



**CITIZENS' RATE REVIEW COMMITTEE AGENDA
THURSDAY, NOVEMBER 21, 2019**

6:30 P.M. MEETING

WASTEWATER TREATMENT PLANT CONFERENCE ROOM (2301 N.E. Wynooski Rd)

Mission Statement

The City of Newberg serves its citizens, promotes safety, and maintains a healthy community.

Vision Statement

Newberg will cultivate a healthy, safe environment where citizens can work, play and grow in a friendly, dynamic and diverse community valuing partnerships and opportunity.

I. CALL MEETING TO ORDER

II. ROLL CALL

III. CONSENT AGENDA

- 1. Approve minutes from the October 24, 2019 meeting.

IV. COMMITTEE BUSINESS

- 1. Stormwater capital projects presentation & discussion
- 2. Stormwater revenue & rates presentation & discussion
- 3. Non-potable rate presentation & discussion
- 4. Utility rate comparisons & discussion
- 5. Utility Assistance program update

V. PUBLIC COMMENTS

(30 minutes maximum, which may be extended at the Chair's discretion, with an opportunity to speak for no more than 5 minutes per speaker allowed)

VI. ADJOURNMENT

Next Meeting: December 19, 2019 at 6:30 pm at City of Newberg Wastewater Treatment Plant, 2301 Wynooski Rd, Newberg, Oregon.

ACCOMMODATION OF PHYSICAL IMPAIRMENTS: In order to accommodate persons with physical impairments, please notify the City Recorder's office of any special physical or language accommodations you may need as far in advance of the meeting as possible and no later than 48 hours prior to the meeting. To request these arrangements, please contact the City Recorder at (503) 537-1283. For TTY services please call (503) 554-7793.

The Committee accepts comments on agenda items during the meeting. Fill out a form identifying the item you wish to speak on prior to the agenda item beginning and turn it into the Secretary. The Chair reserves the right to change the order of the items on this agenda.

portion of the capital plan and was able to get a reduced interest rate and repayment terms and there were a couple of years where the rate increases dropped. Once the project was going, the rates were increased for other capital projects and reserves. The rates had dropped in the last few cycles due to favorable economic conditions and completion of the large capital project. In 2017/2018 the Council directed additional funding for I & I projects which was a slightly higher rate increase than the CRRC had recommended. For 2019 and 2020, the rate increase was 3.5% each year which was just above inflation. The prior rate review had projected increases of 3.5% for the remainder of the plan.

Finance Director Zook explained how they had refinanced the loan for the Wastewater Treatment Plant and the amount of interest they saved was over six figures. They had also been able to refinance the water debt which was also another large savings of seven figures. He was working on a summary of the debt that had been issued, the projects, and the refinancing savings. He would share that with the CRRC when it was completed.

Ms. Galardi discussed the current rates and the difference between the service charge and volume charge. The service charge included a billing charge per account and Infiltration and Inflow charge per dwelling unit for residential and per account for commercial. The volume charge for residential was based on the estimated sewage discharge for winter wastewater usage. For commercial the volume charge was based on the type of use. She summarized the inflow and infiltration sources.

There was discussion regarding inflow and infiltration issues in the City.

Ms. Galardi summarized the cost recovered by the different rate components. For the billing charge, the costs were recovered through utility billing and customer service. For the infiltration and inflow charge, 80% of the infiltration and inflow costs were recovered. For volume charge, wastewater plant operations, engineering, and maintenance costs plus capital and 20% of the infiltration and inflow portion was recovered. The fixed charge was about two-thirds of the revenue coming in, which was about the same range as the water system fixed charge. This helped maintain stability. Because wastewater volumes were based on winter average use, they tended to fluctuate less than the water rates. Account growth had averaged about 1.2% per year, but billed volumes were flat. She gave a sales revenue comparison which showed the sales had been conservative compared to the growth that had occurred. In the last two years the revenues were higher than the projections by two to three percent. She thought that trend would continue for the next couple of years as well. She also discussed the projected operation and maintenance expenses which showed that the expenses came below budget. The reduced actual spending in 2017-18 and 2018-19 for Materials and Services was primarily for operating supplies, utilities, and repair and maintenance. There would be some key increases in the projections due to the franchise fees (\$180K), salaries (\$100K) including a new 0.25 FTE in Wastewater Maintenance, and internal service charge (\$100K). She gave a Capital Plan comparison through 2025. The actual CIP was \$1.5 million lower than the prior forecast. The overall CIP was \$1.4 million higher than the prior forecast. The total dollar amount for the CIP projects was \$17.2 million, and she described the different funding sources. No new debt would be assumed. The SDCs would cover growth-related CIP projects during the planning period and would support the debt service, however there were not many SDC driven projects for this CIP as most were repair and maintenance projects. The costs would mostly be covered by the rates and reserves. She discussed the current and projected reserves. The reserves included a 60 day operating contingency, one year's worth of debt service, and rate stabilization/repair and replacement components. There was a good SDC fund balance as well, and combined there was \$15 million in reserves. She noted that growth improvements beyond the seven year window would be substantial, more than \$5 million, and the reserves would be helpful in direct funding of those projects. There was a reduction in the rate stabilization reserve at the end of the planning period of \$3.6 million, which was close to the medium target range that the Committee wanted to get to in the last cycle which was based on the percentage

of sales revenue and percent of capital investments. Anything below a 3.5% rate increase would not leave the City in the position to address future capital needs.

Ms. Galardi discussed the preliminary financial plan with the annual revenue increase of 3.5%. She summarized the rate drivers noting that there was steady customer growth, below budgeted operating expenses for the last two years, and higher existing reserves due to delayed capital projects and higher revenues. On the other side, there was a large capital plan coming to address system reliability and replacement of infrastructure, flat billed volumes, and increased projected operating costs. The next steps were to address any CRRC information needs, update the cost of service and rate schedule, and develop the recommended rate schedules.

3. Committee Discussion

There was discussion how the 3.5% just gave them a minimum fund balance, need for consistent rates instead of large highs and lows, funding constraints, growth and capacity, updating master plans, other cities that had a rate review committee, and moving the meetings to a different location, the public safety building.

IV. PUBLIC COMMENTS

A member of the audience asked about the major industrial customer, West Rock, and how since it was not currently online did they project future usage. City Engineer Hofmann said that site was in the growth projections. The Master Plan assumed it would be annexed and in use in the 20 year planning cycle.

V. ADJOURNMENT

Chair Grider adjourned the meeting at 7:57 PM.

Approved by the Citizen's Rate Review Committee on this 21st day of November, 2019.

Citizens' Rate Review Committee Recording Secretary

Citizens' Rate Review Committee Chair

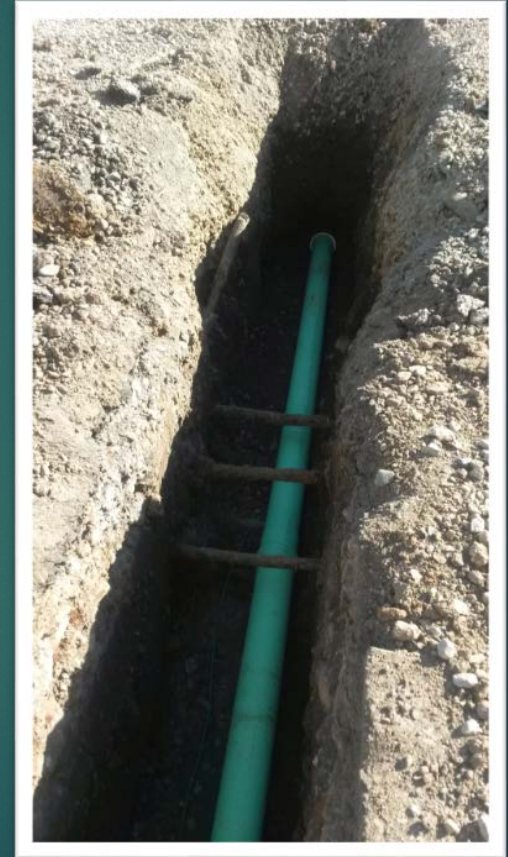
CITIZENS RATE REVIEW COMMITTEE 5 YEAR STORMWATER C.I.P. PRESENTATION

NOVEMBER 21, 2019



Status Update on Projects

- ▶ S. BLAINE STREET; HANCOCK – 11th STREET
- ▶ VILLA ROAD AT HESS CREEK
- ▶ S. CENTER STREET
- ▶ COLUMBIA DRIVE
- ▶ N. ELLIOTT
- ▶ N. SPRINGBROOK
- ▶ TMDL/WQ RETROFIT
- ▶ SW DESIGN MANUAL UPDATE



Proposed 5 Yr Stormwater Projects

- ▶ S. BLAINE STREET; HANCOCK – 11th STREET
- ▶ N. ELLIOTT
- ▶ N. SPRINGBROOK
- ▶ TMDL/WQ RETROFIT
- ▶ OR219/RAILROAD TRACKS
- ▶ VERMILLION STREET
- ▶ RAILROAD DITCH – N COLLEGE – N MERIDIAN
- ▶ WYNOOSKI STORM 7TH TO 8TH
- ▶ MAINTENANCE YARD



Villa Road Culvert

S. Blaine Street: Hancock to 11th Street

- Phases 1 & 2 are complete
- Sections of pipe crosses under the Fire Station
- Large sections of pipe are nearing end of life
- \$1,024,322
- 5% SDC Eligible



N. Elliott Road

- There is no public drainage system in N. Elliott Road resulting in frequent ponding other than ditches
- This project would add 18" storm pipe to convey storm drainage
- Roadway improvements will occur at the same time
- \$257,500
- 5% SDC Eligible



N. Springbrook Road



- There are existing flooding problems along Springbrook Road
- We will do some early investigation into some of the causes
- A signal at Haworth Avenue, wastewater upsizing and water line upsizing will also be under construction
- \$888,015
- 10% SDC Eligible

TMDL Implementation & Water Quality Improvements



Creek (DS of Mountainview Drive)
Residential Stormwater Outfall



West Bank Chehalem Creek
Streambank Erosion

- The city currently has an Implementation Plan that we report annually our progress
- Mostly reactive program – need to move to a more proactive program
- GIS Mapping efforts
- Storm facility inspection, enforcement & retrofit
- ~\$50,000/year

OR240/Railroad Tracks

- ▶ This is an area of town where the diagonal pipe that runs through the building causes flooding in the area.
- ▶ The inlet north of the building actually overflows during storm events. South of the area where the storm lines goes under the building the pipe length is too long for it to be cleaned with the City's current equipment.
- ▶ This pipe may also need to be upsized.
- ▶ This project is not in the Master Plan.
- ▶ \$109,273 for the Study/Investigation & PE
- ▶ No SDC Eligibility



Vermillion Street

- ▶ Undersized and flat pipe discharges into the railroad track ditch.
- ▶ Flooding occurs regularly in this location.
- ▶ \$79,568
- ▶ No SDC Eligibility



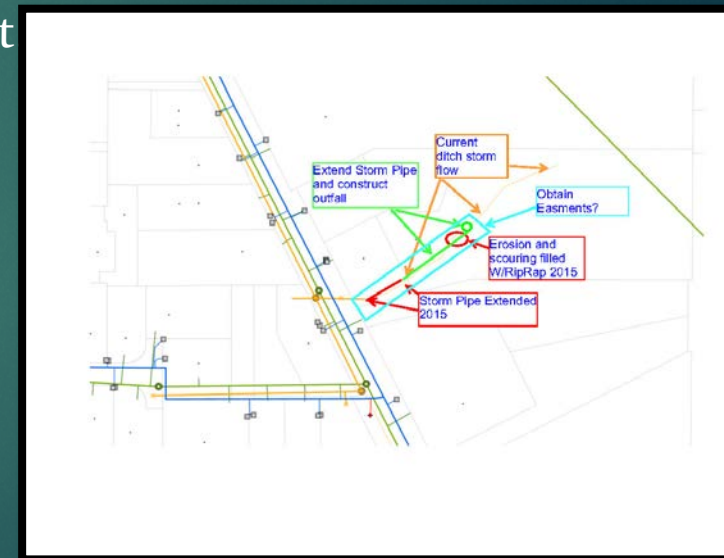
Railroad Ditch – N College to N Meridian



- ▶ This area of the system has a variety of contributing flooding factors and likely needs to be studied to determine what the “fix” would be and where the stormwater should be routed.
- ▶ A possible solution to the flooding issues in this area could be to connect the stormwater line north of the railroad tracks to the south at Vermillion Street.
- ▶ \$46,350 for the study
- ▶ No SDC Eligibility

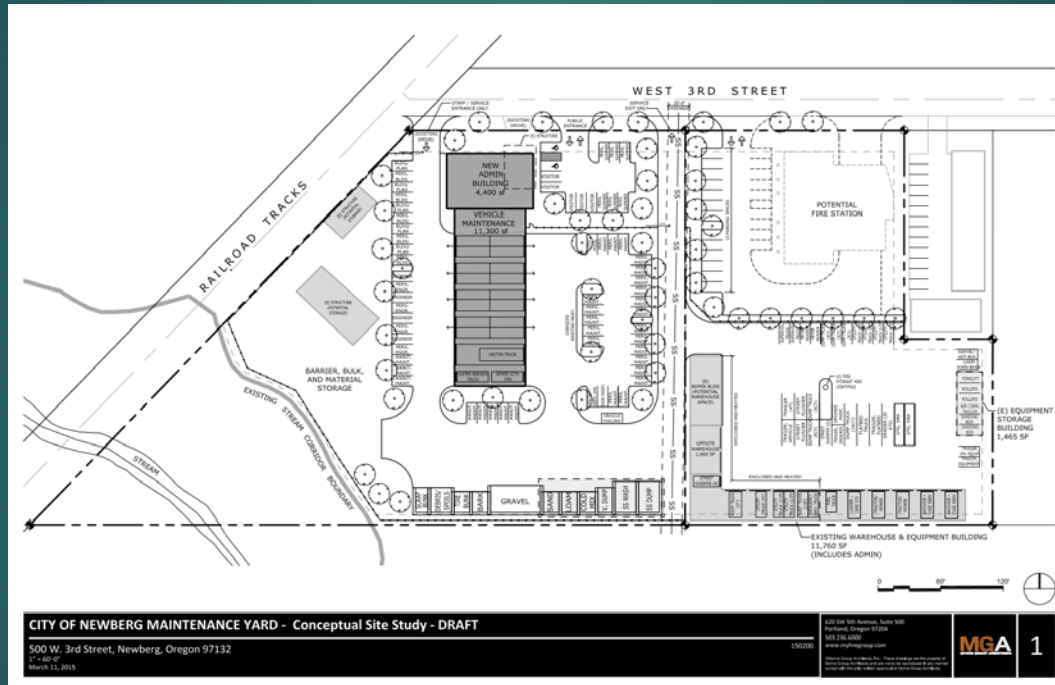
Wynooski Storm 7th to 8th Street Lining

- ▶ The current pipe in Wynooski Road is failing.
- ▶ This project would line the existing pipe and would make sense to construct with the 800 Block Wynooski project
- ▶ \$79,568
- ▶ No SDC Eligibility



Multi-fund projects

► Maintenance Facility



CITY OF NEWBERG MAINTENANCE YARD - Conceptual Site Study - DRAFT

500 W. 3rd Street, Newberg, Oregon 97132
1" = 60' @
March 11, 2013

120 SW 9th Avenue, Suite 100
Portland, Oregon 97204
503.238.0099
www.mgaengineering.com

1502090

MGA 1



Stormwater and Non-potable Water Rates

Citizen Rate Review Committee

November 21, 2019

Agenda

- Stormwater Rates
- Non-Potable Water Rates

Stormwater Rates

- Adopted by the City in 2003
 - Initial rate = \$4.13 per Equivalent Dwelling Unit (generate approx. \$0.5 million)
- Rate Structure
 - 1 EDU = 2,877 sq. ft. impervious area
 - Single-family residential based on uniform charge per EDU
 - Nonresidential based on measured impervious area to compute EDUs

Stormwater Rate Increase History

- January 1, 2013 – 17.50%
- January 1, 2014 – 17.50%
- January 1, 2015 – 9.0%
- January 1, 2016 – 9.0%
- January 1, 2017 – 9.0%
- January 1, 2018 – 9.0%
- January 1, 2019 – 9.0%
- January 1, 2020 – 9.0%

Initial increases designed to increase revenues to cover full operating costs

Subsequent increases designed to build revenue capacity for capital improvement projects

Prior Rate Review:

- *Projected increases of 9.0% for remaining plan*

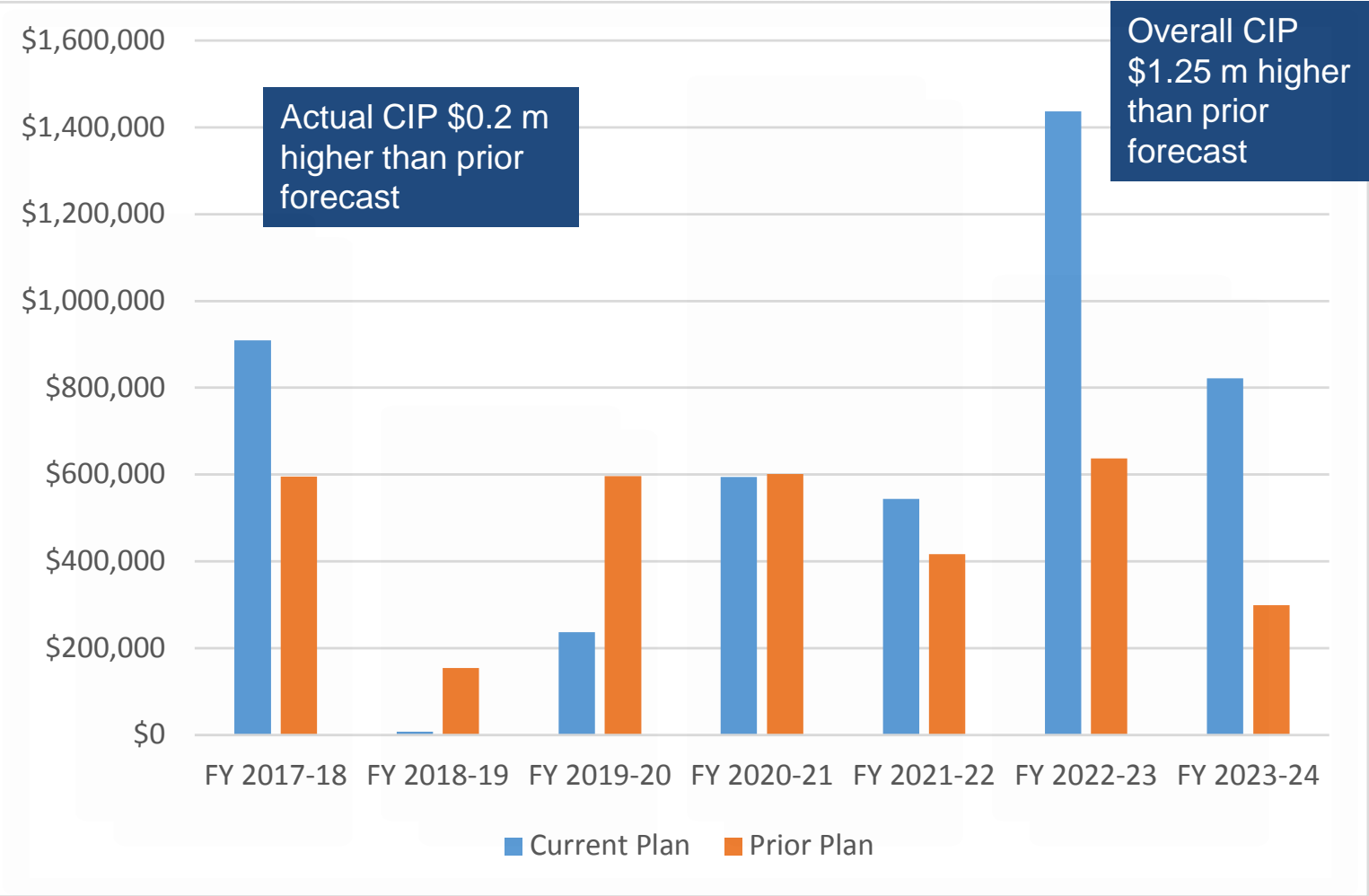
Current Rates

Customer Class	January 2019	January 2020
Service Charge (\$/Month)		
Single Family Residential (\$/Account)	\$11.23	\$12.24
Nonresidential (\$/EDU)	\$11.23	\$12.24
EDU = 2,877 sq. ft. impervious area		

Sales Revenue Comparison

	Fiscal Year				
	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Actual/Updated Projections *	\$1,436,296	\$1,585,043	\$1,736,978	\$1,888,460	\$2,069,690
Prior Projections	1,422,720	\$1,585,691	\$1,736,978	\$1,902,832	\$2,084,497
Difference (\$)	\$13,576	-\$648	\$0	-\$14,371	-\$14,807
Difference (%)	1.0%	0.0%	0.0%	-0.8%	-0.7%
*Based on adopted rates through FY2019/20; then 9.0% increase					
*Prior projections included 9.0% increase					

Capital Plan Comparison Thru 2024



Capital Funding

FY2020 - FY2027	
	Total
Capital Funding Sources	
Rates	\$4,200,666
SDCs	\$381,147
Total Sources	\$4,581,814
Uses of Funds	
Inflation-Adjusted CIP	\$4,581,814
Total Uses	\$4,581,814

*See CIP spreadsheet for project detail.

Operation & Maintenance Cost Comparison

	Actual	Actual	Budget	Forecast	Forecast
Item	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Engineering	\$630,364	\$728,650	\$875,700	\$910,232	\$954,625
Maintenance	\$497,774	\$541,171	\$667,392	\$659,208	\$687,699
Total O&M Costs	\$1,128,139	\$1,269,821	\$1,543,092	\$1,569,440	\$1,642,324
Prior Plan	1,279,253	1,334,675	1,392,301	1,453,422	1,518,289
Difference	-\$151,114	-\$64,853	\$150,791	\$116,018	\$124,035

Areas of Increase in Current Plan:

**Admin Support Services*

**Franchise fees*

**Repair & maintenance*

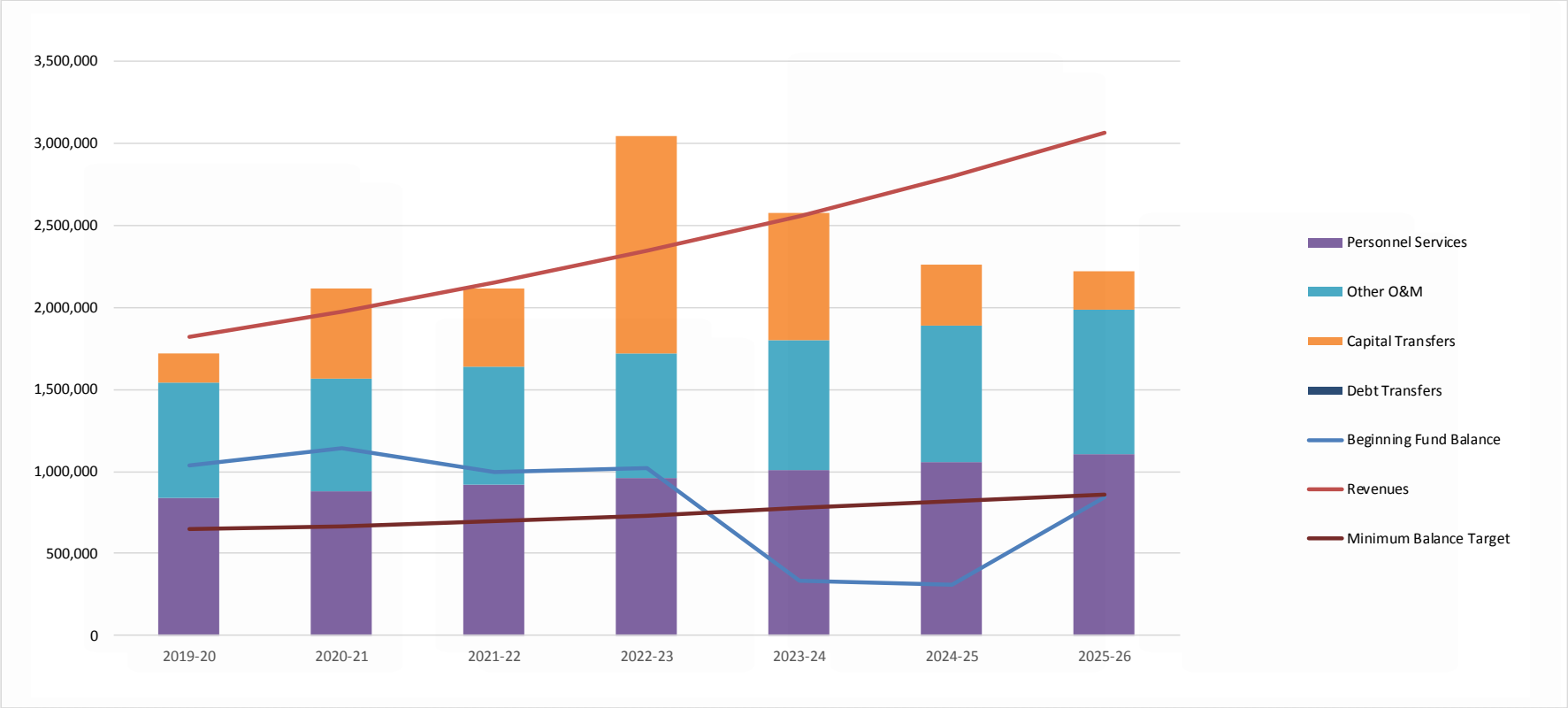
Revenue Requirements from Rates

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
Revenue Requirements							
Operation and Maintenance	\$1,543,092	\$1,569,440	\$1,642,324	\$ 1,719,780	\$ 1,802,137	\$ 1,889,765	\$ 1,983,061
Debt Service	-	-	-	-	-	-	-
Capital Improvement Transfers	175,500	549,505	477,405	1,322,746	777,727	370,968	238,810
Total Requirements	1,718,592	2,118,945	2,119,729	3,042,526	2,579,864	2,260,733	2,221,871
Less Nonrate Revenue:							
Other fees and charges	84,000	82,555	80,410	80,851	70,799	70,469	78,222
Subtotal	84,000	82,555	80,410	80,851	70,799	70,469	78,222
Uses of (Additions to) Fund Balance	(102,386)	147,929	(30,372)	693,214	22,781	(534,717)	(842,902)
Requirements from Rates	1,736,978	1,888,460	2,069,690	2,268,461	2,486,283	2,724,981	2,986,551
Projected Rate Increase		9.00%	9.00%	9.00%	9.00%	9.00%	9.00%

Stormwater Reserves

	2019-20	2024-25
<i>Annual Rate Increase</i>		9.00%
Operating Contingency (60 days)	\$253,659	\$310,646
Debt Service (1 Year)		
Rate Stabilization/Repair & Replacement*	\$888,085	\$532,262
Subtotal Operating/Capital	\$1,141,744	\$842,908
SDC Fund Balance	\$215,459	\$251,437
Combined	\$1,357,203	\$1,094,345
*Target Range		
Low (2% Asset Value +5% sales revenue)	\$393,043	\$509,883
*Medium (Rep. Value excl. debt +5% sales revenue)	\$672,004	\$964,014

Preliminary Forecast



Stormwater Bill Impacts

Rate Schedule Comparison	Jan 1 '20	Jan 1 '21	Jan 1 '22				
	Adopted	Preliminary	Preliminary	\$ Increase (from Prior Yr)	% Increase (from Prior Yr)		
Component	2019-20	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22
Single Family Residential (\$/Account)	\$12.24	\$13.34	\$14.54	\$1.10	\$1.20	9.0%	9.0%
Nonresidential (\$/EDU)	\$12.24	\$13.34	\$14.54	\$1.10	\$1.20	9.0%	9.0%
EDU = 2,877 sq. ft. impervious area							

Non-Potable Rates

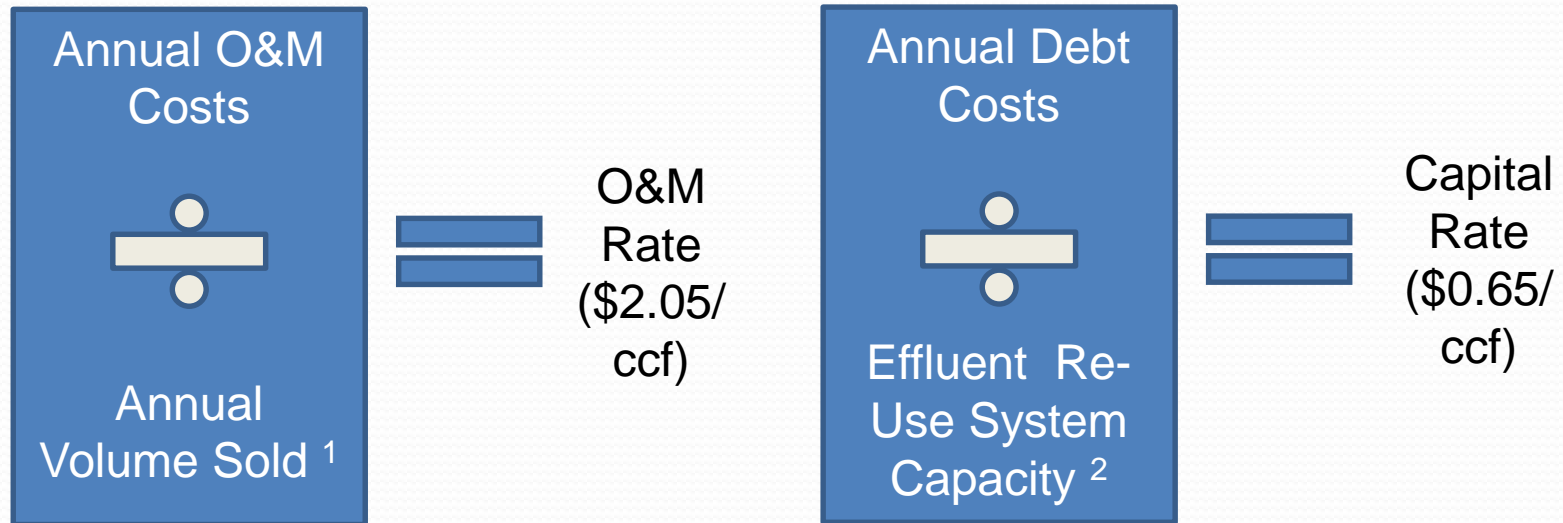
Non-Potable System Costs

Direct Costs ¹ \$92,000	Indirect Costs \$24,000	Capital Costs \$158,560
<ul style="list-style-type: none"> • Labor • Materials & supplies • Equipment • Maintenance • Utilities 	<ul style="list-style-type: none"> • Administration • Franchise Fee (7% of revenue) 	<ul style="list-style-type: none"> • Water share of effluent Re-Use Debt Service (27.4%)²

¹ Estimated specifically for re-use system and Otis Springs

² The remaining debt is recovered through wastewater rates (36.3%) and wastewater SDCs (36.3%)

Non-Potable Unit Costs (Rates)



¹ 56,824 ccf based on 2-year average

² 1 million gallons per day (243,984 ccf per year based on 6 months operation)

Preliminary Non-Potable Unit Costs (Rates)

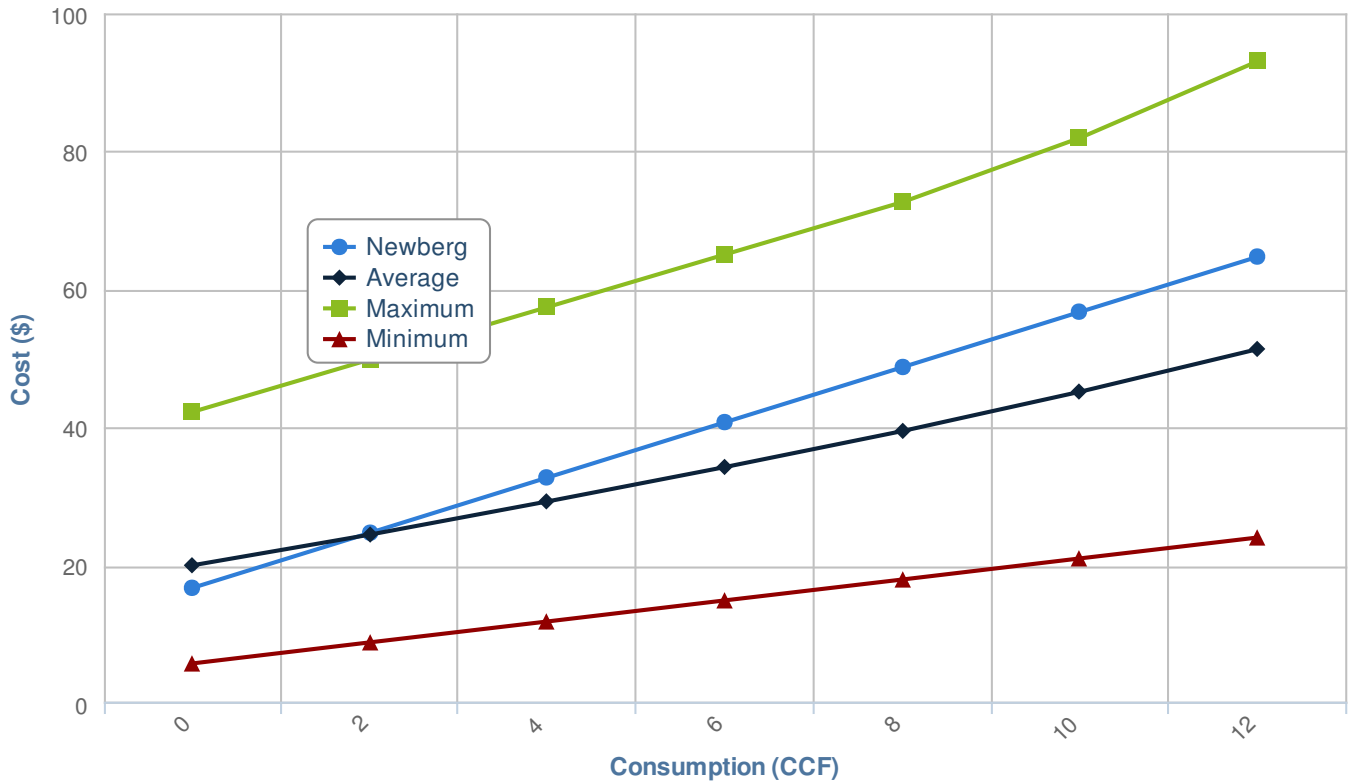
	Nonpotable		Potable (1)	Nonpotable
	Current	Revised		% of Potable
Volume Rates (\$/ccf)				
Operation & Maintenance (2)	\$1.79	\$2.05		
Capital (3)	\$0.72	\$0.65		
Total	\$2.51	\$2.70		
Comparison with Potable Rates				
Potable Irrigation Customer			\$7.83	34%
Public Agency Customer			\$4.62	58%
Monthly Base Charge				
4" Meter	\$56.34	\$60.99	\$284.90	21%
8" Meter	\$177.30	\$191.91	\$909.30	21%
Capital Cost Recovery				
% of Water Share		\$36,928	\$121,632	
		23%	77%	
(1) January 2021 recommended rates				
(2) Includes labor and materials & supplies for Effluent Re-Use and Otis Springs				
(3) Based on 27.4% of annual re-use system debt, spread over total re-use capacity				

Next Steps

- Transportation Utility Fees
- Final Deliberations

Water Utility Total Monthly Cost Comparison - November 2019

Single Family Residential - 3/4" meter



25 Entities



Search parameters: Water | Average, Maximum, Minimum | Newberg | Oregon | Population 0 - Max | Distance 0 - Max | Single Family | 3/4" meter | Usage 0 - 12

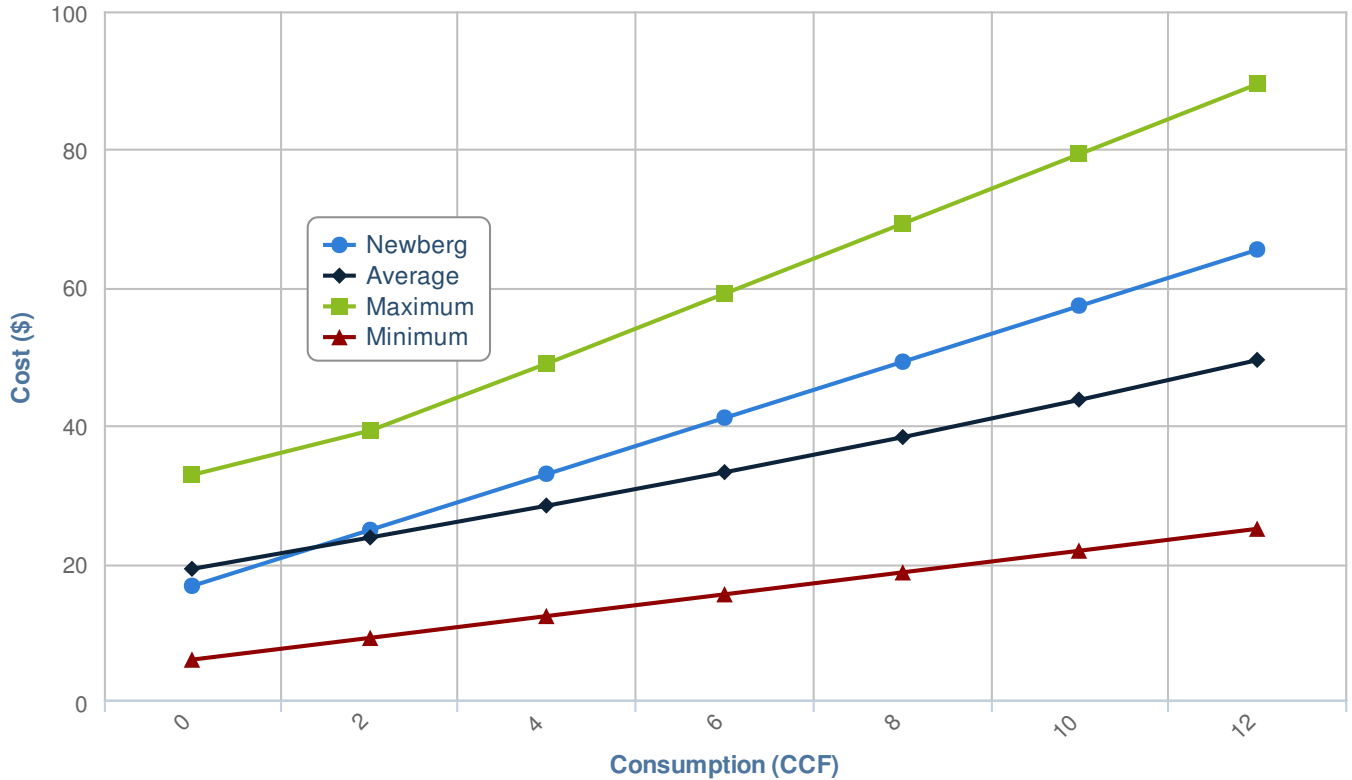
Entities

Entity Name	Location	Population	Cost						
			0	2	4	6	8	10	12
Albany	Albany, OR	53,145	\$19.07	\$27.41	\$35.75	\$44.09	\$49.39	\$54.69	\$59.99
Canby Utility	Canby, OR	15,830	\$19.81	\$23.11	\$26.41	\$29.71	\$33.43	\$37.57	\$41.71
Central Point	Central Point, OR	17,895	\$14.73	\$16.59	\$18.45	\$20.31	\$22.17	\$25.77	\$29.37
Cornelius	Cornelius, OR	11,935	\$32.87	\$39.29	\$45.71	\$52.12	\$58.54	\$67.83	\$77.15
Cottage Grove	Cottage Grove, OR	10,005	\$17.98	\$20.10	\$22.23	\$24.35	\$26.48	\$29.09	\$31.71
Dallas	Dallas, OR	15,830	\$19.41	\$19.41	\$21.50	\$25.68	\$29.86	\$34.04	\$38.22
Dundee	Dundee, OR	3,230	\$21.54	\$21.54	\$21.54	\$23.09	\$29.29	\$35.49	\$41.69
Forest Grove	Forest Grove, OR	24,125	\$25.67	\$28.57	\$31.47	\$34.38	\$37.28	\$41.22	\$47.37
Grants Pass	Grants Pass, OR	37,285	\$21.57	\$22.75	\$23.93	\$25.69	\$28.03	\$30.37	\$33.29
Keizer	Salem, OR	38,505	\$5.86	\$8.90	\$11.94	\$14.98	\$18.02	\$21.06	\$24.10
Lake Oswego	Lake Oswego, OR	38,215	\$27.68	\$33.50	\$39.32	\$45.14	\$50.96	\$55.14	\$63.50
Lebanon	Lebanon, OR	16,920	\$28.81	\$38.93	\$49.05	\$59.17	\$69.29	\$79.41	\$89.53
McMinnville Water and Light	McMinnville, OR	32,270	\$22.98	\$26.08	\$29.19	\$32.29	\$35.39	\$38.50	\$42.03

Milwaukie	Milwaukie, OR	20,525	\$8.69	\$16.83	\$24.97	\$33.11	\$41.25	\$49.39	\$57.53
Molalla	Molalla, OR	9,625	\$13.82	\$19.88	\$25.94	\$32.00	\$38.06	\$44.12	\$50.18
Monmouth	Monmouth, OR	9,890	\$18.23	\$23.47	\$28.71	\$33.95	\$39.19	\$44.43	\$49.67
Newberg	Newberg, OR	23,795	\$16.79	\$24.79	\$32.79	\$40.79	\$48.79	\$56.79	\$64.79
Oregon City	Oregon City, OR	34,860	\$16.54	\$22.19	\$27.84	\$33.49	\$39.14	\$44.79	\$50.44
Roseburg	Roseburg, OR	24,820	\$15.25	\$19.09	\$22.93	\$26.77	\$30.61	\$34.45	\$38.29
Sherwood	Sherwood, OR	19,505	\$23.81	\$32.49	\$41.16	\$49.84	\$58.52	\$67.20	\$75.87
Tigard	Portland, OR	52,785	\$42.29	\$49.89	\$57.49	\$65.09	\$72.69	\$82.03	\$93.11
Tualatin	Tualatin, OR	27,055	\$8.67	\$14.81	\$20.95	\$27.09	\$33.23	\$39.37	\$45.51
West Linn	West Linn, OR	25,830	\$23.67	\$23.67	\$23.67	\$23.67	\$26.39	\$31.83	\$37.27
Wilsonville	Wilsonville, OR	25,250	\$20.45	\$20.45	\$27.33	\$34.21	\$41.09	\$50.29	\$61.81
Woodburn	Woodburn, OR	24,760	\$15.50	\$19.26	\$23.02	\$26.78	\$31.08	\$35.92	\$40.76

Water Utility Total Monthly Cost Comparison - February 2020

Single Family Residential - 3/4" meter



23 Entities



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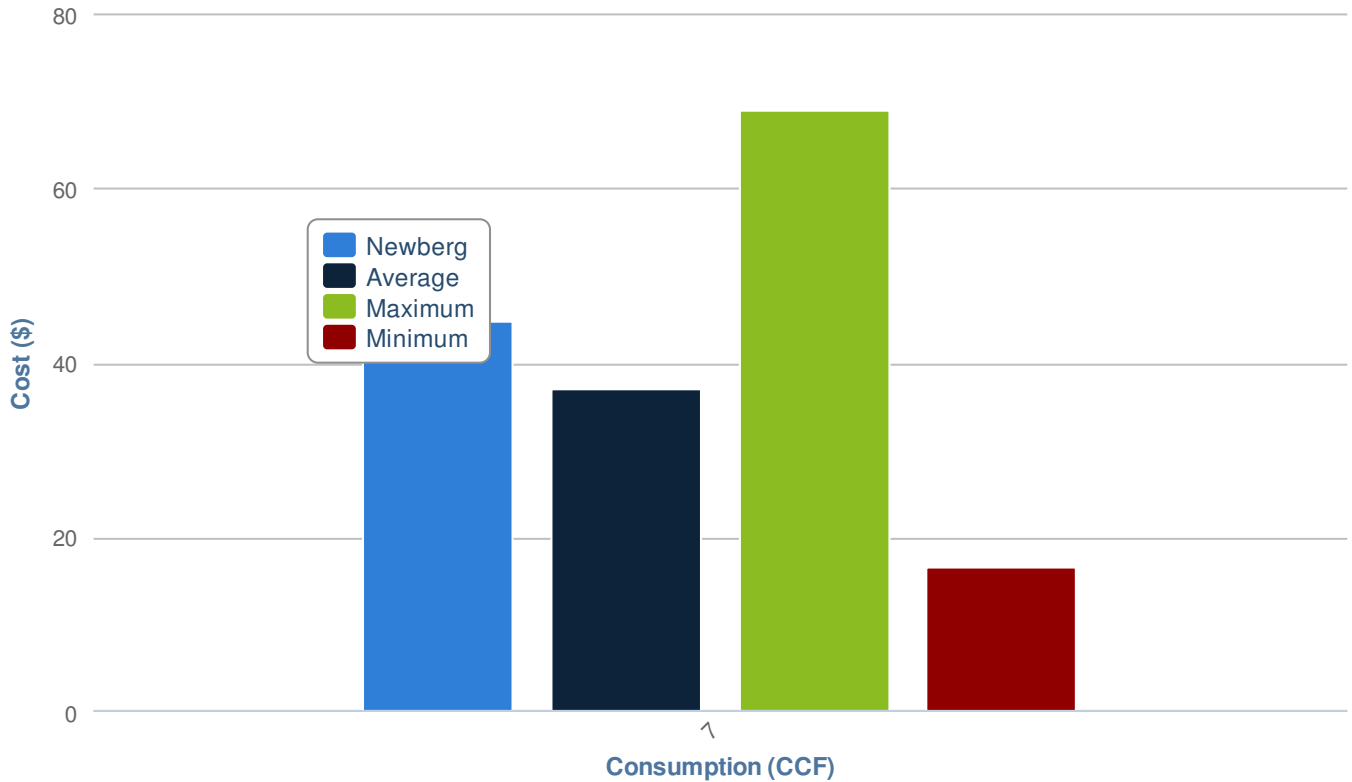
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Molalla	Molalla, OR	9,625	\$13.82	\$19.88	\$25.94	\$32.00	\$38.06	\$44.12	\$50.18
Monmouth	Monmouth, OR	9,890	\$18.23	\$23.47	\$28.71	\$33.95	\$39.19	\$44.43	\$49.67
Newberg	Newberg, OR	23,795	\$16.79	\$24.91	\$33.03	\$41.15	\$49.27	\$57.39	\$65.51
Oregon City	Oregon City, OR	34,860	\$16.54	\$22.19	\$27.84	\$33.49	\$39.14	\$44.79	\$50.44
Roseburg	Roseburg, OR	24,820	\$16.68	\$20.72	\$24.76	\$28.80	\$32.84	\$36.88	\$40.92
Sherwood	Sherwood, OR	19,505	\$23.81	\$32.49	\$41.16	\$49.84	\$58.52	\$67.20	\$75.87
Tualatin	Tualatin, OR	27,055	\$8.67	\$14.81	\$20.95	\$27.09	\$33.23	\$39.37	\$45.51
West Linn	West Linn, OR	25,830	\$24.85	\$24.85	\$24.85	\$24.85	\$27.71	\$33.43	\$39.15
Woodburn	Woodburn, OR	24,760	\$15.50	\$19.26	\$23.02	\$26.78	\$31.08	\$35.92	\$40.76

Water Utility Total Monthly Cost Comparison - November 2019

Single Family Residential - 7 CCF



25 Entities



Search parameters: Water | Average, Maximum, Minimum | Newberg | Oregon | Population 0 - Max | Distance 0 - Max | Single Family | 3/4" meter | Usage 7 - 7

Entities

Entity Name	Location	Population	Cost 7
Albany	Albany, OR	53,145	\$46.74
Canby Utility	Canby, OR	15,830	\$31.36
Central Point	Central Point, OR	17,895	\$21.24
Cornelius	Cornelius, OR	11,935	\$55.33
Cottage Grove	Cottage Grove, OR	10,005	\$25.42
Dallas	Dallas, OR	15,830	\$27.77
Dundee	Dundee, OR	3,230	\$26.19
Forest Grove	Forest Grove, OR	24,125	\$35.83
Grants Pass	Grants Pass, OR	37,285	\$26.86
Keizer	Salem, OR	38,505	\$16.50
Lake Oswego	Lake Oswego, OR	38,215	\$48.05
Lebanon	Lebanon, OR	16,920	\$64.23
McMinnville Water and Light	McMinnville, OR	32,270	\$33.84

Milwaukie	Milwaukie, OR	20,525	\$37.18
Molalla	Molalla, OR	9,625	\$35.03
Monmouth	Monmouth, OR	9,890	\$36.57
Newberg	Newberg, OR	23,795	\$44.79
Oregon City	Oregon City, OR	34,860	\$36.32
Roseburg	Roseburg, OR	24,820	\$28.69
Sherwood	Sherwood, OR	19,505	\$54.18
Tigard	Portland, OR	52,785	\$68.89
Tualatin	Tualatin, OR	27,055	\$30.16
West Linn	West Linn, OR	25,830	\$23.67
Wilsonville	Wilsonville, OR	25,250	\$37.65
Woodburn	Woodburn, OR	24,760	\$28.66

Water Utility Total Monthly Cost Comparison - February 2020

Single Family Residential - 3/4" meter 7 CCF



25 Entities



Search parameters: Water | Average, Maximum, Minimum | Newberg | Oregon | Population 0 - Max | Distance 0 - Max | Single Family | 3/4" meter | Usage 7 - 7

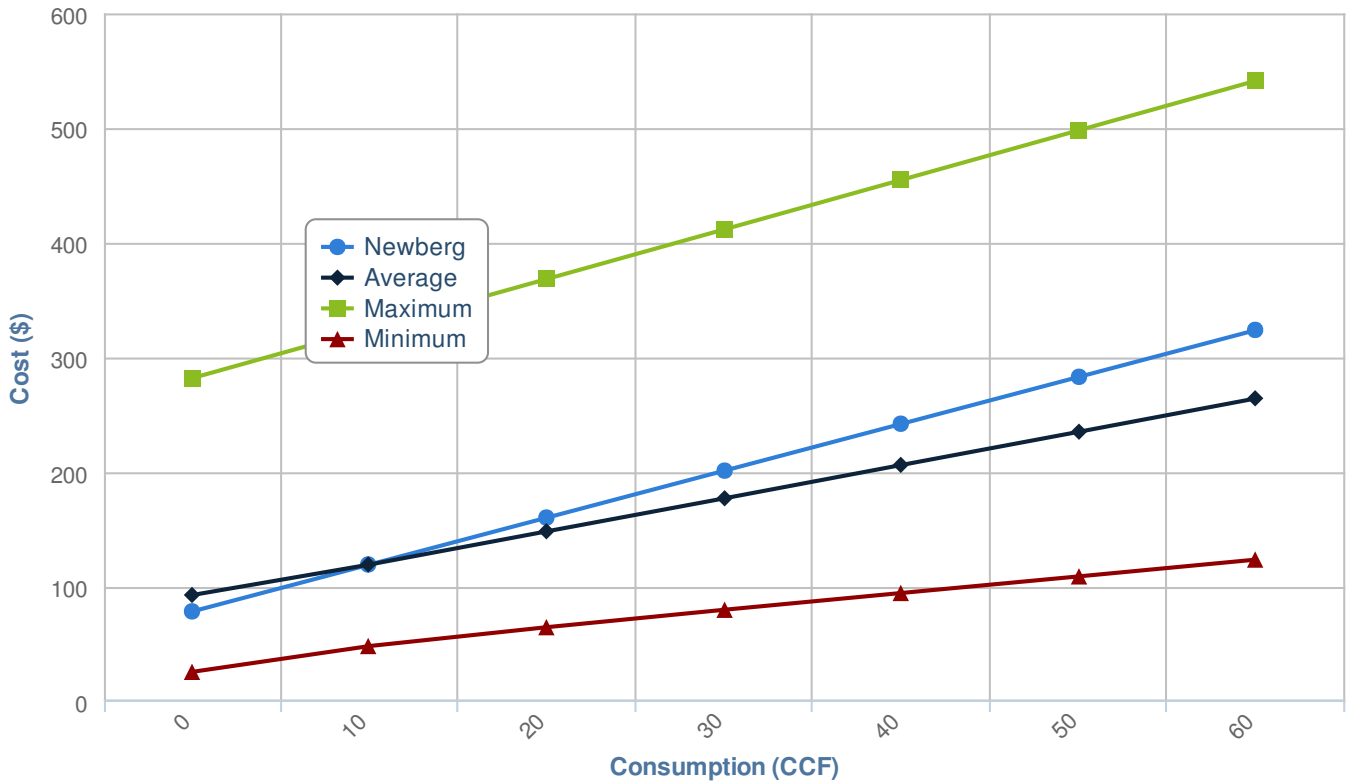
Entities

Entity Name	Location	Population	Cost 7
Albany	Albany, OR	53,145	\$46.74
Canby Utility	Canby, OR	15,830	\$31.36
Central Point	Central Point, OR	17,895	\$21.24
Cornelius	Cornelius, OR	11,935	\$55.33
Cottage Grove	Cottage Grove, OR	10,005	\$25.42
Dallas	Dallas, OR	15,830	\$27.77
Dundee	Dundee, OR	3,230	\$26.19
Forest Grove	Forest Grove, OR	24,125	\$35.83
Grants Pass	Grants Pass, OR	37,285	\$26.86
Keizer	Salem, OR	38,505	\$16.50
Lake Oswego	Lake Oswego, OR	38,215	\$48.05
Lebanon	Lebanon, OR	16,920	\$64.23
McMinnville Water and Light	McMinnville, OR	32,270	\$33.84

Milwaukie	Milwaukie, OR	20,525	\$37.18
Molalla	Molalla, OR	9,625	\$35.03
Monmouth	Monmouth, OR	9,890	\$36.57
Newberg	Newberg, OR	23,795	\$44.79
Oregon City	Oregon City, OR	34,860	\$36.32
Roseburg	Roseburg, OR	24,820	\$28.69
Sherwood	Sherwood, OR	19,505	\$54.18
Tigard	Portland, OR	52,785	\$68.89
Tualatin	Tualatin, OR	27,055	\$30.16
West Linn	West Linn, OR	25,830	\$23.67
Wilsonville	Wilsonville, OR	25,250	\$37.65
Woodburn	Woodburn, OR	24,760	\$28.66

Water Utility Total Monthly Cost Comparison - November 2019

2" Commercial



23 Entities



Search parameters: Water | Average, Maximum, Minimum | Newberg | Oregon | Population 0 - Max | Distance 0 - Max | Commercial | 2" meter | Usage 0 - 60

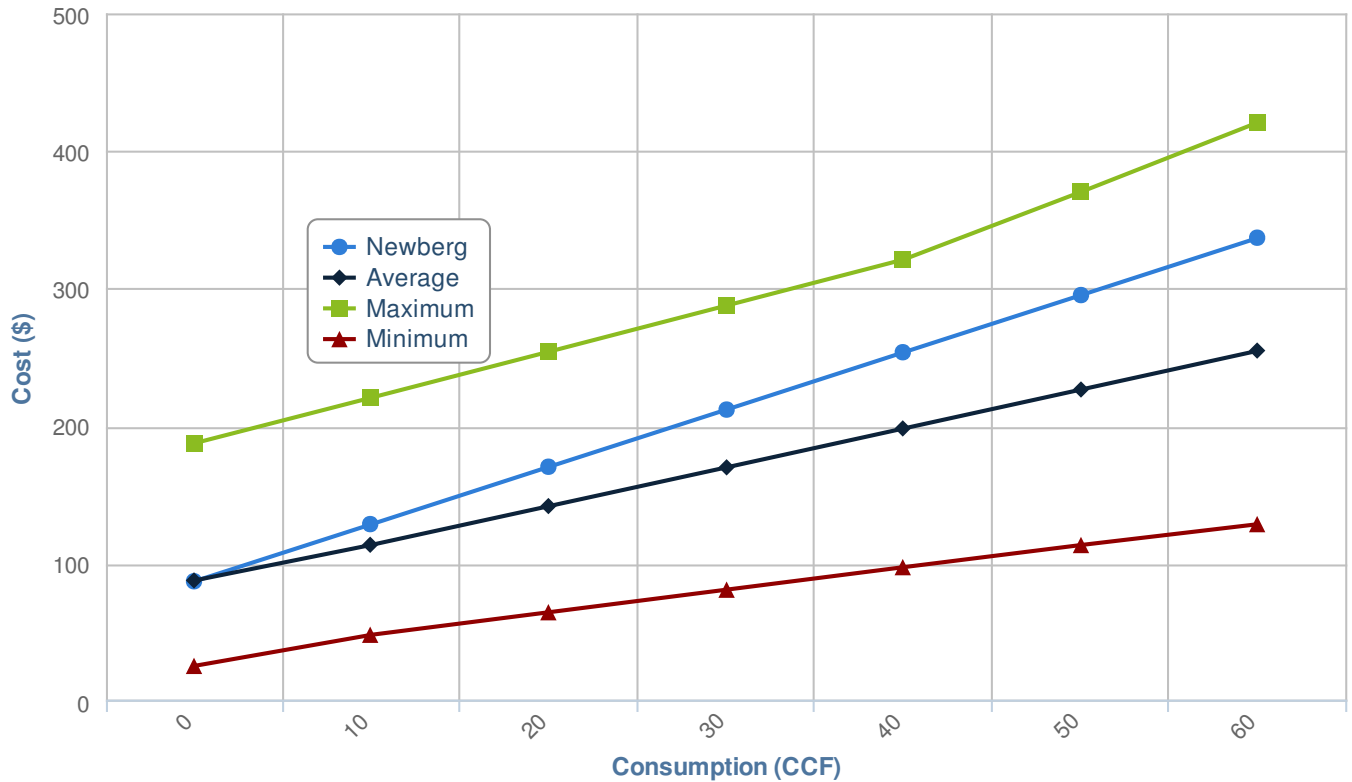
Entities

Entity Name	Location	Population	Cost						
			0	10	20	30	40	50	60
Albany	Albany, OR	53,145	\$99.80	\$134.80	\$169.80	\$200.05	\$225.55	\$251.05	\$275.25
Canby Utility	Canby, OR	15,830	\$126.76	\$141.16	\$155.56	\$169.96	\$184.36	\$198.76	\$216.40
Central Point	Central Point, OR	17,895	\$32.19	\$48.59	\$64.99	\$81.39	\$97.79	\$114.19	\$130.59
Cornelius	Cornelius, OR	11,935	\$187.48	\$220.92	\$254.36	\$287.79	\$321.23	\$354.67	\$388.11
Cottage Grove	Cottage Grove, OR	10,005	\$187.74	\$200.98	\$214.22	\$227.46	\$240.70	\$253.94	\$267.18
Dundee	Dundee, OR	3,230	\$88.31	\$102.26	\$139.07	\$181.70	\$231.30	\$280.90	\$330.50
Forest Grove	Forest Grove, OR	24,125	\$73.47	\$95.61	\$117.75	\$139.90	\$162.04	\$184.18	\$206.32
Grants Pass	Grants Pass, OR	37,285	\$145.54	\$157.24	\$168.94	\$180.64	\$192.34	\$204.04	\$215.74
Keizer	Salem, OR	38,505	\$36.37	\$50.97	\$65.57	\$80.17	\$94.77	\$109.37	\$123.97
Lake Oswego	Lake Oswego, OR	38,215	\$68.95	\$106.75	\$144.55	\$182.35	\$220.15	\$257.95	\$295.75
Lebanon	Lebanon, OR	16,920	\$117.40	\$168.00	\$218.60	\$269.20	\$319.80	\$370.40	\$421.00
McMinnville Water and Light	McMinnville, OR	32,270	\$50.08	\$65.60	\$83.24	\$100.89	\$118.54	\$136.19	\$153.84

Milwaukie	Milwaukie, OR	20,525	\$33.90	\$74.60	\$115.30	\$156.00	\$196.70	\$237.40	\$278.10
Molalla	Molalla, OR	9,625	\$74.07	\$104.37	\$134.67	\$164.97	\$195.27	\$225.57	\$255.87
Monmouth	Monmouth, OR	9,890	\$52.79	\$78.99	\$105.19	\$131.39	\$157.59	\$183.79	\$209.99
Newberg	Newberg, OR	23,795	\$78.75	\$119.65	\$160.55	\$201.45	\$242.35	\$283.25	\$324.15
Oregon City	Oregon City, OR	34,860	\$26.04	\$54.29	\$82.54	\$110.80	\$139.05	\$167.30	\$195.55
Roseburg	Roseburg, OR	24,820	\$84.28	\$103.48	\$122.68	\$141.88	\$161.08	\$180.28	\$199.48
Sherwood	Sherwood, OR	19,505	\$69.69	\$117.57	\$165.44	\$213.32	\$261.19	\$309.07	\$356.94
Tigard	Portland, OR	52,785	\$282.20	\$325.40	\$368.60	\$411.80	\$455.00	\$498.20	\$541.40
West Linn	West Linn, OR	25,830	\$41.15	\$49.31	\$76.51	\$103.71	\$130.91	\$158.11	\$185.31
Wilsonville	Wilsonville, OR	25,250	\$33.18	\$61.90	\$97.80	\$133.70	\$169.60	\$205.50	\$241.40
Woodburn	Woodburn, OR	24,760	\$149.42	\$169.62	\$189.82	\$210.02	\$230.22	\$250.42	\$270.62

Water Utility Total Monthly Cost Comparison - February 2020

2" Commercial



21 Entities



Search parameters: Water | Average, Maximum, Minimum | Newberg | Oregon | Population 0 - Max | Distance 0 - Max | Commercial | 2" meter | Usage 0 - 60

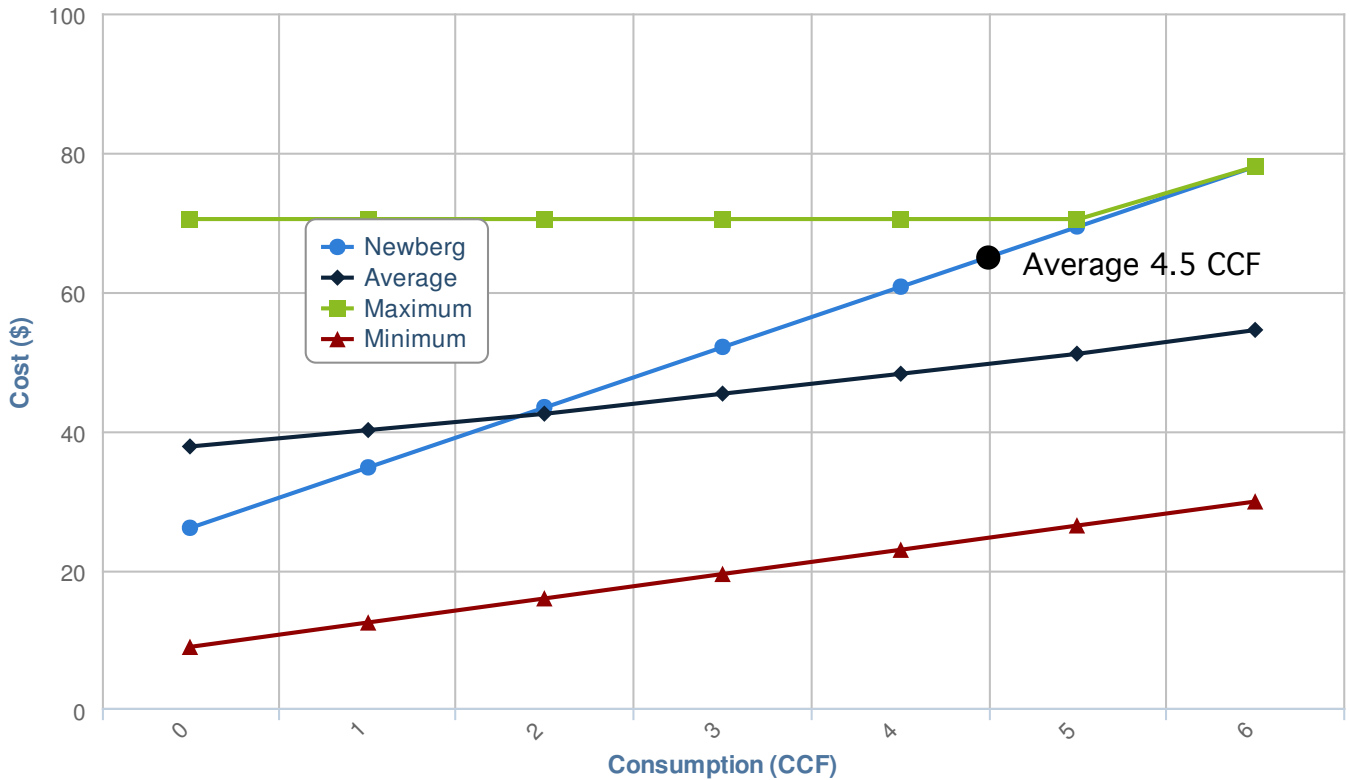
Entities

Entity Name	Location	Population	Cost						
			0	10	20	30	40	50	60
Albany	Albany, OR	53,145	\$104.79	\$141.59	\$178.39	\$210.19	\$236.99	\$263.79	\$289.19
Canby Utility	Canby, OR	15,830	\$126.76	\$141.16	\$155.56	\$169.96	\$184.36	\$198.76	\$216.40
Central Point	Central Point, OR	17,895	\$32.19	\$48.59	\$64.99	\$81.39	\$97.79	\$114.19	\$130.59
Cornelius	Cornelius, OR	11,935	\$187.48	\$220.92	\$254.36	\$287.79	\$321.23	\$354.67	\$388.11
Cottage Grove	Cottage Grove, OR	10,005	\$187.74	\$200.98	\$214.22	\$227.46	\$240.70	\$253.94	\$267.18
Dundee	Dundee, OR	3,230	\$88.31	\$102.26	\$139.07	\$181.70	\$231.30	\$280.90	\$330.50
Forest Grove	Forest Grove, OR	24,125	\$73.47	\$95.61	\$117.75	\$139.90	\$162.04	\$184.18	\$206.32
Grants Pass	Grants Pass, OR	37,285	\$145.54	\$157.24	\$168.94	\$180.64	\$192.34	\$204.04	\$215.74
Keizer	Salem, OR	38,505	\$37.83	\$53.03	\$68.23	\$83.43	\$98.63	\$113.83	\$129.03
Lake Oswego	Lake Oswego, OR	38,215	\$68.95	\$106.75	\$144.55	\$182.35	\$220.15	\$257.95	\$295.75
Lebanon	Lebanon, OR	16,920	\$117.40	\$168.00	\$218.60	\$269.20	\$319.80	\$370.40	\$421.00
McMinnville Water and Light	McMinnville, OR	32,270	\$50.08	\$65.60	\$83.24	\$100.89	\$118.54	\$136.19	\$153.84

Milwaukie	Milwaukie, OR	20,525	\$33.90	\$74.60	\$115.30	\$156.00	\$196.70	\$237.40	\$278.10
Molalla	Molalla, OR	9,625	\$74.07	\$104.37	\$134.67	\$164.97	\$195.27	\$225.57	\$255.87
Monmouth	Monmouth, OR	9,890	\$52.79	\$78.99	\$105.19	\$131.39	\$157.59	\$183.79	\$209.99
Newberg	Newberg, OR	23,795	\$87.45	\$129.05	\$170.65	\$212.25	\$253.85	\$295.45	\$337.05
Oregon City	Oregon City, OR	34,860	\$26.04	\$54.29	\$82.54	\$110.80	\$139.05	\$167.30	\$195.55
Roseburg	Roseburg, OR	24,820	\$92.15	\$112.35	\$132.55	\$152.75	\$172.95	\$193.15	\$213.35
Sherwood	Sherwood, OR	19,505	\$69.69	\$117.57	\$165.44	\$213.32	\$261.19	\$309.07	\$356.94
West Linn	West Linn, OR	25,830	\$43.21	\$51.79	\$80.39	\$108.99	\$137.59	\$166.19	\$194.79
Woodburn	Woodburn, OR	24,760	\$149.42	\$169.62	\$189.82	\$210.02	\$230.22	\$250.42	\$270.62

Wastewater Utility Total Monthly Cost Comparison - Nov 2019

Single Family Residential - 3/4"



24 Entities



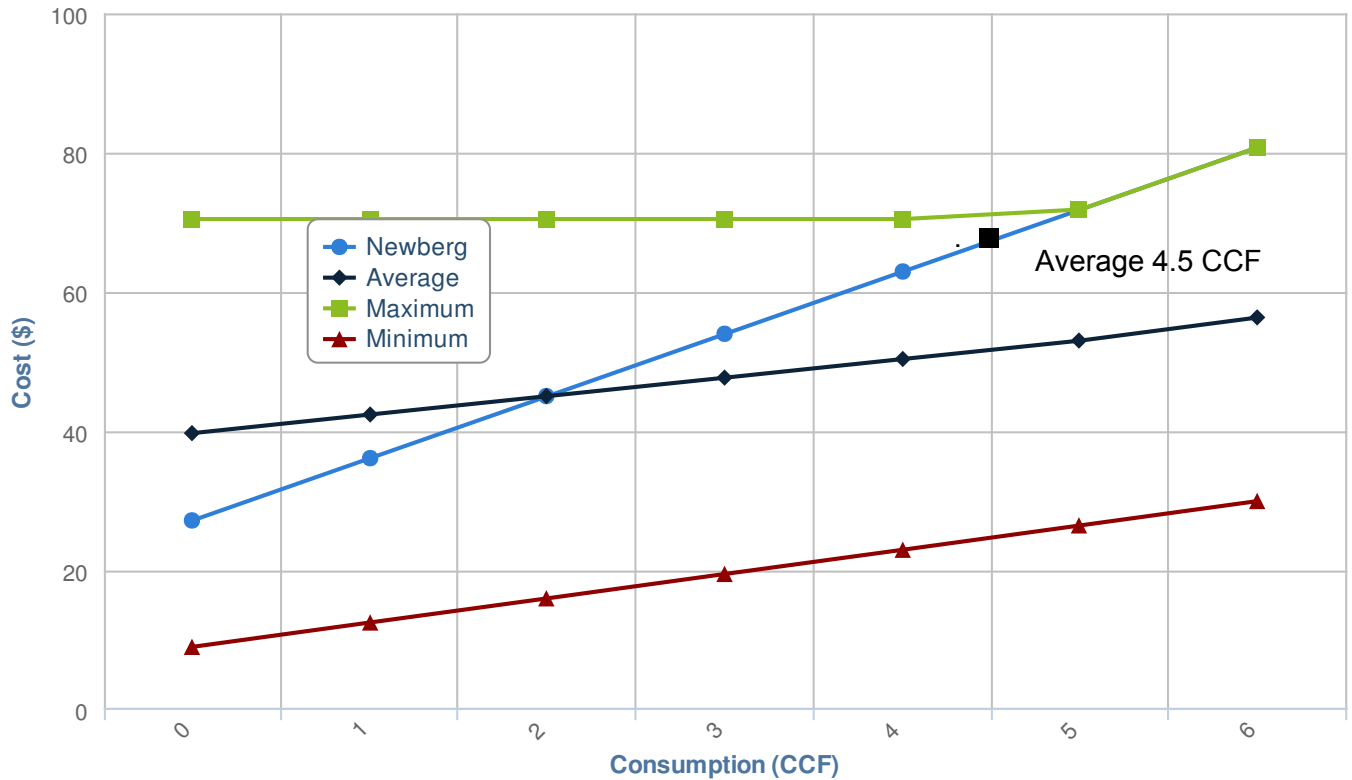
Search parameters: Wastewater | Average, Maximum, Minimum | Newberg | Oregon | Population 0 - Max | Distance 0 - Max | Single Family | 3/4" meter | Usage 0 - 6

Entities

Entity Name	Location	Population	Cost						
			0	1	2	3	4	5	6
Albany	Albany, OR	53,145	\$38.76	\$41.50	\$44.23	\$46.96	\$49.69	\$52.42	\$55.16
Canby	Canby, OR	16,800	\$46.20	\$46.20	\$46.20	\$46.20	\$46.20	\$46.20	\$46.20
Cornelius	Cornelius, OR	11,935	\$40.06	\$42.05	\$44.04	\$46.03	\$48.02	\$50.01	\$52.00
Cottage Grove	Cottage Grove, OR	10,005	\$9.07	\$12.56	\$16.04	\$19.53	\$23.01	\$26.50	\$29.99
Dallas	Dallas, OR	15,830	\$45.21	\$45.21	\$45.21	\$45.21	\$45.21	\$45.21	\$45.21
Dundee	Dundee, OR	3,230	\$70.46	\$70.46	\$70.46	\$70.46	\$70.46	\$70.46	\$75.07
Forest Grove	Forest Grove, OR	24,125	\$34.21	\$36.20	\$38.19	\$40.18	\$42.17	\$44.16	\$46.15
Grants Pass	Grants Pass, OR	37,285	\$16.47	\$16.47	\$16.47	\$19.84	\$23.21	\$26.58	\$29.95
Keizer	Salem, OR	38,505	\$33.57	\$37.29	\$41.01	\$44.73	\$48.45	\$52.17	\$55.89
Lake Oswego	Lake Oswego, OR	38,215	\$57.68	\$59.81	\$61.94	\$64.07	\$66.20	\$68.33	\$70.46
Lebanon	Lebanon, OR	16,920	\$24.96	\$32.09	\$39.22	\$46.35	\$53.48	\$60.61	\$67.74
Madras	Madras, OR	6,345	\$64.75	\$64.75	\$64.75	\$64.75	\$64.75	\$64.75	\$64.75
McMinnville	McMinnville, OR	33,810	\$22.38	\$28.45	\$34.52	\$40.59	\$46.66	\$52.73	\$58.80

Wastewater Utility Total Monthly Cost Comparison - Feb 2020

Single Family Residential - 3/4"



20 Entities



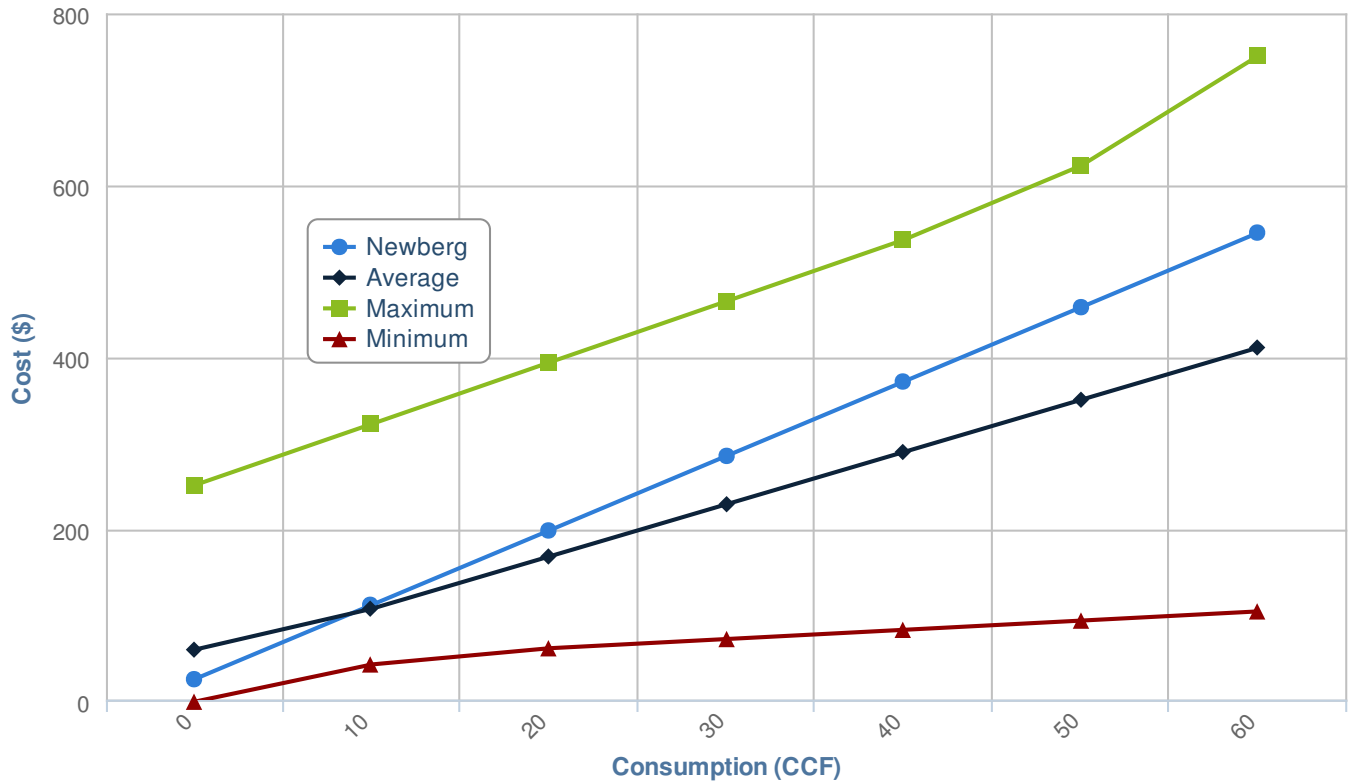
Search parameters: Wastewater | Average, Maximum, Minimum | Newberg | Oregon | Population 0 - Max | Distance 0 - Max | Single Family | 3/4" meter | Usage 0 - 6

Entities

Entity Name	Location	Population	Cost						
			0	1	2	3	4	5	6
Albany	Albany, OR	53,145	\$38.76	\$41.50	\$44.23	\$46.96	\$49.69	\$52.42	\$55.16
Canby	Canby, OR	16,800	\$46.20	\$46.20	\$46.20	\$46.20	\$46.20	\$46.20	\$46.20
Cornelius	Cornelius, OR	11,935	\$40.06	\$42.05	\$44.04	\$46.03	\$48.02	\$50.01	\$52.00
Cottage Grove	Cottage Grove, OR	10,005	\$9.07	\$12.56	\$16.04	\$19.53	\$23.01	\$26.50	\$29.99
Dundee	Dundee, OR	3,230	\$70.46	\$70.46	\$70.46	\$70.46	\$70.46	\$70.46	\$75.07
Forest Grove	Forest Grove, OR	24,125	\$34.21	\$36.20	\$38.19	\$40.18	\$42.17	\$44.16	\$46.15
Lake Oswego	Lake Oswego, OR	38,215	\$57.68	\$59.81	\$61.94	\$64.07	\$66.20	\$68.33	\$70.46
Lebanon	Lebanon, OR	16,920	\$24.96	\$32.09	\$39.22	\$46.35	\$53.48	\$60.61	\$67.74
Madras	Madras, OR	6,345	\$64.75	\$64.75	\$64.75	\$64.75	\$64.75	\$64.75	\$64.75
McMinnville	McMinnville, OR	33,810	\$22.38	\$28.45	\$34.52	\$40.59	\$46.66	\$52.73	\$58.80
Milwaukie	Milwaukie, OR	20,525	\$35.69	\$39.31	\$42.93	\$46.55	\$50.17	\$53.79	\$57.41
Molalla	Molalla, OR	9,625	\$40.46	\$44.47	\$48.48	\$52.49	\$56.50	\$60.51	\$64.52
Monmouth	Monmouth, OR	9,890	\$37.81	\$42.59	\$47.36	\$52.14	\$56.91	\$61.69	\$66.47

Wastewater Utility Total Monthly Cost Comparison - Nov 2019

2" Commercial



15 Entities



Search parameters: Wastewater | Average, Maximum, Minimum | Newberg | Oregon | Population 0 - Max | Distance 0 - Max | Commercial | 2" meter | Usage 0 - 60

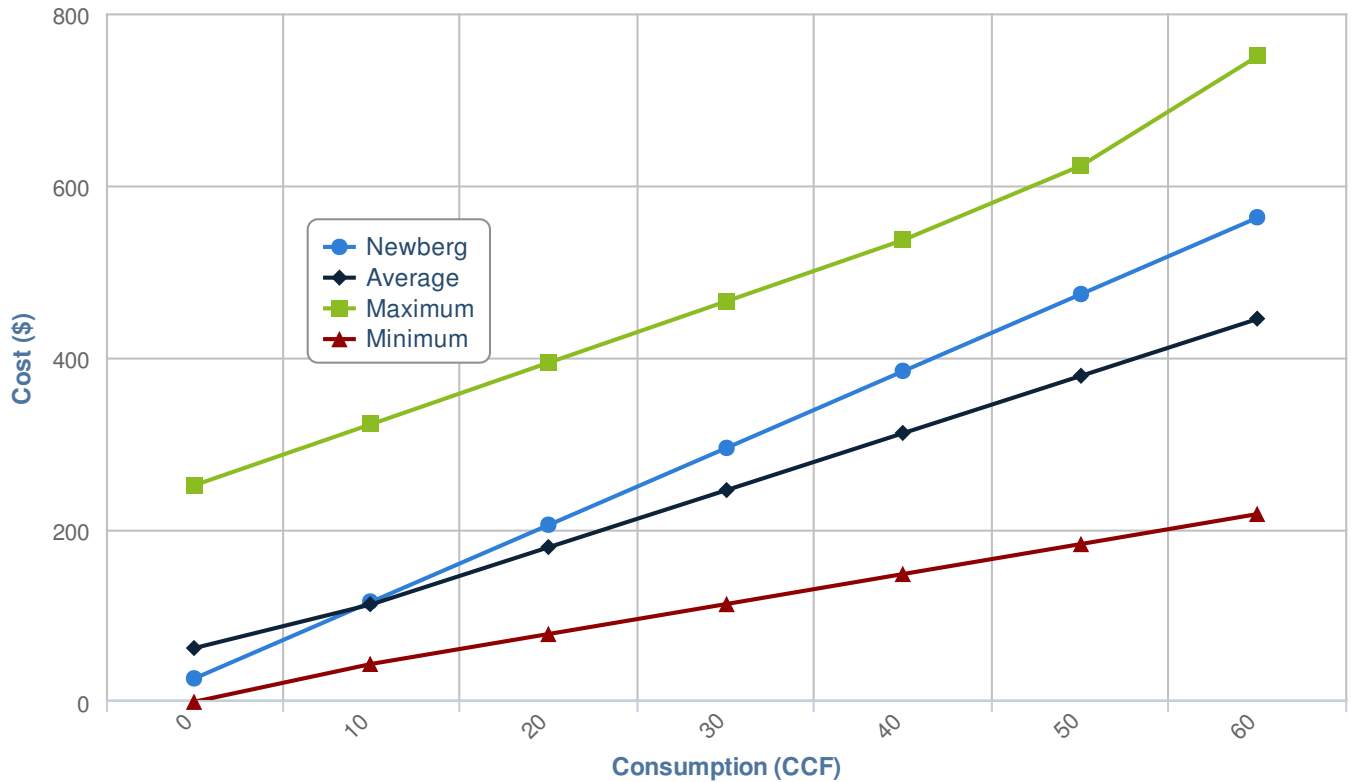
Entities

Entity Name	Location	Population	Cost						
			0	10	20	30	40	50	60
Canby	Canby, OR	16,800	\$46.20	\$104.00	\$161.80	\$219.60	\$277.40	\$335.20	\$393.00
Cottage Grove	Cottage Grove, OR	10,005	\$9.07	\$43.93	\$78.79	\$113.65	\$148.51	\$183.37	\$218.23
Dallas	Dallas, OR	15,830	\$40.78	\$51.48	\$62.18	\$72.88	\$83.58	\$94.28	\$104.98
Dundee	Dundee, OR	3,230	\$70.46	\$111.95	\$204.15	\$296.35	\$388.55	\$480.75	\$572.95
Grants Pass	Grants Pass, OR	37,285	\$16.47	\$43.43	\$77.13	\$110.83	\$144.53	\$178.23	\$211.93
Keizer	Salem, OR	38,505	\$48.80	\$99.80	\$150.80	\$201.80	\$252.80	\$303.80	\$354.80
Lake Oswego	Lake Oswego, OR	38,215	\$117.17	\$149.17	\$181.17	\$213.17	\$245.17	\$277.17	\$309.17
Lebanon	Lebanon, OR	16,920	\$251.61	\$322.91	\$394.21	\$465.51	\$536.81	\$608.11	\$679.41
McMinnville	McMinnville, OR	33,810	\$22.38	\$97.48	\$172.58	\$247.68	\$322.78	\$397.88	\$472.98
Monmouth	Monmouth, OR	9,890	\$37.81	\$85.57	\$133.33	\$181.09	\$228.85	\$276.61	\$324.37
Newberg	Newberg, OR	23,795	\$26.16	\$112.66	\$199.16	\$285.66	\$372.16	\$458.66	\$545.16
Oregon City	Oregon City, OR	34,860	\$0.00	\$57.47	\$114.94	\$172.41	\$229.88	\$287.35	\$344.82
West Linn	West Linn, OR	25,830	\$44.51	\$44.51	\$88.31	\$132.11	\$175.91	\$219.71	\$263.51

Wilsonville	Wilsonville, OR	25,250	\$116.60	\$187.40	\$275.90	\$364.40	\$452.90	\$541.40	\$629.90
Woodburn	Woodburn, OR	24,760	\$59.87	\$111.07	\$239.07	\$367.07	\$495.07	\$623.07	\$751.07

Wastewater Utility Total Monthly Cost Comparison - Feb 2020

2" Commercial



11 Entities



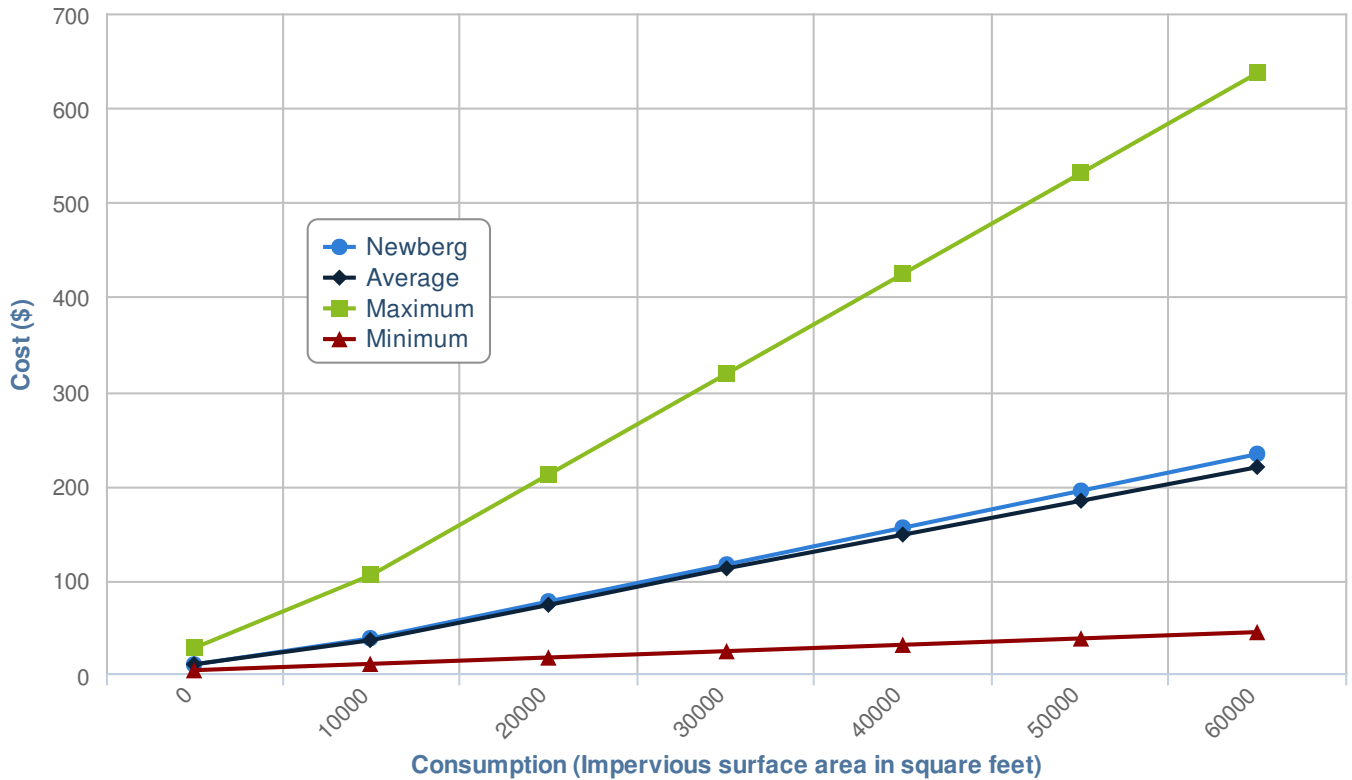
Search parameters: Wastewater | Average, Maximum, Minimum | Newberg | Oregon | Population 0 - Max | Distance 0 - Max | Commercial | 2" meter | Usage 0 - 60

Entities

Entity Name	Location	Population	Cost						
			0	10	20	30	40	50	60
Canby	Canby, OR	16,800	\$46.20	\$104.00	\$161.80	\$219.60	\$277.40	\$335.20	\$393.00
Cottage Grove	Cottage Grove, OR	10,005	\$9.07	\$43.93	\$78.79	\$113.65	\$148.51	\$183.37	\$218.23
Dundee	Dundee, OR	3,230	\$70.46	\$111.95	\$204.15	\$296.35	\$388.55	\$480.75	\$572.95
Lake Oswego	Lake Oswego, OR	38,215	\$117.17	\$149.17	\$181.17	\$213.17	\$245.17	\$277.17	\$309.17
Lebanon	Lebanon, OR	16,920	\$251.61	\$322.91	\$394.21	\$465.51	\$536.81	\$608.11	\$679.41
McMinnville	McMinnville, OR	33,810	\$22.38	\$97.48	\$172.58	\$247.68	\$322.78	\$397.88	\$472.98
Monmouth	Monmouth, OR	9,890	\$37.81	\$85.57	\$133.33	\$181.09	\$228.85	\$276.61	\$324.37
Newberg	Newberg, OR	23,795	\$27.21	\$116.51	\$205.81	\$295.11	\$384.41	\$473.71	\$563.01
Oregon City	Oregon City, OR	34,860	\$0.00	\$57.47	\$114.94	\$172.41	\$229.88	\$287.35	\$344.82
West Linn	West Linn, OR	25,830	\$45.55	\$45.55	\$90.35	\$135.15	\$179.95	\$224.75	\$269.55
Woodburn	Woodburn, OR	24,760	\$59.87	\$111.07	\$239.07	\$367.07	\$495.07	\$623.07	\$751.07

Stormwater Utility Total Monthly Cost Comparison - Nov 2019

Commercial



14 Entities



Search parameters: Stormwater | Average, Maximum, Minimum | Newberg | Oregon | Population 0 - Max | Distance 0 - Max | Commercial | Usage 0 - 60000

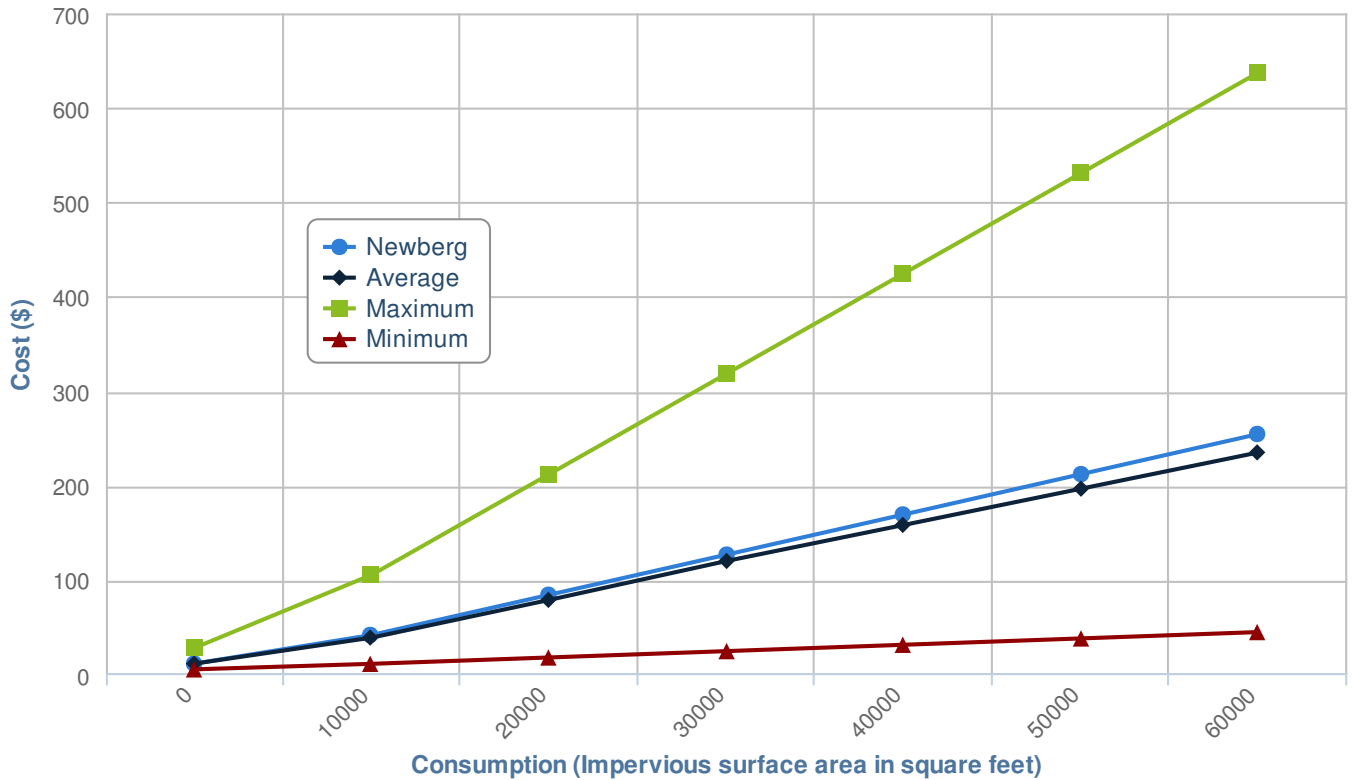
Entities

Entity Name	Location	Population	Cost						
			0	10000	20000	30000	40000	50000	60000
Albany	Albany, OR	53,145	\$7.43	\$12.00	\$18.72	\$25.44	\$32.16	\$38.87	\$45.59
Cottage Grove	Cottage Grove, OR	10,005	\$7.53	\$28.42	\$56.83	\$85.25	\$113.66	\$142.08	\$170.49
Dundee	Dundee, OR	3,230	\$6.00	\$20.00	\$40.00	\$60.00	\$80.00	\$100.00	\$120.00
Forest Grove	Forest Grove, OR	24,125	\$10.25	\$40.35	\$80.71	\$121.06	\$161.42	\$201.77	\$242.13
Grants Pass	Grants Pass, OR	37,285	\$5.30	\$14.32	\$28.65	\$42.97	\$57.30	\$71.62	\$85.95
Lake Oswego	Lake Oswego, OR	38,215	\$16.49	\$54.41	\$108.81	\$163.21	\$217.61	\$272.01	\$326.41
Lebanon	Lebanon, OR	16,920	\$12.86	\$12.86	\$32.17	\$70.76	\$70.76	\$70.76	\$70.76
Milwaukie	Milwaukie, OR	20,525	\$28.75	\$106.25	\$212.50	\$318.75	\$425.00	\$531.25	\$637.50
Newberg	Newberg, OR	23,795	\$11.23	\$39.01	\$78.01	\$117.01	\$156.01	\$195.01	\$234.01
Newberg	Newberg, OR	23,795	\$11.23	\$39.01	\$78.01	\$117.01	\$156.01	\$195.01	\$234.01
Roseburg	Roseburg, OR	24,820	\$8.32	\$27.73	\$55.46	\$83.19	\$110.92	\$138.65	\$166.38
Sherwood	Sherwood, OR	19,505	\$16.42	\$62.20	\$124.40	\$186.60	\$248.80	\$311.00	\$373.20
West Linn	West Linn, OR	25,830	\$7.12	\$24.40	\$48.79	\$73.18	\$97.57	\$121.96	\$146.35

Wilsonville	Wilsonville, OR	25,250	\$10.60	\$38.51	\$77.01	\$115.51	\$154.01	\$192.51	\$231.01
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Stormwater Utility Total Monthly Cost Comparison - Feb 2020

Commercial



13 Entities



Search parameters: Stormwater | Average, Maximum, Minimum | Newberg | Oregon | Population 0 - Max | Distance 0 - Max | Commercial | Usage 0 - 60000

Entities

Entity Name	Location	Population	Cost						
			0	10000	20000	30000	40000	50000	60000
Albany	Albany, OR	53,145	\$7.43	\$12.00	\$18.72	\$25.44	\$32.16	\$38.87	\$45.59
Cottage Grove	Cottage Grove, OR	10,005	\$7.53	\$28.42	\$56.83	\$85.25	\$113.66	\$142.08	\$170.49
Dundee	Dundee, OR	3,230	\$6.00	\$20.00	\$40.00	\$60.00	\$80.00	\$100.00	\$120.00
Forest Grove	Forest Grove, OR	24,125	\$10.25	\$40.35	\$80.71	\$121.06	\$161.42	\$201.77	\$242.13
Lake Oswego	Lake Oswego, OR	38,215	\$16.49	\$54.41	\$108.81	\$163.21	\$217.61	\$272.01	\$326.41
Lebanon	Lebanon, OR	16,920	\$12.86	\$12.86	\$32.17	\$70.76	\$70.76	\$70.76	\$70.76
Milwaukie	Milwaukie, OR	20,525	\$28.75	\$106.25	\$212.50	\$318.75	\$425.00	\$531.25	\$637.50
Newberg	Newberg, OR	23,795	\$12.24	\$42.51	\$85.01	\$127.51	\$170.01	\$212.51	\$255.01
Newberg	Newberg, OR	23,795	\$12.24	\$42.51	\$85.01	\$127.51	\$170.01	\$212.51	\$255.01
Roseburg	Roseburg, OR	24,820	\$8.32	\$27.73	\$55.46	\$83.19	\$110.92	\$138.65	\$166.38
Sherwood	Sherwood, OR	19,505	\$16.42	\$62.20	\$124.40	\$186.60	\$248.80	\$311.00	\$373.20
West Linn	West Linn, OR	25,830	\$7.48	\$25.63	\$51.25	\$76.87	\$102.49	\$128.11	\$153.73
Wilsonville	Wilsonville, OR	25,250	\$11.25	\$40.90	\$81.80	\$122.70	\$163.60	\$204.50	\$245.40

REQUEST FOR COMMITTEE ACTION

DATE ACTION REQUESTED: November 21, 2019

Order ___ No.	Ordinance ___ No.	Resolution ___ No.	Motion ___	Information <u>XX</u>
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SUBJECT: Update on utility assistance program.

Contact Person (Preparer) for this

Motion: Caleb Lippard

Dept.: Finance

EXECUTIVE SUMMARY:

The City of Newberg maintains a Utility Bill Assistance Program as defined in Resolution 2018-3574 (see attached). There are four elements of this program; Grant (Voucher), Monthly Financial Assistance Credit, Military Financial Assistance, and Voluntary Donations.

On May 28, 2019, the Citizens’ Rate Review Committee (CRRC) met to approve the utility assistance grant applications and determine the amount of award for each applicant for the 2019-20 fiscal year. There were ten nonprofit organizations that applied and were awarded \$500 each by the CRRC to assist utility customers for the 2019-20 fiscal year. The CRRC also met to review the overall policies of the assistance program.

As a result of the CRRC’s review, Resolution 2018-3574 was adopted by City Council with the following changes to the program policies:

- The allotment for Monthly Financial Assistance change from \$4,000 to \$3,000.
- The allotment for Military Financial Assistance change from \$2,000 to \$3,000.
- The wording in the policy for Military Assistance on page 6 of attached Exhibit A is to include:
 - “Accepting Applications Only – June 1st to June 30th”
 - “6. This program is intended for those in need of financial assistance, but is based upon the honor system so that proof of financial hardship is not requested nor required.”

The CRRC also approved a motion to direct staff to ensure the program information was available in Spanish. The program policy as a whole has not been translated yet, but the Monthly Financial Assistance Application and the Military Financial Assistance Application have been translated to Spanish and are available on the City’s website. The translation of the policy as a whole will be completed in the next few months.

Additionally, it was requested that the CRRC have an opportunity to review the usage of the program funds in six months from the date of the meeting in May. Attached you will find the Utility Assistance Program History for the last three complete fiscal years along with what has been used to-date in the current fiscal year.

Another point of discussion during the meeting in May was in regard to vouchers that were being issued by Love INC on behalf of other assisting agencies. City staff confirmed that they do issue vouchers on behalf of 2nd Street Community Church, Newberg Church of Christ, and Red Hills Church.

Utility Assistance Program History

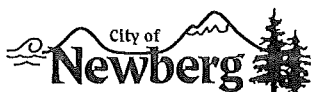
11/14/2019

Municipal Services Assisting Agency	Fiscal Year 2016-2017			Fiscal Year 2017-18			Fiscal Year 2018-19			Fiscal Year 2019-20 (to-date)		
	Awarded	Used	Unused	Awarded	Used	Unused	Awarded	Used	Unused	Awarded	Used	Unused
2nd Street Community	-	-	-	363.00	213.00	150.00	455.00	389.00	66.00	500.00	160.27	339.73
7th Day Adventist	500.00	400.00	100.00	363.00	-	363.00	455.00	364.70	90.30	500.00	-	500.00
Joyful Servant Lutheran	500.00	493.69	6.31	363.00	266.54	96.46	455.00	410.65	44.35	500.00	500.00	-
Love INC*	500.00	450.00	50.00	363.00	363.00	-	455.00	455.00	-	500.00	376.85	123.15
Newberg Christian Church	500.00	425.00	75.00	363.00	363.00	-	455.00	455.00	-	500.00	-	500.00
Newberg Church of Christ	-	-	-	363.00	-	363.00	455.00	409.00	46.00	500.00	300.47	199.53
Newberg First United	500.00	500.00	-	363.00	363.00	-	455.00	408.96	46.04	-	-	-
Northside Community	500.00	500.00	-	363.00	259.19	103.81	-	-	-	500.00	152.92	347.08
North Valley Friends	500.00	500.00	-	363.00	50.00	313.00	455.00	455.00	-	500.00	-	500.00
Red Hills Church	500.00	400.00	100.00	363.00	313.00	50.00	455.00	455.00	-	500.00	-	500.00
St. Michaels	-	-	-	-	-	-	455.00	-	455.00	500.00	-	-
St. Peters Church	-	-	-	363.00	-	363.00	455.00	409.00	46.00	-	-	-
YCAP	9,000.00	8,906.12	93.88	9,000.00	5,868.35	3,131.65	9,000.00	8,990.99	9.01	9,000.00	2,826.00	6,174.00
Military Financial Assistance	2,000.00	60.00	1,940.00	2,000.00	120.00	1,880.00	2,000.00	2,000.00	-	3,000.00	1,250.00	** 1,750.00
Monthly Financial Assistance	5,000.00	1,350.00	3,650.00	5,000.00	940.00	4,060.00	4,000.00	2,600.00	1,400.00	3,000.00	900.00	*** 2,100.00
Totals	20,000.00	13,984.81	6,015.19	19,993.00	9,119.08	10,873.92	20,005.00	17,802.30	2,202.70	20,000.00	6,466.51	13,033.49

* Vouchers are issued by Love INC on behalf of 2nd Street Community, Newberg Church of Christ, and Red Hills Church

** Ten customers are enrolled in the Military Financial Assistance program. Therefore, all \$3,000 is committed to be spent by June 30, 2020.

*** Nine customers are currently enrolled in the Monthly Financial Assistance program. Therefore, \$2,475 is committed to be spent by June 30, 2020.



RESOLUTION No. 2019-3574

A RESOLUTION TO ADOPT THE MUNICIPAL SERVICES ASSISTANCE PROGRAM POLICIES AS AMENDED.

RECITALS:

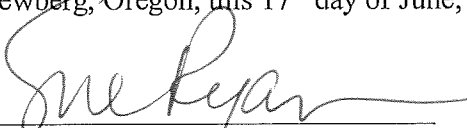
1. The proposed program policy changes will supersede prior adopted Resolutions 2008-2767, 2010-2902, and 2018-3502.
2. The Citizens' Rate Review Committee reviewed the proposed policy at their May 28, 2019 meeting and approved it with the following modifications, as reflected and incorporated in Exhibit A:
 - The allotment for Monthly Financial Assistance change from \$4,000 to \$3,000.
 - The allotment for Military Financial Assistance change from \$2,000 to \$3,000.
 - The wording in the policy for Military Assistance on page 6 of attached Exhibit A is to include:
 - "Accepting Applications Only – June 1st to June 30th"
 - "6. This program is intended for those in need of financial assistance, but is based upon the honor system so that proof of financial hardship is not requested nor required."

THE CITY OF NEWBERG RESOLVES AS FOLLOWS:

1. The Municipal Services Assistance Program Policy, as described in attached Exhibit A, is hereby adopted and supersedes previously related Resolutions 2008-2767, 2010-2902, and 2018-3502.

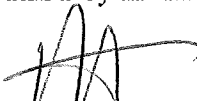
➤ **EFFECTIVE DATE** of this resolution is the day after the adoption date, which is: June 18, 2019.

ADOPTED by the City Council of the City of Newberg, Oregon, this 17th day of June, 2019.

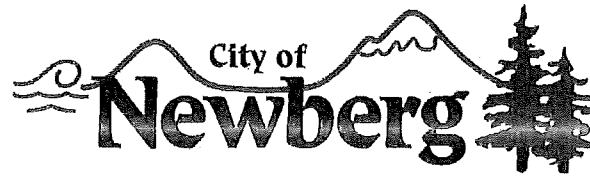


 Sue Ryan, City Recorder

ATTEST by the Mayor this 20th day of June, 2019.



 Rick Rogers, Mayor



**MUNICIPAL SERVICES ASSISTANCE
(UTILITY BILLING)**

POLICIES AND PROCEDURES

CONTENTS

- 1. Introduction of Available Programs**
- 2. Municipal Services Grant (Voucher) Program**
 - a) Nonprofit Agencies**
 - b) Yamhill Community Action Partnership (YCAP)**
 - c) Qualification/Guidelines for Nonprofit and YCAP**
- 3. Monthly Municipal Services Assistance Credit Program**
 - a) Qualification Guidelines**
 - b) Processing of Application**
 - c) Approval of Application**
- 4. Military Application Program**
 - a) Qualification/Guidelines for Active and/or Veteran Military Program**
- 5. Voluntary Donation Program and Public Awareness**
- 6. Forms**
 - a) Nonprofit Grant Application**
 - b) YCAP and Nonprofit Vouchers**
 - c) Application for Financial Assistance Credit**
 - d) Military Assistance Application**
 - e) Donation Form**

1. Introduction:

On February 19, 2008, the City of Newberg adopted a Municipal Service (Utility Bill) Assistance Program that offers financial assistance to low-income families and to Active-Duty Military (Res 2008-2767). The Citizens Rate Review Committee (CRRRC) recommended to Council to approve the assistance programs for Newberg water and wastewater customers. The programs included a Yamhill Community Action Partnership (YCAP) voucher, Nonprofit Grant voucher, Military Credit and a voluntary donation program for a total budget of \$7,400.

On June 21, 2010, City Council adopted Res 2010-2902, amending Res 2008-2767 to increase YCAP, Nonprofit and Military funding for a total budget of \$15,000. It was also adopted to allow the Finance Director to make direct monthly utility credits available to qualifying low income customers who are responsible for payment of their utility bill. This credit can be \$5 per capita with a max credit of \$10. This program allows for a total budget of \$10,000.

Since then the adopted budgeted amount has been \$20,000 and allocated as follows: YCAP \$9,000, Nonprofit Agencies \$4,000, Military \$2,000, and Low income financial assistance \$5,000.

On October 15, 2018, City Council adopted Res 2018-3502, superseding previous Res 2008-2767 and 2010-2902. The adoption of this resolution made it possible for military veterans to receive assistance in addition to active-duty military. Also, the utility credits for low-income and military assistance were increased to \$15/month for water-only customers and \$25/month for water/wastewater customers. A few other highlights of Res 2018-3502 was making the assistance program available year-round instead of August – June, changing the frequency of how often a customer can utilize the voucher program, and shifting \$1,000 from the low-income program allotment to the nonprofit grant voucher program.

The revised allocation is proposed as follows in Res 2019-3574:

Program:	Allotted Funds
Yamhill Community Action Partnership (YCAP)	\$9,000
Nonprofit (nonprofit organization and churches)	\$5,000
Monthly Financial Assistance	\$3,000
Military Financial Assistance	\$3,000
 Total Allotted Funds	 \$20,000

2. Municipal Services Grant (Voucher) Program:

Customers experiencing short-term need for payment assistance may contact the Municipal Services (MS) Department for a list of nonprofit agencies that have been awarded funds by the City of Newberg to issue vouchers for a dollar amount up to the discretion of the Finance Director or Designee. Funding is limited and assistance is available during the budget year from July 1st through June 30th.

a) Nonprofit Agencies:

- Finance Department mails a letter to nonprofit organizations for their consideration to become part of this program. Applications are to be submitted by a date that is set by the Finance Department. Finance may send a courtesy e-mail to the nonprofit organizations who currently are utilizing the program; e-mail is to notify them that the application is in the mail.
- Submitted applications are date-stamped and reviewed by the Citizens Rate Review Committee (CRRC). Based on the number of approved applications by the CRRC, the Finance Director finalizes the grant funding that is awarded to each applicant. These grant funds are incorporated in the adopted City budget and are subject to change. Approved amount is divided amongst applications on a first-come-first-serve basis.
- Nonprofit agencies who receive other funding to assist Newberg customers will be considered first in the approval process.

b) Yamhill Community Action Partnership (YCAP):

A set dollar amount is approved by City Council therefore does not require review by CRRC. The amount is incorporated in the annual adopted City budget and is subject to change. (Example: 2017/18 award amount to YCAP is \$9,000).

c) Qualification/Guidelines for Nonprofit and YCAP:

1. Customer (requesting assistance) must reside in residence and have a Newberg Municipal Services billing account who is billed for water and sewer.
2. If the customer's name is not on the Municipal Services Statement, the request for assistance must be signed by the owner of the property stating the credit will be passed along to the applicant.
3. Assistance applies to Newberg residential customers only.
4. Frequency of the voucher assistance is limited to one (1) voucher once every 3 billing cycles. Exception: those who receive the monthly financial assistance credit, they are limited to one (1) voucher once every six (6) billing cycles.
5. Vouchers are issued up to an amount determined at the discretion of the Finance Director or Designee. YCAP and Nonprofit agencies are to contact the Municipal Services Department to verify the applicable amount.
6. Original signed vouchers must be submitted in person to the City within 15 days from date of issuance. Voucher numbers are assigned by the agencies, duplicate numbers or copies of vouchers will not be accepted. Blue ink is to be used when completing the forms.
7. Vouchers will be modified/declined by the Finance Department if the amount of the voucher exceeds the amount given by the Finance Director or Designee or if guidelines are not followed.

3. *Monthly Municipal Services Assistance Credit*

This program begins July 1st and ends June 30th of each budget cycle. Monthly assistance credit for active accounts that are billed for water and sewer services will receive \$25.00 per month assistance. For active accounts that are billed for water services only will receive \$15.00 per month assistance. Funding is allotted on a first-come-first-serve basis.

Notification of this program is periodically advertised through the Municipal Services billing statements, flyers, local schools and word of mouth.

Finance Department will mail application to requesting customer. Applicants are to submit the completed application and provide supporting documentation for all boxes they check to show proof of hardship. Finance Department will set the timeframe as to when these applications are to be submitted to the City for consideration.

a) *Qualification/Guidelines for Monthly Municipal Service Assistance Credit*

1. Customer requesting monthly assistance must reside in residence and have a Municipal Services billing account who is billed for water or water/sewer.
2. If the customer's name is not on the Municipal Services Statement, the request for assistance must be signed by the owner of the property stating the credit will be passed along to the applicant.
3. Assistance applies to Newberg residential customers only.
4. Customer's account cannot be more than 30 days delinquent at any time of approved assistance. If the account is more than 30 days delinquent throughout the fiscal year, it may result in termination of assistance for the budget year.

b) *Processing of Application*

1. Finance staff will review and recommend approval/decline of applications based on supporting documentation submitted and account status.
2. Finance Director or Designee has approving authority.
3. Award letter is mailed to the customer informing them of the timeframe they will receive said credit. Finance Director or Designee has approving authority for retroactive credits.

Supporting Documentation:

- Supplemental Social Security Income – Documentation must state Supplemental Social Security, this does not include regular Social Security Income.
- Oregon Medical Card – Medical Identification card is to list the applicant's name.
- Food Stamps – Letter from DHS (Adult and Family Food Services) must list applicant's name and timeframe of approval. (Annual qualification/renewal)
- Medicaid – Identification card is to list the applicant's name.
- Free and Reduced School Lunch or Breakfast Program. – Letter from the Newberg School District must list applicant's name, children name(s) and timeframe of approval. (Annual qualification/renewal)

c) Approval of Application

- New Applicant: Customer is to meet with Finance Staff to receive the Water Conservation Kit to help conserve water. Awarded monthly credit begins the month the customer receives the water kit to the end of the terms that are stated on the supporting document or budget year (whichever comes first).
- Deleted Accounts/Moved/Name Change (exception – marital status) will automatically terminate the monthly assistance. Customer would need to reapply for new Newberg residence (location).

4. *Active Military and Veterans Assistance:*
Accepting Applications Only - June 1st to June 30th

This program provides a monthly credit for Active Military and Veterans residential households on their Municipal Services Statement for up to 12 months.

a) Qualification/Guidelines for Monthly Military Assistance Credit

1. Active Duty and/or Veteran Military members are to complete the Military Credit application and provide proof of services. (Proof of services consist of active duty photo id, supporting documentation and/or discharge documentation).
2. If the military personnel's name is not on the Municipal Services Statement, the request for assistance must be signed by the owner of the property stating the credit will be passed along to the applicant.
3. Assistance applies to Newberg residential customers only.
4. Monthly assistance credit for active accounts that are billed for water and sewer services will receive \$25.00 per month assistance. For active accounts that are billed for water service only will receive \$15.00 per month assistance. Funding is allotted on a first-come-first-serve basis.
5. Finance staff will review and recommend approval/decline of application based on supporting documentation.
6. This program is intended for those in need of financial assistance, but is based upon the honor system so that proof of financial hardship is not requested nor required.

5. *Voluntary Donation Program and Public Awareness:*

Voluntary Donation Program:

In the Municipal Service billing statements, customers will be sent a description notice and voluntary donation form once each year. The donation form will give customers the option of making a one-time donation or a regular monthly donation in the amount of their choosing to be paid with their Municipal Service bill. 100% of donated funds will be used for the Municipal Service assistance program. The donation funds will be used to expand the Municipal Service assistance program over and above the rate-payer funds dedicated by the City of Newberg for the Municipal Service assistance program. If stipulated, the funds will be applied as requested by the donor.

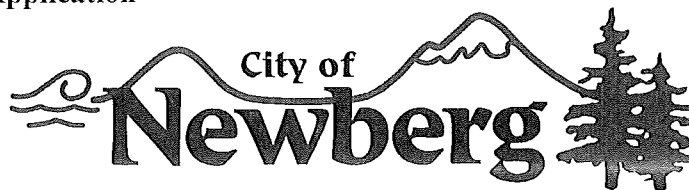
Public Awareness:

The success of these programs will be significantly enhanced by raising public awareness that they exist. In addition to the notices sent in Municipal Service statements as part of the voluntary donation program, Newberg citizens can be made aware of these programs through the City of Newberg website (www.newbergoregon.gov), flyers distributed at Municipal Service customer counter, posters at local schools, Newberg Public Library, Newberg Dundee Police Department, City Hall and local businesses.

6. Forms:

- a) Nonprofit Grant Application**
- b) YCAP and Nonprofit Vouchers**
- c) Application for Financial Assistance Credit**
- d) Military Assistance Application**
- e) Donation Form**

6(a) Nonprofit Grant Application



**Municipal Services Assistance Program
Grant Application**

Non-profit organizations which provide Municipal Services assistance to Newberg customers may apply for a grant from the City of Newberg to fund this assistance. Applications for grant funds submitted will be reviewed by the Citizens' Rate Review Committee, this Committee may interview applicants prior to approving the application. This program is from July 1st to June 30th of each fiscal year.

ATTACH PROOF OF NON-PROFIT STATUS

Organization Name:		
Address:		
City, State Zip		
Contact Name:		
Phone:	Fax:	Email:

Does your agency receive other funding to provide assistance to Newberg Customers? Yes No

Non-Profit FEIN Number: _____

Description of Organization and how the City funds could be used:

FOR CITY OF NEWBERG OFFICE USE ONLY:	
Application Received By:	Date:
Grant Awarded? <input type="checkbox"/> Yes <input type="checkbox"/> No / Reason:	
Grant Amount Awarded: \$	
Signature of approval:	Date:

6(b) YCAP and Nonprofit Voucher



Valid from July 1, xxxx to June 30, xxxx

Instructions for Vouchers

- 1 Save this template and fill in your non-profit's name and address.
- 2 Complete your process for awarding your client's assistance with their water utility bill.
- 3 Fill out the voucher below in BLUE INK.
- 4 Have your client bring in the voucher with ORIGINAL signatures to the Municipal Service clerk located at City Hall within 15 days from issue date:

414 E 1st Street (City Hall Building)
 Newberg, OR 97132
 Phone: 503-537-1205

Vouchers are to be issued for a dollar amount determined by the City of Newberg. Please contact the Municipal Services Department to determine amount of voucher. Vouchers will be modified/declined by the City if guidelines are not followed as noted in the acceptance letter.

Non Profit Contact Information	
	<i>Name</i>
	<i>Address</i>
	<i>Phone#</i>

Voucher No.

Please track voucher number
Duplicate numbers will not be accepted

CITY OF NEWBERG EMERGENCY ASSISTANCE VOUCHER

Issue Date: _____ Account No. _____

This authorizes (client's name) _____

at (client's address) _____

to receive (type of assistance) Water Assistance

in the amount of \$ _____ **This voucher must be used within 15 days of issuance**

Authorization: _____ Title: _____

Received By: _____ Date: _____

Client's Signature: _____

6(c) Application for Financial Assistance Credit



Financial Assistance Credit Application

Date: _____

Name: _____

Address: _____

UB Account No: _____ No. of people in household _____

Phone # you can be reached: _____

Own/Purchasing
 Renting -Landlord's Name: _____

▶ Please attach current proof (documentation) for all boxes checked.

*Proof of current documentation is required for all boxes checked.
Letters from Agencies providing proof of acceptance and timeframe.*

- Supplemental Social Security Income
- Oregon Medical Card
- Food Stamps
- Medicaid
- Free & Reduced School Lunch or Breakfast Program
- Other Evidence of Financial Hardship

How did you hear about program: Local Paper Flyer Other _____

Instructions:

- 1 Applies to any residential customer.
- 2 If person applying name is not on the account, application must also be signed by the owner of property.
- 3 Check the box(s) for the current documentation(s) you will be attaching when submitting application.
- 4 Return to: **Attn: Accounts Receivable / Finance Dept.**
414 E First Street; PO Box 970, Newberg, Oregon 97132
- 5 Applications received will be reviewed within 30 days.
- 6 Applicants agree to meet with Finance Staff to receive a water conservation kit as part of the approval process.

If you are approved and received the water conservation kit, you will be eligible to receive up to \$25.00 per month as a credit on your Municipal Service Billing Statement.

Applicants Signature _____

Date: _____

Owner of Property Signature _____

Date: _____

By signing this application, I hereby agree to pass approved credit along to the person named and residing in residence listed above.

Approval Date: _____

Expires: _____

Signature of City Manager or Designee

Providing fraudulent information will be subject to termination of assistance.

6(d) Military Assistance Application

xxxx-xxxx Fiscal Year
Military Credit Application
For Municipal Services Assistance
Accepting Applications Only – June 1st to June 30th

The City of Newberg provides a monthly Municipal Services (MS) credit to residential households in which a wage-earning member is on active military duty or a military veteran. Households which receive both water and sewer services from the City will be eligible for a \$25.00 monthly credit. Households which receive only water will be eligible for a \$15.00 monthly credit.

Military applicants must have an active MS billing account and may submit an application along with evidence of eligibility. Households with approved applications will receive the credit monthly through June 30. After June 30, applicant may re-apply to be considered for the next fiscal year.

Date: _____ MS Account Number: _____

Name on Account: _____

Name of Military Personnel: _____

Address: _____

Own/Purchasing Renting – Landlord’s Name: _____

Military Status:

Active – Attach proof of photo ID or supporting documentation

Veteran – Attach proof of discharge papers/certificate

In order to qualify for the Military Credit Program, you must attach proof of military status. Valid Military ID, active status documentation or discharged documentation.

**Return to: Attn: Accounts Receivable / Finance Dept.
414 E First Street; PO Box 970, Newberg, Oregon 97132**

Applicants Signature

Date

Owner of Property Signature

Date

By signing this application, I hereby agree to pass approved credit along to the person named and residing in residence listed above.

FOR OFFICE USE ONLY: Confirmed Military Status: Active: <input type="checkbox"/> Veteran: <input type="checkbox"/> Monthly Amount \$ _____		
Received by: _____	Date: _____	Expiration Date: _____
Approved by: _____	Date: _____	

6(e) Donation Request Form



Municipal Services Donation Request Form

o Donor Information (Please print or type)

Name _____
Address _____
City, State, Zip _____
Phone Number: _____ Email: _____

o Pledge Information

I (we) pledge a total of \$ _____ to be paid: now monthly quarterly yearly

I (we) plan to make this contribution in the form of: cash check credit card
Credit card information to be called into the Municipal Services Dept. at 503-537-1240.

o Donor's Request – I (we) would like the above donation to be applied as follows:

Customer Name: _____
Customer Address: _____

Donation to go into the City Financial Assistance Fund. This fund assists customers that fall under the low income and hardship status.

o Acknowledgement Information

Please use the following name(s) in all acknowledgements: _____

I (we) wish to have our donation remain anonymous.

Signature _____ Date _____

Please make checks to: City of Newberg
Attn: MS Dept.
PO Box 970
Newberg, OR 97132

