

ORDINANCE NO. 430

**AN ORDINANCE AMENDING SISTERS MUNICIPAL CODE SECTION 13.12.090
CONCERNING BILLING AND PAYMENTS FOR WATER SERVICE.**

THE SISTERS CITY COUNCIL HEREBY ORDAINS AS FOLLOWS:

The City of Sisters Code Section 13.12.090 is amended as follows:

13.12.090 Billing and Payments.

(1) Meter readings. Meters will be read and customers billed on the basis of the meter reading. The Water Department will keep an accurate account on its books of all readings of meters and such account so kept shall be offered at all times, places, and courts as prima facie evidence of the use of water service by the customer.

(2) Rendering of bills.

(a) Billing period. All meters shall be read and bills rendered therefor monthly.

(b) Bills for other than normal billing period. Opening or closing bills shall be prorated and one-half ($\frac{1}{2}$) minimum charge plus usage above 5,000 gallons for a normal billing period.

(c) Bills for more than one meter. All meters supplying a customer's premises shall be billed separately, except that where the Water Department has for operating purposes installed two or more meters in place of one, the reading may be combined for billing.

(3) Disputed bills. When a customer disputes the correctness of a bill, he shall submit the dispute in writing to the Water Department and 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 bills 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 (6) of this section.

(4) Failure to read meters. In the event that it shall be impossible or impractical to read a meter on the regular reading date, the water consumption shall be prorated on the basis of thirty (30) day per month and the total water consumption for billing purposes for that period shall be estimated.

(5) Payment of bills. Each bill rendered shall contain the final date on which payment is due. Any outstanding balances not paid by that date shall be considered delinquent, unless other arrangements have been made with the Water Department in writing that specifies another due date.

(a) The owner of record of the premises served by the water system shall be responsible for payment of water user charge, notwithstanding the fact that the property may be occupied by a person or parties other than the owner.

(6) Delinquent accounts.

(a) Delinquent notice. A notice of account delinquency shall be sent to each delinquent account when the account becomes more than ten (10) days delinquent.

(b) An administrative charge set by City Council resolution and listed in the current adopted master fee schedule shall be added to the account when the account becomes more than fifteen (15) days delinquent.

(c) Disconnect notice. If the account remains delinquent for more than twenty (20) days, the City may discontinue water service to that account. At least 24 hours prior to the discontinuance of the water service for delinquency, a disconnect notice shall be left at the premises receiving the water service. The disconnect notice shall state that water services shall be turned off unless all delinquent amounts and charges are paid within 24 hours of the notice delivery.

(d) If the customer disputes the amount due on the account, the customer shall have seven (7) days from the date of the delinquent notice to file a written request to have the account reviewed by the City Manager. The request shall state the reasons why the customer believes the amount to be in error.

(A) Any customer seeking timely review of a water bill in writing shall be heard before discontinuation of water service. The hearing shall be held by the City Manager or other person so designated by the City Council. The decision by the City Manager or other person designated by the City Council shall be final.

(B) Based on the findings of the hearing, appropriate adjustments shall be made to the customer's account. Any amount due on the account after adjustments are made shall be paid within the time ordered by the City. If the amount is not paid, the water service shall be discontinued following the payment due date ordered by the City.

(e) Service turn-off. On the turn-off date, the meter reader or other agent of the City of Sisters shall: (1) immediately thereafter turn off the service; (2) deliver written notice to the customer, or customer's premises, stating the water service is being turned off until all the delinquent amounts have been paid.

(f) Service charge. In all instances where water has been turned off because of delinquent accounts, a service charge, to be established by City Council resolution and listed in the current

adopted master fee schedule, shall be made for the restoration of services and replacement of cash deposit as stated in section 13.12.030, will be required. The meter reader or other agent of the City is not authorized to receive City service payments.

(7) Installment payments of delinquent accounts. In cases of extreme hardship, the City Manager or designee shall have the discretion of renewing service to a delinquent account upon receipt of a satisfactory installment plan for the payment of the overdue amount, installment period not to exceed the period of time the account was delinquent.

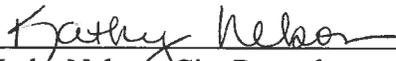
This Ordinance shall take effect thirty (30) days after its approval by the Council and signature by the Mayor.

PASSED BY THE CITY COUNCIL of the City of Sisters and **APPROVED** by the Mayor, this 24th day of October, 2013.



Brad Boyd, Mayor

ATTEST:



Kathy Nelson, City Recorder