

**RESOLUTION #14/15-8
CITY OF DAYTON, OREGON**

Title: *A Resolution establishing water and sewer utility customer use and account policies.*

WHEREAS, the Dayton City Council desires to establish in writing policies regarding customer water and sewer accounts and use of the City's water and sewer systems; and

WHEREAS, the Dayton City Council and staff desire to provide the best possible customer service to users of the water and sewer systems while also protecting those systems; and

WHEREAS, policies have been in affect regarding customer accounts for water and sewer and customer use of those systems, and that this resolution is meant to solidify those policies; and

WHEREAS, the Dayton City Council considered and discussed these policies as found in Exhibit A on June 1, 2015.

The City of Dayton resolves as follows:

- 1) **THAT** the City Council hereby adopts Resolution 14/15-8; and
- 2) **THAT** the City Council adopts the policies attached as Exhibit A and incorporated by reference herein; and
- 3) **THAT** this resolution shall take effect immediately upon adoption.

ADOPTED this 1st day of **June 2015**.

In Favor: Bixler, Collins, Marquez, Price, Wytoski

Opposed: None

Absent: Frank, Taylor

Abstained: None




Elizabeth Wytoski, Mayor



Date of Signing

ATTEST:



Peggy Selberg
City Recorder



Date of Enactment

EXHIBIT A

Water and Sewer Utility Account Policies

I. Terms

- a. **Deposit:** All new accounts require a deposit according to the City's Fee Schedule.
- b. **Water Charges:** Water charges are determined by a base fee plus usage, including irrigation.
- c. **Sewer Charges:** Sewer is charged based on a flat monthly rate.
- d. **Delinquent Account:** An account that has a past due amount.

All rates are subject to change by action of the City Council.

II. Requests for Service/Termination of Service Requests

Requests for starting utility service as well as requests to terminate utility service shall be writing and submitted to Customer Service at City Hall. A deposit is required to turn on utility service. As a courtesy, the City will turn utility services on or off at the request of the utility account holder up to three (3) times per quarter. Requests beyond this amount will be charged a processing fee.

III. Paying Your Bill

Utility bills can be paid by cash, check or valid debit or credit card. Utility bills can be paid at City Hall in person or via the drop box, by mail, or online. Payments received at City Hall by 5:00 p.m. are credited the same day. Payments received after 5:00 p.m. will be credited the following business day. Delinquent accounts may be sent to collections and collection fees will be added to the final amount due.

- a. City Hall is located at 416 Ferry Street for in-person or drop box payments.
- b. Checks or other mail-in payments should be sent to: City of Dayton, PO Box 339, Dayton, OR 97114-0339
- c. Online payments can be made at www.ci.dayton.or.us.

IV. In Between Tenant Consumption

Any unauthorized utility usage that occurs between one tenant terminating services and the next tenant requesting service shall be the responsibility of the owner of the property where said service is located.

V. Meter Information/Access

All water meters are the property of the City of Dayton. Access to the meters is critical for the correct reading of customer water usage. It is the customer's responsibility to keep the water meter accessible for reading and maintenance at all times.

Meter tampering and inaccessible meters, including those which could not be read because of a dog or other animal on the premises, will be estimated based on 1200 cubic feet for each month in which the meter is not accessible. A \$50 fee will be added to the estimate for each succeeding month in which the meter remains inaccessible.

VI. Water or Sewer Emergencies

During regular business hours (9:00 a.m. to 5:00 p.m), water or sewer emergencies should be reported to City Hall by coming in or calling 503-864-2221.

After Regular Business Hours & on Weekends & Holidays, water or sewer emergencies should be called in to YCOM at 503-434-6500 and the on-call public works employee will be dispatched.

VII. Past Due/Delinquent Bills

Bills are sent out the first week of the month, and are due on the 20th of the month. Bills become past due on the 1st day of the following month if not paid, at which time a late fee is assessed. The late fee is set by the City Council in the City's Fee Schedule. Past due accounts not paid by the 10th of the month in which they become past due are subject to having water service terminated (shutoff).

Fees will be assessed for late payment, returned checks, service reconnections, and after business hours reconnections and meter tampering.

VIII. Billing Disagreements

If a customer believes their bill is incorrect, the customer may call Customer Service at City Hall to receive an explanation of what the bill includes or an investigation into what may be wrong with the bill.

If disputes continues beyond an initial explanation and investigation, the customer may submit a written statement containing all the facts to:

City of Dayton – Utility Billing/Disputes
PO Box 339
Dayton, OR 97114

The full utility bill remains due while the dispute is being investigated.

IX. Termination of Services

If the responsible customer or property owner believes that the termination of services was illegal or improper, or has a dispute about the charges due, he or she may request an informal meeting with the City Manager or his/her designee.

A customer or property owner wishing to request a meeting shall file a request with the City in writing which shall include:

- 1) The name, mailing address and telephone number of the person making the request;
- 2) The address of the premises subject to the termination of utility service; and
- 3) A concise statement why the City's proposed termination of water service is illegal or improper.

Such a request for a meeting must be received at City Hall at least three (3) days prior to the scheduled shut-off date.

X. Water Leak Credit

A credit equal to 50% of the higher than normal water usage during a known or suspected leak period may be applied to the account of the responsible utility customer subject to the following conditions:

- a. That notice of such a leak or suspected leak can be made either by the City of Dayton or by the property owner or occupant;
- b. That the credit will not apply to any base rate or minimum consumption in effect at the time of the leak;
- c. That the credit will be based upon water use above the base rate during the leak period compared with usage during the same month(s) in the immediately preceding year or immediately prior month(s) if the resident has been at this address less than one year;
- d. That the property owner or occupant has provided proof of completion of repair of the leak within thirty (30) days of either (a) the date they were notified by the City of a higher than normal water consumption, or (b) the date on which the property owner notified the City of a known leak;
- e. That there will be no credit for any period more than 30 days prior to the billing cycle in which the leak was detected or 30 days following the date of the leak notification by either party;

- f. “Notified” for the purposes of this policy shall be the date the notification is deposited in the US Mail by the City, or the date the City of Dayton receives notice from the property owner and said notice is documented. The City shall send such notices to property owners with a courtesy copy to renters where applicable;
- g. Credits shall be limited to one per calendar year per address.