

Billing FAQ

I'm selling my house. How do I request a final water bill and transfer water service?

First, the resident needs to determine when they are supposed to pay their bill through: either through the date of closing or when they turn the keys over, as listed in the purchase agreement of the house. Water bills are a lien on the property.

In order to transfer service, a request for a final meter reading must be called in to the Village office at 231.271.3051.

The seller, Real Estate agent or Title Company must call the village office to request a final meter reading.

Where do I pay my water bill?

Water bills can be paid at the Village office at 321 St Joseph Street, Suite C Suttons Bay, MI 49682.

Can I have a separate meter for my lawn sprinkler system?

Yes. However, there are fees involved and you will be responsible for having a plumber install the meter. Please contact the Utilities Department at 231.271.1032 ext. 1 for assistance.

Rates FAQ

How are water and wastewater (sewer) rates set?

The Village sets water and sewer rates for its residents and businesses. These rates cover the cost that the village incurs in delivering water and wastewater service. Rate setting is a forward-looking process based on estimated future use and actual past usage from the communities.

Why can't rates be better managed to reduce fluctuations?

Just like yearly household expenditures, water and sewage rates can vary from year to year. Overall costs are impacted by use of the system, required capital improvement projects, and operation and maintenance costs. *On the water side, seasonal usage of water has a dramatic impact on the overall cost of service. Increases or decreases in maximum day or peak hour usage due to changes in summer seasonal usage can contribute to significantly higher peak demand and rates.*

Why do rates increase?

Because the water and wastewater treatment systems are aging, they must be maintained or replaced on a regular basis to ensure reliable service. Operation & Maintenance (O&M) of the water and wastewater systems also impacts rates, chemicals and property insurance. As new facilities are brought on line, overall expenses increase as well.

My house has been empty. Why do I still receive charges on my water bill?

Certain services must be provided regardless of the amount of water used that contribute to monthly fixed costs such as meter reading, customer accounting, and maintenance of water mains. Therefore, a home that is not actively using water but has an active connection will still incur charges related to these services.

Can I turn off my service if I am not there in the Winter?

The Village will do a seasonal shut off for a fee of \$25 and an additional \$25 to turn service back on in the Spring. The Village must be notified at least three (3) working days prior.