



## City of Sutherlin

For City information log on to [www.ci.sutherlin.or.us](http://www.ci.sutherlin.or.us)  
Water/Sewer Dept. ♦ 126 E Central Ave. Sutherlin, OR 97479 ♦ Commercial Water Users  
Phone 541-459-2856 ♦ Fax 541-459-9363

### ***WELCOME TO SUTHERLIN!***

#### **DEPOSITS**

At the time application is made, the applicant shall pay a deposit of **\$100.00**. 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 – COMMERCIAL & INDUSTRIAL**

Usage rate: \$3.26 per 1,000 gallons

Meter charge: depending on size of meter. (Example: 3/4" \$25.54 / month  
1" \$51.10 / month)

##### **SEWER RATES – COMMERCIAL & INDUSTRIAL**

Monthly rate: \$51.78 includes 4,500 gallons of water

Usage rate: \$7.76 per 1,000 gallons over 4,500

#### **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 15<sup>th</sup> 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 received "Non-Sufficient Funds" 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. Forms are available at City Hall or on the city website. [www.ci.sutherlin.or.us](http://www.ci.sutherlin.or.us)
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 \$25.00 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 occurs first. If final bill is not paid within 30 days, it will be sent to collections and an additional 35% 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 customers or areas of the city or otherwise.

## **DAMAGE TO METERS**

In case of damage to the water meter, or in case of its stoppage or 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.

## **PHONE NUMBERS FOR OTHER UTILITIES**

AVISTA UTILITIES-NATURAL GAS	1-800-659-4427
PACIFIC POWER	1-888-221-7070
CENTURYLINK	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
POST OFFICE	541-459-8229
LIBRARY	541-459-9161
SCHOOL DISTRICT OFFICE	541-459-2228

