



City of Monroe Application for Utility Services

664 Commercial Street Monroe, OR 97456
Phone: (541) 847-5175 Fax: (541) 847-5177

PLEASE PRINT CLEARLY – ALL INFORMATION IS **REQUIRED** UNLESS STATED OTHERWISE

Service Start Date: _____ **INITIAL ONE** Residential: _____ Commercial: _____

Applicant's Name: _____
(Last) (First) (M.I)

Service Address: _____

Mailing Address: Same or _____

DOB: ____ / ____ / ____ Driver's License Number: _____ State: _____

Applicant is: Owner Renter Landlord

Applicant Phone (for leak notification): _____ Work Phone: _____

Email Address: _____

A \$100.00 deposit is required for all new accounts at the time service is to begin. If you are a renter the deposit will be applied to the final bill. If you are the owner the deposit will be applied to the account after one year of payments with no late fees or upon the close of service.

Your utility bill is a combination of water, sewer and stormwater charges. The City bills in arrears for services already provided from the 23rd to the 22nd of each month and billed on the first day of each month. Payments are due by the 22nd of the month. Any bill outstanding on the 23rd of the month may be subject to a 1.5% interest penalty. If your account is past due, payment must be received by the 10th of the following month to avoid a shut off notice. The city charges \$10.00 when a shut off notice is issued. If payment is not received or arrangements are not made, water service will be suspended as per date listed on the notice. In the event service is disconnected, an additional \$35.00 in fees will be assessed against the property address. Before service will be restored, the total amount due, including fees must be paid in full to the city. Property Owners acknowledge that a lien may be place on the property for delinquencies greater than 60 days.

It is the responsibility of utility user to contact City staff regarding billing concerns/payments.

The undersigned agrees to pay all utility fees, rates and charges as set by Council resolution, and as amended from time to time. Currently, these fees, rates, and charges are set at the rates on page 2. I recognize and accept that these amounts may be changed by Council resolution and agree to pay such amounts when amended, whether they are increased or decreased.

I hereby state that I read and that I fully understand the terms as stated above.

Applicant Signature _____ **Date** _____

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IF UTILITY SERVICE WILL BE IN TENANT'S NAME: PROPERTY OWNER MUST PROVIDE THE FOLLOWING & SIGN:

Property Owner Name(s): _____

Mailing Address: _____

Home Phone: _____ Cell Phone: _____

Email: _____

I, _____ am the owner of the property for which utility service is being requested. I understand that, in any event the applicant fails to pay charges incurred for any utility service provided by the City of Monroe to my property I hereby authorize the City of Monroe to transfer my tenant's payment delinquencies to me and to lien my property in the amount of the delinquent charges, plus any associated penalties and interest. I further understand that except where transfer of the property may occur, my property identified above shall not have a lien filed against it by the City unless and until the City has sent written notice of the owed amount(s) to me at least 30 days prior to certifying these amounts to the Benton County Clerk. I understand that my failure to respond and pay the outstanding fees within 30 days will result in a lien being placed upon my property.

Owner's Signature _____ **Date** _____

For office use only: Account # _____ Ser. Loc.: _____ Date Received _____ Entered By _____

RESIDENTIAL SERVICE

Residential – Inside city limits

Minimum monthly charge, first 5,000gallons	\$33.48
5,001 to 6,000 gallons additional	\$11.50
6,001 to 7,000 gallons additional	\$21.50
7,001 to 8,000 gallons additional	\$32.50
8,001 to 9,000 gallons additional	\$44.00
9,001 gallons and above	\$15.00 per 1,000 gallons

Residential – Outside city limits

Minimum monthly charge, first 5,000gallons	\$49.99
5,001 to 6,000 gallons additional	\$11.50
6,001 to 7,000 gallons additional	\$21.50
7,001 to 8,000 gallons additional	\$32.50
8,001 to 9,000 gallons additional	\$44.00
9,001 gallons and above	\$15.00 per 1,000 gallons

COMMERCIAL SERVICE

Commercial – Inside city limits

Minimum monthly charge, first 5,000gallons	\$49.99
5,001 to 6,000 gallons additional	\$11.50
6,001 to 7,000 gallons additional	\$21.50
7,001 to 7,000 gallons additional	\$32.50
8,001 to 9,000 gallons additional	\$44.00
9,001 gallons and above	\$15.00 per 1,000 gallons

Commercial – Outside city limits

Minimum monthly charge, first 5,000gallons	\$66.18
5,001 to 6,000 gallons additional	\$11.50
6,001 to 7,000 gallons additional	\$21.50
7,001 to 8,000 gallons additional	\$32.50
8,001 to 9,000 gallons additional	\$44.00
9,001 gallons and above	\$15.00 per 1,000 gallons

STORM WATER RATES

Single-family residential customers	\$7.00
All other customers	\$9.00

REVENUE BOND

Each Service connection	
Minimum monthly charge, first 5,000 gallons	\$10.85
Each additional 1000 gallons	\$ 2.12

WASTEWATER RATES

Flat rate for all residential users per the Equivalent Residential Unit rate at 5,000 gallons of water \$35.47
Commercial rates are determined annually. Rate is \$35.47 per EDU with a minimum charge of 1 EDU.

1 EDU = 5000 gallons

The Minimum Monthly Residential Service Charge for inside city limits is **\$86.80** and includes 5,000 gallons of water use.

Minimum Residential Service Charge Breakdown: Water: \$33.48 / Storm: \$7.00 / Bond: \$10.85 / Sewer: \$35.47

The Service Charge increases with water use over 5,000 gallons per month

DELINQUENT CHARGES:

All bills are due and payable on or before the date set forth on the bill. Payments are defined as delinquent if not paid by the 22nd of each month after the utility bills have been processed. All delinquent bills shall be assessed a late fee of one and one-half percent (1.5%) per month on all outstanding balances. If the account is unpaid after 60 days, the City may place a lien on the property and assign the balance to a private collection agency. A collection fee of 25%, maximum of \$200, may be added if assigned to an agency per ORS 697.105.

SHUT OFF NOTICES and RECONNECT CHARGES:

The City will provide notices for delinquent accounts that have not cleared past due amounts by the 10th of the month after the bill is determined delinquent. If any bill is not paid by or before that date, a notice will be mailed or door hanger placed, containing a cutoff notice that if the bill is not paid within ten days of the notice, service will be discontinued for nonpayment. When the City finds it appropriate to provide a door hanger or other notice of pending termination of utility service a notice fee of \$15 shall be added to the utility bill. In the event that services are disconnected, service will be reinstated only after all bills for service then due have been paid, or a payment plan acceptable to the City has been agreed to and adhered with, along with a reconnect charge of \$35.

There will be a \$35.00 fee assessed for all returned payments.

Any customer disputing the correctness of their bill shall have a right to a hearing at which time they may be represented in person and by counsel or any other person of their choosing and may present orally or in writing their complaint and contentions to the city official in charge of utility billing. This official shall be authorized to order that the customer's service not be discontinued and shall have the authority to make a final determination of the customer's complaint.

Payments can be made by mail to 664 Commercial Street, Monroe, OR 97456, in person at City Hall (664 Commercial St), or via our online bill pay system <https://www.xpressbillpay.com/#/?org=CityofMonroeOR10553>.

If you have any questions or concerns about your bill, please contact City Hall at 541-847-5175, or via email: cityhall@ci.monroe.or.us.