



May 7, 2014

Municipal Services Customers of the City of Newberg:

Resolution No. 2013-3082 was adopted by the City Council of the City of Newberg, Oregon on December 16, 2013.

The following is a summary of the changes that will impact Municipal Services customers of the City of Newberg effective 6/1/2014:

- The **services charges date will change** from approximately the 21st of each month to approximately the 5th of the month. The May billing for April consumption will generate on May 21, 2014. The June billing for May consumption will be generated on June 5, 2014.
- The **services charges due date will change** from approximately the 9th of each month to approximately the 30th of each month. The billing generated on May 21, 2014, will have a due date of June 9, 2014. The billing generated on June 5, 2014, will have a due date of June 30, 2014.
- The **grace period** has changed from 60 days to **30 days**.
- The **past due fee** has changed from \$15.00 to **\$20.00**.
- The **shut off fee** has changed from \$15.00 to **\$50.00**.
- Accounts that are “turned on for cleaning” will only be on for one week and charged a \$20.00 connection fee if less than 100 cubic feet of water has been consumed. If 100 cubic feet of water or more has been consumed, then the account will be charged for the connection fee, consumption and flat fees for the month.

If you have any questions that are not answered in the pages that follow, please feel free to contact the Billing Department of the City of Newberg at 503-537-1205.

Sincerely,

Billing Department

The following policies for Municipal Services have been adopted by the City Council of the City of Newberg, Oregon and are effective as of December 17, 2013:

Hours of Operations:

- The Billing department, located on the first floor of the Newberg City Hall. Telephone hours are from 8:00 a.m. to 5:00 p.m. week days and window hours are from 8:30 a.m. to 4:30 p.m.

New Accounts:

- Customers can sign up for service by providing detailed information including 2 forms of acceptable identification, such as a Social Security number and a Driver’s License number and a current contact telephone number.
- Non-refundable connection fee of \$20.00 will appear on the first billing received by customer.
- A copy of the application will be mailed to the customer within a week of the connection date.

Monthly Statements:

- Meters are read the last full week of the month.
- Billing department does a cursory review of the consumption reports.
- Bills are produced 3-5 days after the meters are read and mailed from a 3rd party provider.
- The due date of the billing is approximately 25 days after the billing date.
- There is approximately a 5 day grace period.
- A delinquency letter is generated and mailed to customers approximately 6 days after the due date and a past due fee of \$20.00 will be added to anyone’s account that has not paid by the end of the grace period.
- Automated telephone calls are generated to delinquent customers approximately 6 days after the due date and again to the remaining outstanding accounts 2 days prior to shut off.
- Approximately 10 days after the delinquency letters have been mailed, the accounts that remain delinquent at that time will have their water shut off and an additional shut off fee of \$50.00 will be applied to the account.

- **Example of timeline:**

▪ Meter Reading	5/27 – 5/30
▪ Billing Produced	6/5
▪ Due Date	6/30
▪ Grace Period	7/7
▪ Delinquency Letter and \$20 fee added	7/8
▪ Automated telephone calls made	7/8
▪ Second automated telephone calls	7/15
▪ Shut off and \$50 fee added	7/17

Shut-offs:

- Water shut-offs are processed once a month. Water shut-off days may vary due to holidays and payment due dates. They are never processed on a Friday to give our customers the opportunity to pay their bill and have their water turned back on before the weekend.
- Window hours of operations at City Hall are from 8:30 a.m. to 5:00 p.m. on shut-off day. No payments will be taken after 5:00 p.m. in order for our Public Works personnel to complete the turning on process by 5:45 p.m.

- The Public Works Maintenance workers must still turn the customer's water off, even if the customer says that they are contacting the Billing Department.
- All the customers on the shut-off list must have their water turned off before the Public Works Maintenance workers will begin turning the water back on for customers that have paid to have their water turned back on.

Extensions:

- Extensions are given to customers who are eligible. In order to be eligible for an extension you must not have failed to pay an extension within the past 12 months and be in good standing with the Billing department (we look at the amount of delinquency letters that have been sent to the customer over the past year).
- Accounts may be extended to the day two days before the next billing is generated.
- As long as customers pay their billing by the extension due date they will be allowed to continue requesting extensions.
- When a customer fails to pay their bill by the extension due date, then they will receive notice (in the form of a door hanger) that they have failed their extension a \$20.00 past due charge will be added to the account and that payment will be due by 4:30 p.m. of the following day. When payment is not received by 4:30 p.m. then an additional \$50.00 fee will be charged and the water will be shut off. The customer will also not be eligible to have another extension until 12 months have passed since the fail.

NSF Checks:

- When we receive notice from our bank of Non Sufficient Funds from either a check or a direct payment plan account, the payment will be reversed from the account and a NSF fee charge of \$25.00 will be charged to the account. (If the NSF fee is increase by our bank, then the NSF fee we charge to the customer's account will also be increased.) A yellow door hanger will be given to the customer with the total amount due shown on the hanger. Payment will be due by 4:30 p.m. the following day. If payment is not received, then the water will be shut off the next day.

Closing Accounts:

- Customers can close their accounts by contacting the Utility Billing Department. The customer will simply need to provide a forwarding address for the final billing to go to and the last day they wish to have water at the location. The Maintenance Technician will do a final meter reading and provide that number to the Utility Billing Department. Upon receipt of that number the account will be closed and the final bill will be generated and sent to the forwarding address.

Leak Adjustments:

- When a customer has a leak at their home and the leak has been repaired, the customer may request a leak adjustment. The customer must complete a Leak Adjustment form and submit that form along with receipts for the repairs to the Billing Department. Credit is given for a maximum of 2 months of the leak, depending on when the leak occurred.
- The meter at the customer location is read by the Maintenance Technician on three different occasions to make certain there is not a leak. If the meter does not appear to be "spinning," on all three occasions, then the Utility Billing department will prepare a Leak Adjustment Worksheet and the customer will be given a credit that will appear on their next billing.
- Customers may only qualify for a Leak Adjustment once a year.

Winter Averages

- Winter Averaging is figured on the lowest consumption months of the year, which is during the winter.
- The actual meter reading for the consumption of water for the months of November, December January and February (consumption that shows on your December – March billings) are totaled and divided by 4, a minimum of 200 cubic feet is charged. This number is then used during the remaining months of the year when more water is being used, but doesn't necessarily go down the sewer system (April billings – November billings). A cap is placed on the sewer consumption. If less water is consumed, then the sewer is calculated on the actual water consumption amount used.

Connects for Cleaning Only

- Connects for cleaning are \$20.00 for a week, which includes 100 cubic feet of water usage.
- If more than 100 cubic feet of water is used in that week, then the owner will be sent a regular bill, which includes all minimum meter charges and actual consumption.

Connects for Real Estate Agents Selling Homes

- Connects for viewing /inspection are \$20.00 for a week, which includes 100 cubic feet of water usage.
- If more than 100 cubic feet of water is used in that week, then the real estate agent will be sent a statement, which includes all minimum meter charges and actual consumption.

Disputes of Municipal Services Charges

- Customers begin with the Billing clerks if they are disputing their billing. If they don't feel their issue has been resolved then they will be referred to the Assistant Finance Director for further assistance.
- If the Assistant Finance Director cannot resolve to the customer's satisfaction, they can go before the City Council, through "due process" option.

Municipal Services Assistance Voucher

- The Billing Department has a list of non-profit agencies that customers can receive assistance from in order to pay their Municipal Services Charges. Contact the Billing Department for a copy of the agencies.

Grace Period Changes

- The grace period on water bills has changed from 60 days to 30 days. In order to help those who are currently paying their bills between 30 days and 60 days get caught up, the City of Newberg is offering to set up payment plans. The current portion of the billing will need to be paid and the "past due" portion of the bill can be split up to be paid over a 90 day period with one third of the billing to be paid by the 15th of each month.

Payment Plans – 3 months

- Payment plans will only be given once in a 12 month period.
- Customers still need to pay their current bill in addition to the payment plan agreement.
- If the customer does not follow the payment plan, their water is turned off the next day with the balance paid in full prior to the water service being reconnected.
- Customers who are not eligible for a payment plan are those who:
 - Fail to keep a previous payment arrangement
 - Their account looks questionable by having many delinquent letters sent and/or shut offs
 - Accounts that have been open less than 12 months.