



P.O. Box 361
Ione, Oregon 97843
Email: cityofioneor@gmail.com
Phone: 541-422-7414 Fax: 541-422-7179

Water Department Policy

If you are moving to Ione you will need to come to City Hall and fill out an Application for Water Service Form and pay \$117.00. A deposit is required of \$117.00 of which includes a \$25.00 turn on fee, a \$25.00 processing fee, and \$75 dollars is refundable or applied to any late bill (If you are moving to another residence in town and you have already paid your deposit, you will not have to pay another deposit as long as your water bill is paid in full).

If you move away, your \$117.00 deposit will be applied to your last water bill and if there is any leftover it will be refunded to you. This deposit is not transferable to another person.

If your monthly payment is 45 days late, you will receive a late notice. If you do not pay your bill or make arrangements with this office your water will be shut off on the date specified.

If your water is shut off because of a delinquent water bill. The \$117.00 deposit will be applied to your outstanding balance. Before water can be turned back on, your bill will have to be paid in full and you will have to put down another \$117.00 deposit, and the fee to turn the water back on is now \$50.00. If for any reason your water is shut off, there is a \$25 water shut off fee and a \$25 service reconnection fee.

. (If the water is turned on without permission, by resident or another, this will be Theft of Services and you could be charged accordingly.)

If you are going to be gone, and wish your water to be turned off. There will be a \$25.00 reconnect fee to turn the water back on. If your water has to be turned off because of an emergency there will be no fee to turn the water back on.

There will be \$25.00 charge on all NSF checks.

We do make arrangements in hardship situations for payments of water bills or hook up service.

If you have any questions regarding your water service, please feel free to come by City Hall and visit with us. We are open Monday through Friday 8:30 am to 2:00 pm.

1-1.1 Water Rates: water rates shall be set and revised by ordinance resolution at the option of the city council. (1195 Code)

1-1.2 PROCEDURE FOR GIVING NOTICE:

- A. Notices to Customers: Notices from the city to the customer will normally be given in writing and either mailed to or delivered to customer's last known address. Where conditions warrant and in emergencies, the city may notify either by telephone.
- B. Notices From Customers: Notices from the customer to the city may be given by the customer orally or in writing at the city hall.

1-1.3 WATER BILLING AND PAYMENT:

- A. Meter Readings:
 - 1. Meters will be read and customers billed on the basis of the meter reading.
 - 2. The city will keep an accurate record on its books of all readings of meters and such account, for all purposes, shall be prima facie evidence of the use of water service by the customer.
- B. Rendering of Bill:
 - 1. Billing Period: All meters shall be read and bill rendered monthly.
 - 2. Disputed Bills: When a customer disputes the correctness of a bill, they shall deposit the amount of the disputed bill at the time the complaint is lodged to preclude discontinuance of service pending final settlement of the bill or bills. Subsequent bill shall be paid or placed on deposit in a similar manner. Failure of the customer to make such a deposit shall warrant discontinuance of service as provided under subsection C of this section.
 - 3. Payment of Bill: Each bill rendered shall contain the final date on which payment is due. If the bill is not paid by that date, the account shall be considered delinquent, unless other arrangements have been made with the water department in writing that specifies another due date. A delinquent account shall bear interest at a rate which shall be set by resolution of the City Council and shall accrue from the first day of the delinquency.

C. Delinquent Accounts:

1. Due Date: Accounts are delinquent if not paid by the tenth day following the mailing of the bill or the tenth day of the month, whichever is later.
2. Delinquent Notice: When an account becomes delinquent the City shall mail, hand deliver, or post a notice at the premises stating the water service will be discontinued following ten (10) calendar days if it is not paid in full. Service may be terminated immediately following the tenth day of mailing, delivery or posting of the notice.
3. Service Turn Off: On the turn off date, the water service technician or other agent of the city of Lone shall deliver a notice to the customer stating the water service is being turned off until all delinquent amounts have been paid. The water service technician or other authorized agent of the City shall immediately thereafter turn off the service. A delivery of the notice to the premises served by the water service technician shall be considered delivery to the customer.

D. Delinquent Accounts for rental property:

1. All rental property owners will be responsible for their Tenants water bills if your tenant leaves a outstanding water balance, the property owner shall bring it up to date before the water is restored. The City Shall mail, a bill to the Land lord to notify them of their tenants outstanding balance.

1-1.4 DISCONTINUANCE OF WATER SERVICE:

- A. Customer Request: Each customer about to vacate any premises supplied with water service by the city shall give the city written notice of his intentions at least two (2) days prior to vacating specifying the date service is to be discontinued.

Water

Water Department Fees

New Residential and Business Water Hook Up \$500.00

(This is a base fee for putting a new tap into the water main line)

Labor will be charged out at \$25.00 per hour

Back hoe fee will be \$75.00 per hour

Material will be cost, plus 25%

Additional charges will apply when a larger service is requested.

Residential Service

Monthly Service Charge: \$47.00

Minimum monthly charge first 4000 gallons (or fraction)

To the above minimum monthly charge for usage in excess of 4000 -60,000 gallons shall be added charges according to the following: \$0.85 per 1000 gallons. 60,0001-100,000 gallons shall be added \$1.15 per 1,000 gallons and for over 100,000 shall be added \$1.70 per 1,000 gallons.

Business Service

Monthly Service Charge (inside city limits) \$52.50

Minimum monthly charge first 3000 gallons (or fraction):

To the above minimum monthly charge for usage in excess of 3000 gallons shall be added charges according to the following: \$0.85 per 1000 gallons

Commercial Water Sales

Water Cost \$10.00 per 1000 gallons

A deposit is required of \$117.00 of which includes a \$25.00 turn on fee, a \$25.00 processing fee, and \$75 dollars is refundable or applied to any late bill.

If for any reason your water is shut off, there is a \$25 water shut off fee and a \$25 service reconnection fee.

There will be \$25.00 charge on all NSF checks.

We do make arrangements in hardship situations for payments of water bills or hook up service.

If you have any questions regarding your water service, please feel free to come to City Hall and visit with us.

We are open Monday – Friday 8:30 am to 2:00 pm.