



City of Sutherlin

For City information log on to www.cityofsutherlin.com
Water/Sewer Dept. ♦ 126 E Central Ave. Sutherlin, OR 97479
Phone 541-459-2857 ♦ Fax 541-459-9363 ♦ Email utilities@ci.sutherlin.or.us

Residential Water Users WELCOME TO SUTHERLIN!

DEPOSITS

At the time an application is made, the applicant shall pay a deposit of **\$150.00**. The deposit is not to be considered a payment on account. Interest shall not be paid on the deposit.

RETURN OF DEPOSIT

A customer's deposit shall be applied to his account when the customer has established a history of two years (24) months of payments received without delinquency. If a customer has a delinquency during the two years, the deposit shall be kept until the customer has twenty-four consecutive payments free of delinquency. In any event, a customer's deposit shall be returned when service is discontinued, provided that all outstanding charges have been paid.

CHARGES & RATES

WATER RATES – RESIDENTIAL

¾” Meter~ \$29.72 per month
Multi-residential behind single meter~ \$14.83 per unit
Usage rate: \$.00375 per gallon or \$3.75/1000 gallons

SEWER RATES – RESIDENTIAL

CHARGES AND RATES

Single family unit.....	\$65.72 per month
Each family unit in a multiple family dwelling.....	\$52.57 per unit
Sewer Surcharge through Orenco Systems.....	\$11.00 per month

All mobile homes and manufactured homes, whether within or outside of mobile home parks, shall be considered a single family unit, and shall be charged the single family unit rate.

PAYMENT OF BILLS

1. **Due Date.** Each bill rendered shall contain the final date on which payment is due. If the bill is not paid by that date, the account shall be considered delinquent. There is no grace period after the 15th of the month.
2. **Late Charge.** Bills not paid by the due date shall be subject to a penalty charge of \$15.00.
3. Any time there is a previous balance, it is **always** due the prior month and considered delinquent.
4. **Payment Location.** Bills may be mailed to above address or placed in the drop box at City Hall at any time, or bring into City Hall office between the hours of 9:00 a.m. and 5:00 p.m., Monday through Friday.
5. Any check returned for “non-sufficient funds”, or Credit Card payment not honored will be assessed a \$25.00 handling fee, and customer's payments will be on a “cash only” basis.
6. **Xpress Bill Pay** is available for automatic withdrawal from your checking or savings account whether you want to sign up new service and pay a deposit or pay your bill. Forms are available at City Hall or on the city website – www.cityofsutherlin.com
7. We accept Visa, American Express, MasterCard, Discover, and Debit Cards.

DELINQUENT ACCOUNTS

1. ***Notice of Delinquency.*** If a bill is not paid by the due date designated on the bill, a delinquent notice shall be mailed to the customer. If the bill is not paid in full within 10 days of the mailing of the delinquent notice, water service may be disconnected without further notice.
2. ***Turn On Fee.*** When water service has been discontinued for delinquency, water service shall not be restored until each delinquent account has been paid. In addition, a \$80.00 fee shall be paid in advance to turn water services back on.

DISCONTINUANCE OF SERVICE

Each customer about to vacate any premises receiving water service shall request discontinuance of water service prior to the date service is to be discontinued. The customer is responsible for all water supplied to the premises until service is actually discontinued by the City Water Dept. or two days after the City receives notice, whichever ever occurs first. If final bill is not paid within 60 days, it will be sent to collections and an additional 25% of the balance will be added to the account.

REPAIR OF LEAK

It is the customer's responsibility to maintain all pipes, fittings, and fixtures in proper order free from leakage or waste.

WATER USE RESTRICTIONS

The City Council may from time to time impose restrictions on water use or change or revoke such restrictions, and in doing so may make the restrictions applicable at specified times or on specified days and may differentiate between classes of service or areas of the city or otherwise.

DAMAGE TO METERS

In case of damage to the water meter, or in case of its stoppage of imperfect operation, the customer shall give immediate notice to the City Water Department. If any meter becomes defective, or fails to register, the customer will be billed based on an average of the customer's prior three months usage when the meter was working properly.

In accordance with Ordinance No. 769, Section 9, Paragraph I. Where water service has been disconnected for any reason the water department may then discontinue water service. When repeated unauthorized turning on of water service occurs, the City Water Department shall remove the water meter. The charge for discontinuing water service shall be the actual cost plus administration and overhead plus \$50.00. The charge for removing the meter shall be chargeable to the offending customer and water services to the premises shall not be furnished again until such charges are paid.

The City of Sutherlin, its offices, employees or agents shall not be liable for service delays or stoppages not reasonably within its control. Also, in accordance with Federal law, the City of Sutherlin does not discriminate on the basis of race, color, national origin, sex, religious creed, disability, age, political beliefs or reprisal or retaliation for prior civil rights activity.

PHONE NUMBERS FOR OTHER UTILITIES

AVISTA UTILITIES-NATURAL GAS	1-800-659-4427
PACIFIC POWER	1-888-221-7070
CENTURY LINK	1-800-244-1111
DOUGLAS ELECTRIC CO-OP	541-673-6616
CHARTER CABLE TV	1-866-731-5420
SUTHERLIN SANITARY SERVICE (GARBAGE)	541-459-3139