



CITY OF SISTERS

UTILITY BILLING NEWS

UNDERSTANDING YOUR WATER USAGE ON YOUR UTILITY BILL

As the City Council considers new water rates, here are some helpful reminders. City water meters measure in cubic feet. There are approximately 7.48 gallons per 1 cubic foot. To convert your water usage from cubic feet into gallons, use the following calculation: **1 cubic foot x 7.48 gallons**

*For example, if the consumption usage on your bill says 500.00, this is 500 cubic feet. The conversion to gallons would be: **500 CF x 7.48 gallons = 3,740 gallons***

Your base rate for water per month is determined by the size of your meter. Most residential homes have a ¾" service and are currently charged a base rate of \$19.80 per month. The base rate charge is for the first 1,337 cubic feet of usage, or 10,000 gallons. If your water usage goes above the base rate of 10,000 gallons, customers are charged an additional fee of \$ 1.32 per 1,000 gallons.

For example, if you are a residential customer with a monthly consumption of 1,900 cubic feet:

1,900 cubic feet = 1,900 CF x 7.48 gallons = 14,212 gallons

14,212 gals LESS 10,000 gals (included in the base rate) = 4,212 gals additional

4,212 gals ÷ 1,000 gals = 4.212

4.212 x \$ 1.32 = \$ 5.56 additional volume charge

Meters are read once a month. The difference between the current and the previous reading is how the usage is calculated.

SISTERS UTILITY ASSISTANCE PROGRAM

The City of Sisters is accepting applications for the Low Income Utility Assistance Program. Depending on your household income, you may be eligible to receive a 25% discount on your water, sewer and garbage bills.

A Utility Assistance Program Applicant must be a resident of Sisters and have a current water/sewer utility account with the City as well as a current garbage account with High Country Disposal.

Utility Assistance Program applications may be obtained at City Hall, 520 E. Cascade Ave., or downloaded from our website, www.ci.sisters.or.us or by phoning us at 541-549-6022.

Please contact Julie Pieper, Utility Billing Department at jpieper@ci.sisters.or.us or 541-549-6022 for additional information or questions.

DEPOSIT REFUNDS

Twice a year, during the month of June and the month of December, utility accounts are reviewed individually for their credit history. A customer may qualify to have their utility deposit refunded to their account balance if their credit history meets certain criteria.

A utility account that has been active for at least 24 months, and has received no late notices or disconnects within the last 24 months may qualify for a refund. The refund for this December will appear on your regular utility invoice as a credit. Contact Liz Majury at 541-323-5209 for questions regarding your deposit.

SIGN UP FOR ONLINE BILL PAY

The City of Sisters is pleased to offer their customers the convenience of online bill pay. Customers can log onto www.ci.sisters.or.us, click on the 'online bill pay' button and register by entering your account number and identification number found on your latest billing statement.

It's easy, secure and free! For more information, contact our utility billing department at 541-323-5209.

SNOW REMOVAL REMINDERS

As the winter season sets in, the City of Sisters wishes to provide some information and reminders about snow removal practices. Keeping sidewalks clear not only helps make sidewalks safer, but promotes the business environment.

- Responsibility for snow removal in private parking lots belongs to the property owner. When you are having this done, please remember to keep open access to your garbage dumpster or container.
- Responsibility for shoveling and/or de-icing sidewalks also belongs to the adjacent property owner who can get to the sidewalk in front of your business much faster than City workers. City ordinance requires sidewalks to be shoveled (or de-iced) within 6 hours of daylight following the snowfall (or ice event). As you clear your sidewalks, remember to also clear the sidewalk in the curb extensions, all the way to the street. Make connections with your neighbors, so there is not a gap between your property and theirs. This will vastly improve connectivity and make for a safer town for everyone to enjoy. Keeping sidewalks clear not only helps make sidewalks safer, but promotes the business environment.
- Snow removal within the parking area(s) in front of businesses is the adjacent property owner's responsibility. The city focuses its limited resources on plowing travel lanes and keeping them open. As time allows, city crews will clear parking areas.
- When plowing the parking area in front of your business, be mindful of dry wells. Some have been covered with snow mounds and will be blocked when the snow starts to melt. This will create unnecessary flooding. Snow mounds can also reduce visibility to adjacent streets, alleyways and sidewalks.
- When city streets are plowed, it is difficult to create a driveway access to every home and business and still complete the plowing quickly, especially when it is a heavy snowfall. We appreciate everyone's cooperation in opening their own business or home driveway to the street. If you need special assistance, or know of someone who does, please call and we will accommodate you.

If you have any questions, comments, or know of someone needing special assistance, please call us at 541-549-6022.