



**CITY OF HEPPNER WATER & SEWER RATES AND RULES
EFFECTIVE JULY 1, 2024**

A Deposit of \$150.00 is required to open a residential account. Deposits will be applied to the closing bill and any amount in excess will be refunded. Deposits will be applied to the account after a good payment history (No late payments) for 24 months. Interest will not be paid on any deposit.

Payments are due by the 15th of the month. A Late Charge of \$5.00 will be charged on all accounts not paid in full by that date. Pre-Shut off door tag fee is \$10.00. Accounts that become delinquent will be shut off. Once the account is paid in full, the service can be restored, and a \$40.00 reconnection fee will be applied.

Payments by check or cash may be made at Heppner City Hall, 111 North Main Street, or PO Box 756, Heppner, OR 97836. A drop box is located at the right of the main entry door for your convenience. Pay online at allpaid.com. Office hours are from 8:00 AM to 5:00 PM, Monday through Thursday and 8:00 AM to Noon on Friday. If you have any questions, please call 541-676-9618 or stop by the office.

Meters are usually read by the 19th day of the month. In any month in which the meters cannot be read, the consumption will be based on the preceding month's usage. Bills are usually sent out on the 25th of the month.

No one shall turn water service on or off at the meter except City Public Works personnel, unless there is a customer shut-off on the property owner's side of the meter. Water leaks should be repaired within 48 hours of discovery. Non-repaired leaks reduce water reserves, cause property damage, and create expensive utility bills. Please call 541-676-5317 after hours if you have a problem.

Insulation of the water meter during the winter months is the customer's responsibility. A \$75.00 service charge in addition to the cost of any meter replaced or repaired due to lack of, or insufficient insulation, will be billed to the customer.

Final billing will be prorated to the day service is discontinued on the date specified. Written or verbal notice should be given to the City at least 2 days prior to vacating, otherwise the customer will be responsible for all water supplied to the premises.

	<u>WATER</u>	<u>SEWER</u>	<u>5% FRANCHISE FEE</u>	<u>MONTHLY</u>
Base Rate (0-2499 gallons)	\$30.27	\$46.78	\$3.86	\$80.91
2500-4249 gallons	\$39.37	\$46.78	\$4.31	\$90.46
4250-6134 gallons	\$48.47	\$46.78	\$4.77	\$100.02
6135-7500 gallons	\$57.67	\$46.78	\$5.23+	\$109.68

Usage over 7500 gallons: \$57.67 plus \$1.10 per 1000 gallons over 7500 gallons, plus a 5% franchise fee.

A 5% Franchise fee is charged on Sewer and Water each month.

Commercial, industrial, and multifamily: Each unit shall be charged according to the rate schedule for residential service as multiples of one. A \$150.00 deposit is required for each unit.

Residences, Businesses, and Industrial Services outside the City limits will be charged a **Right of Service Fee** of **\$20.00** per service in addition to the charges listed above. This Right of Service fee is not part of the water rates which are evenly applied to all customers.

New Water Connection fee: \$1,000.00. New Sewer Connection fee: \$500.00.

Septage Dump fee: \$.20 per gallon. Minimum charge is \$100.00. After hours fee: \$75.00.

Bulk Water Fee \$.0125 per gallon. Minimum charge is \$25.00. Meter Deposit is \$150.00.