

City of The Dalles Utility Services: WHAT YOU NEED TO KNOW

SETTING UP YOUR ACCOUNT: You need to come to City Hall to fill out and sign an application for water and/or sewer service, and provide at least one piece of identification, the physical address of the property, and your mailing address. For your protection no one else can set up your account for you and it must be done in person. If you wish to add someone else's name to the account, they too need to come in, provide the required identification and sign the application. **If you are a renter, you need to also provide your landlord's name and address.**

YOU ARE RESPONSIBLE: If the account is in your name, you are responsible for all amounts owed on that account through the date you order a disconnect. If you fail to order a disconnect on your account, you will continue to be responsible for all charges to that account until it is closed out. The final bill for your account is your responsibility. If your final bill is not paid within 90 days of the disconnect, it will be turned over to a formal collection agency.

METER ACCESSIBILITY: Meters are the property of the City and must be accessible to City personnel at all times. Parked cars, new fences, debris piles, and especially dogs can create problems when they interfere with access to your meter. You and your pet enjoy a special relationship and, while Rover would never bite or maul you, he may have a different perspective on the meter reader. Please be aware of your pet's whereabouts and activities at all time, but particularly around meter reading time each month.



BILLING PROCEDURES: The City of The Dalles bills each month in advance for the following month of water and sewer services. Meters are read every month and each customer is billed a base amount, depending upon what services they have and whether they are within the City limits or not. The base amount covers a limited amount of use. If you use more than is covered by the base amount, you will be charged according to the metered usage of that service. The City mails out the utility bills on the last working day of each month. If you do not receive your bill by the third or fourth day of the month, you should call to find out the amount of your bill.

YOUR FIRST BILL: The first bill that you receive for your new account will be larger than normal. Since the City bills in advance, your first bill will include the charges from your start date to the end of the current month AND the full month charge for the next month, along with a \$20.00 transaction fee for setting up the new service.

WHEN THE BILLS ARE DUE: Payment in full is due in the City Finance Office at 313 Court Street, by 4:30 PM on the 20th of each month. If the 20th falls on a weekend or holiday, the deadline will be the first working day after the 20th. If payment in full is not received by that time, a one and one-half percent (1.5%) penalty will be applied to your account. The City will then send you a delinquent notice that explains that if the delinquent amount is not paid in full by the end of the current month, a "door hanger" will be placed at your account location on the first Wednesday of the following month. A charge of \$20.00 will be added to your next bill for placing this notice. Whether you actually receive this notice or not, placement of the door hanger is considered to be legal notice that if the delinquent amount on your account is not paid within the next seven days, your service will be terminated for non-payment. If your service is terminated, you will be required to pay all amounts due, both delinquent and current, before your service will be reconnected. ***Failure to receive your bill or a delinquent notice or a door hanger does not remove your responsibility to pay any amounts due as required and will not allow you to avoid scheduled terminations for non-payment.***

If your service is a sewer only account and you do not have water service with the City, a one and one-half percent (1.5%) penalty will be applied to your account if your bill is not paid by the 20th of the month, but you will not receive a delinquent notice or notice of termination. Since sewer cannot be physically disconnected, other formal collections processes are used if bills become delinquent.

REMEMBER! *If you do not receive your bill by the third or fourth day of the month, you should call City Hall to find out the amount of your bill so that you can pay it on time and avoid late penalties and possible disconnection of your services.*