the utilities' size. The WRC was honored with the Class III award (100 to 500 employees). The awards ceremony was held on August 11, 2010 in Mt. Pleasant, Michigan.

2010 Clinton River Review



Each year the Oakland County Water Resources Commissioner's Office teams up with Oakland University in Rochester Hills to sponsor the Clinton River Review.

The Clinton River Review is a free, half-day event where local officials, watershed stakeholders, students and the public learn about the progress and challenges associated with protecting and restoring the Clinton River and its watershed.

The event is divided into three main components. There are two technical portions where brief summaries of exciting programs related to the watershed are highlighted. This year, we are pleased to have Oakland University Assistant Professor of Environmental

Chemistry Edith Chopin and Lana Pollack, Chair of the U.S. Section, International Joint Commission.

The keynote address, which is the core of the program, will be famed author and water expert, Robert Glennon. He will be discussing his critically acclaimed book, *Unquenchable – America's Water Crisis and What to do About It*, which talks about the irony and folly of conventional water use procedures.

The 2010 Clinton River Review will be held at 9 a.m., Friday, October 1, at Oakland University in Rochester Hills, Michigan. To view the invitation click on the picture to your left. To RSVP, please call 248-858-0958 or e-mail envreq@oakgov.com.

Save the dates 2010!!

Rouge River Water Festival – September 14-17, 2010 - Cranbrook Institute of Science, Bloomfield Hills

Clinton River Review – October 1, 2010 - Oakland University, Rochester Hills

WRC FYI

The WRC just finished taping its popular H2Oakland show. The topic of the show is water rates and the rates setting process. Please check your local public access TV channels for show times.

Check out the WRC Facebook page [Click here](#) to become a fan!

Save The Date and the Environment! Oakland County will be hosting a rain barrel sale in mid-September. Check our Web site soon for more details.

The WRC in the news! [Click here](#) to see all news articles and commentary about the WRC.

WRC Contact Information

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