Service Connections

Service Transfer or Shut Off

To discontinue services, transfer services or turn on water services, please call the Treasury office at (269) 329-4455. The city requires 24-hour notice (one business day) to process these requests. If you are taking service out of your name, the city will turn the water service off on the final read date if the new customer has not called to put service into their name. If this happens, service will be reinstated when the new customer calls to transfer service into their name and make an appointment to have the service turned on.

When service is requested to be turned off by the homeowner for reason other than repairs, a $50 fee will be charged by the city to reinstate service.

New Service

If water service is available in your area and you wish to connect, all necessary permits may be obtained through the Community Development Department, located in Portage City Hall. You or your contractor may call the Community Development Department at (269) 329-4466 with questions or for more information.

Have Questions? Need Information?

For...
Water Pressure Problems
Discolored Water
Meter Readings
Water Main Breaks
Water Quality Concerns

Call (269) 324-9235
United Water

For...
Starting Services Upon Moving In
Terminating Services Upon Moving Out
Billing Inquiries
Name Changes

Call (269) 329-4455
Treasury Office

For New Water Service Connection

Call (269) 329-4466
Community Development Department

City of Portage
7900 South Westnedge Avenue
Portage, Michigan 49002

05/15/2013

Water and Sewer Service Guide

PORTAGE
A Natural Place to Move

City of Portage

7900 South Westnedge Avenue • Portage, Michigan 49002
www.portagemi.gov

Water in Portage

Water is an abundant natural resource in the City of Portage. Lakes and streams provide picturesque views and endless recreation opportunities for residents. Water is also an essential element of daily life – cooking, cleaning, laundry, bathing and drinking are not luxuries, but necessities. A clean and plentiful water system is important to the health of any community.

The City of Portage is committed to providing quality water services to residents efficiently and economically. The city contracts with United Water, Inc., to operate and maintain the water supply and distribution systems. United Water inspects wells throughout the city daily to ensure high water quality standards are met. Water samples are collected and chemically tested. The results are then sent to the Department of Public Health for review. An extensive testing program is maintained to meet State and Federal standards for water quality.

The city sewer system is an intergovernmental effort aimed at protecting the valuable groundwater supply. The City of Portage provides a wastewater collection system, which is pumped to the Kalamazoo Regional Water Reclamation Plant for treatment.

Michigan State Law requires that water and sewer systems be financially self-supporting. No general tax dollars support these operations – water and sewer rates are computed to recover the costs generated by the water and sewer system. These costs include operations, maintenance, wastewater treatment, the city share of special assessment projects, and other improvements in the system.

Billing Information

Billing Procedures

Water and sewer bills are mailed to all utility customers in the City of Portage on a quarterly basis. Billing quarters vary according to location of service address. Payment for water and/or sewer charges is due 29 days after the billing date. If payment is not received in the Treasury Office or postmarked by the U.S. Postmaster by the due date, a late charge of 10 percent is levied. You will receive a receipt if you pay your bill at the Treasury Office (located in City Hall); or if you pay by mail, simply enclose a self-addressed, stamped envelope with your full bill and payment, and your receipt will be mailed to you promptly. The city offers a convenient direct debit program; so that payments are automatically deducted from your checking account. Contact the Treasury Office at (269) 329-4455 for more information.

Lawn Sprinkling Allowance

The sewer volume for residential accounts is based on actual water consumption. There shall be no sewage charge for the amount of water consumption exceeding 125 percent of the water volume for the most recent winter billing quarter (defined as the billing quarter in which the month of January is included). The sewer volume for residential customers who do not have winter quarter usage shall not exceed the flat rate sewer volume (15,000 gallons) only until such time that a winter billing quarter is established with the City of Portage.

Collection Policies

If a bill for water and/or sewer services is not paid, a Delinquent Notice will be mailed after the original due date. Nonpayment of a Delinquent Notice will result in the mailing of a Final Notice indicating the scheduled date on which service will be shut off. Non-receipt of bills or notices does not exempt the customer from the responsibility of payment for services.

After water service has been added to the shut off list, a processing fee of $50 will be charged, in addition to original charges and late penalties, in order to restore service.

Any unpaid charges are held as a lien against the property to which the service is supplied. In the case of a rental or lease, the property owner is responsible for ensuring that all charges are paid.

Service may be discontinued to the property against which the lien has accrued. Service will be resumed after the lien has been removed by payment of delinquent charges and a $50 processing fee.

Outstanding water and/or sewer charges that are not paid as of March 31 each year and remain unpaid by June 30 are transferred to the city tax roll and assessed against the property to which service was supplied. These charges are then collected in the same manner as city taxes.