



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 charges for water, sewer, stormwater, bonds, and fees authorized by City Council. The City bills in arrears for services already provided and is billed by the first day of each month. Payments are due by date listed on the bill. Any account outstanding after the due date is charged a late fee and will accrue interest until paid in full. In the event service is disconnected, a fee will be required to restore service in addition to the amount past due. Property owners acknowledge that a lien will be placed 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 City 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 City 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 if 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, the 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 – Service Level 1	
Minimum monthly charge, first 1,000 G	\$34.96 plus
1,001 to 5,000 gallons at \$1 per 1,000 G	\$ 4.00
5,001 to 7,500 gallons at \$9 per 1,000 G	\$26.50
7,501 to 9,000 gallons at \$13 per 1,000 G	\$46.00
Over 9,000 gallons	\$46.00 plus
\$16 per 1000 G over 9,000	

MULTI-FAMILY

Multi-family – annual average over 10,000 gallons per month (Annual average usage under 10,000 gallons per month)	
Minimum monthly charge	\$ 34.96 plus
0 to 10,000 gallons at \$12 per 1,000 G*	\$120.00
10,000 to 20,000 gallons at \$14 per 1,000 G	\$260.00
Over 20,000 gallons – \$260.00 plus \$16 per 1,000 G over 20,000	

COMMERCIAL SERVICE

Commercial – Service level I (Annual average usage under 10,000 gallons per month)	
Minimum monthly charge	\$51.47 plus
0 to 5,000 gallons at \$2.50 per 1,000 G*	\$12.50
5,000 to 10,000 gallons at \$11.50 per 1,000 G	\$70.00
Over 10,000 gallons – \$70.00 plus \$16 per 1,000 G over 10,000	

*Rates are expressed in 1,000-gallon units but are charged by each gallon used.

Application for utility service outside city limits must be approved by City Council.

Commercial – Service level II
(Annual average usage over 10,000 gallons per month)

Minimum monthly charge	\$ 51.47 plus
0 to 10,000 gallons at \$10.50 per 1,000 G*	\$105.00
10,000 to 25,000 gallons at \$14.50 per 1,000 G	\$322.50
Over 25,000 gallons	\$322.50 plus
\$16 per 1000 G over 25,000	

STORM WATER RATES

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

REVENUE BOND

Each Service connection	
Minimum monthly charge, first 1,000 gallons	\$10.85
Each additional 1,000 gallons	\$ 2.12

WATER SYSTEM CAPITAL IMPROVEMENT FEE

Each Service Connection	\$ 2.50
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FACILITIES MAINTENANCE FEE

Each Service Connection	\$ 3.00
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WASTE WATER (SEWER) RATES

Minimum monthly charge, first 1,000 G of water use	\$35.47
Usage Charge \$1.00 per 1000 G over first 1,000 G*	
Commercial rates - determined annually	
*Adjusted for summer water usage	

The Minimum Monthly Residential Service Charge is \$93.78 and includes the first 1,000 gallons of water use.
Service Charge Breakdown: Water: \$34.96 / Storm: \$7.00 / Bond: \$10.85 / Water CIP: \$2.50 / Sewer: \$35.47 / Facility Fee: \$3.00

The Service Charge increases with each gallon of water used over 1,000 gallons per month

DELINQUENT CHARGES:

All bills are due and payable on or before the date set on the bill. Accounts are delinquent if not paid by that date. All delinquent accounts will be assessed a late fee \$10.00 and accrue interest of 1.5% per month until the outstanding balance is paid. If the account is unpaid after 60 days, the City will place a lien on the property and may assign the balance to a private collection agency. A collection fee of 25% (maximum of \$200) will be added if assigned to a collection agency per ORS 697.105.

SHUT OFF NOTICES and RECONNECT CHARGES:

When an account becomes delinquent, the City will send a 10 calendar day notice by mail. If the account is a renter, a copy will also be sent to the landlord or property owner. If the property is a multi-family unit, each tenant will receive copy of the notice with the payment amount redacted.

If payment is not received in full or other arrangements made by the date printed on the notice, the water shutoff process will start. This may take an additional 5 days. Water service will be suspended no earlier than 24 hours after a disconnect notice is posted at the property. Disconnect notices will not be posted on Friday, a holiday, if the following day after posting is a holiday, or if City Hall is expected to be closed. In the event service is disconnected, a \$35.00 fee will be required to restore service in addition to the past due amount including fees and interest. There will be a \$35.00 fee assessed for all returned payments.

Any customer disputing the correctness of their bill have a right to a hearing with the City Administrator. The City Administrator is 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, Xpress Bill Pay, at <https://www.xpressbillpay.com>. Fees apply for online payments.

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