

**ORDINANCE NO. 399**

**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 (text deleted is ~~struck through~~ and text added is *in bold and italics*):

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 (½) 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. 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 specify 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 reminder of account delinquency may be sent, at the discretion of the City ~~Recorder~~ ***Manager or designee***, to each delinquent account on or about ten (10) days after the account becomes delinquent.

(b) Disconnect notice. On or about fifteen (15) days after an account becomes delinquent, a second notice entitled "Disconnect Notice" shall be sent to the customer. Said notice shall state a date on which water will be turned off if the delinquent account is not paid in full prior thereto. 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 or if the water department personnel is unable to reasonably access the premises, notice shall be mailed to the customer. The disconnect notice shall state that water services shall be turned off unless all delinquent amounts and charges are paid. An administrative charge set by City Council resolution may be added to the account if the account has not been paid and a delinquency notice has been mailed to the customer or left at the premises receiving water services.

(c) If the customer disputes the amount due on the account, the customer shall have ten (10) days from the date of the second notice within which to file a written request to have the account reviewed by the City ~~Administrator~~ ***Manager*** or the City Council. 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 Administrator or other person so designated by the City Council and may include a hearing in front of the City Council. The decision by the City Administrator, person designated by the City Council or City ~~Administrator~~ ***Manager***, or the City Council itself, shall be final.

(B) After hearing, if the City ~~Administrator~~ ***Manager*** or City Council's designate or the City Council finds in favor of the customer, any or all of the appropriate charges may be returned to the customer or credited to the customer's account based upon findings made at the hearing. If the City finds that the customer owes the City any money based upon the delinquent account, the customer shall pay the amount due within the time ordered by the

