

Finance Director Judy Smith said she took the initiative well in advance of COVID-19 to get us signed up for Federal Funds through the CARES ACT. She said there is a breakdown by departments of the amount that was requested. J. Smith addressed her comp-time, it was supposed to be used up in March, but because of the pandemic it was carried over, and her goal is to have it below the 60 hours by the end of July. She stated the Auditors have confirmed the dates of August 25 & August 26 for the audit.

Mayor Charles Rostocil said he appreciates that Finance Director Judy Smith took the initiative on the COVID-19 reimbursement.

Director of Administration/City Recorder Vickie Nogle had questions about Utility fees and non-payment. She asked the City Council when they want to start assessing shut off fees and turning off water for non-payment. Her other question or concern is the way the Ordinance reads, the property owner is responsible for the water and when they did payment arrangements in the past there was authorization from the property owner to allow the tenant the extended time to pay their bill. She stated there are some people on the list that have not been in contact with us and they are not responding, so what would City Council like Staff to do at this point.

Mayor Charles Rostocil said on those few properties, please reach out to the property owners and let them know of the current situation and concern, so they can get in touch with their tenants.

Finance Director Judy Smith said we have given 3 strikes your out, if we cannot get a hold of them we put door hangers on their doors, we continue to try and get a hold of them, and in those cases we do contact the owners of the property and they let us know if they will pay the bill or take care of it. J. Smith said there are regulations put in place to contact these, but it has not gotten to that point, and she knows of 2 accounts out that will probably go to the next level of contacting the property owners.

Mayor Charles Rostocil said to reach out to the property owner one more time and if we cannot get contact with the individuals to arrange a payment plan or there is no payment plan in place, bring those into City Council next month and we will move forward with shutting those properties off.

City Councilor Tyler Thomas and City Councilor Robert Prinslow concur.

Consensus of Council is to start shut offs, and charging late and shut off fees, in the next billing cycle if individuals are not reaching out to us for payment options or at least contacting the City.

Mayor Charles Rostocil asked if the City Hall was back open yet.

Director of Administration/City Recorder Vickie Nogle said no, that she is waiting for Phase 2. She stated Public Works installed plexiglass for the windows and marked spots on the aisle way. V. Nogle said there will be signage about COVID policies when the City Hall is open.

**PUBLIC COMMENT.**

## Chapter 13.09 BILLING AND COLLECTION OF UTILITY CHARGES

### Sections:

- 13.09.010 Combined utility billing.**
- 13.09.020 Application for service.**
- 13.09.030 Billing tenants.**
- 13.09.040 Deposits.**
- 13.09.050 Owner responsible for utility charges.**
- 13.09.060 Utility charge liens.**
- 13.09.070 Billing and collection.**
- 13.09.080 Payment arrangements.**
- 13.09.090 Final bills.**
- 13.09.100 Meter test.**
- 13.09.110 Appeal procedures.**

### **13.09.010 Combined utility billing.**

Any combination of water service charges, sanitary sewer service charges, and transportation utility charges authorized by the Hubbard city council and imposed on users of utility services shall be billed in conformance with the provisions of this chapter. (Ord. 281-2005 § 1)

### **13.09.020 Application for service.**

Application for utility service shall be made in writing by the owner of the premises to be served, or the owner's agent, on forms furnished by the city giving the location of premises to be served, the date the applicant desires service to begin, purpose for which service is to be used, the address for mailing the bills and such other information as the city may reasonably require. Rules and regulations established by the city shall be part of the contract between the city and the applicant. All rules and regulations are subject to change or modification by the council at any time. The filing of an application for the use of city utilities shall be considered as consent by the applicant to be bound thereby. If an application is not properly completed and filed with the city within 10 days of a new service account being established, unless other arrangements have been made with the city administration department staff, the account may be terminated and the water disconnected to the premises. (Ord. 308-2010 § 1; Ord. 281-2005 § 1)

### **13.09.030 Billing tenants.**

A property owner may authorize that city utility charges be billed directly to a tenant on the application for service. Property owners are to notify the city within 24 hours of any billing customer change. Water service will be turned off and the meter locked between tenants unless otherwise instructed by the owner. Property owners will be responsible for vacancies between tenants or any time period which the city was not notified of a change of occupancy. (Ord. 308-2010 § 1; Ord. 281-2005 § 1)

**13.09.040 Deposits.**

At the time application for city **utility** service is made, any customer who is not the owner of the property being served shall pay a **utility** deposit in the amount of \$90.00 to the city. Unless a property owner authorizes in writing the waiver of the deposit requirement, the **utility** account shall continue to be **billed** to the property owner until the deposit is paid in full. The deposit shall be held by the city until service is discontinued, and then will be applied toward the final **bill**, with any extra being refunded. (Ord. 281-2005 § 1)

**13.09.050 Owner responsible for **utility** charges.**

Responsibility for payment of city **utility** charges shall be that of the person who owns the property. The responsibility for payment to the city does not pass to the tenant or other occupants, notwithstanding the fact that tenants or other occupants may be required by the property owner to pay the charges. The city shall provide information to the owner regarding the status of a tenant's account upon request. (Ord. 281-2005 § 1)

**13.09.060 **Utility** charge liens.**

City **utility** charges shall be a lien against the premises served from and after the date of **billing** and entry on the ledger or other records of the city pertaining to the **utility** system, and such ledger or other records shall remain accessible for inspection by anyone interested to ascertain the amount of such charges against the property. Whenever a **bill** for **utility** service remains unpaid 60 days after it has been rendered, the lien thereby created may be foreclosed in a manner provided by ORS [223.610](#), or in any other manner provided by law or city ordinance. (Ord. 281-2005 § 1)

**13.09.070 **Billing** and collection.**

(1) Water meters shall be read at regular intervals for the preparation of city **utility bills** and as required for the preparation of opening and final **bills**. The city reserves the right to estimate meter readings in cases where actual meter readings are not available and to adjust consumption when actual readings are obtained. Opening and closing **bills** representing less than a full **billing** cycle shall be prorated using the actual days of use. **Utility** charges shall be **billed** monthly or bimonthly, at the discretion of the city. All **bills** are due and payable 10 days after the **billing** date, and are delinquent if not paid within 15 days after the **billing** date. The **billing** date shall be presumed to be the mailing date of the **utility bill** correctly addressed to the premises to which the **utility** service was furnished.

(2) When a **bill** is delinquent, written notice shall be mailed to customers prior to disconnecting water service for nonpayment. All accounts mailed a delinquency notice shall have a penalty in the amount of \$10.00 charged to the account on the date of mailing the notice. If payment is not made by the date designated on such notice, the water service to the premises may be disconnected and the water shall not again be furnished thereto until all outstanding city **utility** charges have been paid in full, together with an additional sum of \$50.00, which will be charged for disconnection of water service. The fee shall not be charged to customers that had their water disconnected for the first time due to nonpayment of a delinquent **bill**. An additional sum of \$50.00 will be charged for each and every time the water has to be disconnected because it was turned on by an unauthorized person(s). In addition, the actual cost of repairing any damage caused by such person will be charged to the owner's account and the owner or responsible person may be cited in a court of law.

(3) As a condition to providing water services to any property, agents of the city must have free access to the meter serving the property for the purpose of reading, repair, lock-out or any other

reason related to providing service to the property. (Ord. 336-2013 § 1; Ord. 308-2010 § 1; Ord. 281-2005 § 1)

#### **13.09.080 Payment arrangements.**

The city administration department staff may enter into a payment arrangement with a customer to facilitate the payment of delinquent **utility** charges in order to have water service restored. Such agreements shall not exceed the term of six months. However, if the customer fails to comply with the terms of the agreement, then the water may be shut off and not turned on again until the outstanding charges are paid in full. (Ord. 308-2010 § 1; Ord. 281-2005 § 1)

#### **13.09.090 Final bills.**

A customer shall notify the city reasonably well in advance of the date service is to be discontinued. If notice is not given, the customer will be required to pay for service until the date the city has learned the customer has vacated the premises or otherwise has discontinued service. Final **bills** are due and payable upon receipt. Final **bills** of tenants which remain unpaid 10 days after the final **billing** date shall be submitted to the owner for payment. If a final **bill** remains unpaid 30 days after the final **billing** date, the city may disconnect water service to the premises, notwithstanding if a subsequent customer has established a new service. (Ord. 308-2010 § 1; Ord. 281-2005 § 1)

#### **13.09.100 Meter test.**

A customer may request the city to test the accuracy of the water meter serving the customer's premises. The customer shall pay a deposit to cover the cost of testing the meter. The deposit shall be returned to the customer if the test reveals the meter to over-register more than five percent under conditions of normal operation; otherwise, the deposit shall be forfeited to the city. When, upon test, a meter is found to be over-registering more than five percent under normal operating conditions, the city will refund to the customer the full amount of the overcharge, based on corrected meter readings, not exceeding six months that the meter was in use. (Ord. 281-2005 § 1)

#### **13.09.110 Appeal procedures.**

A **utility** user who feels their fee is unjust or inequitable, as applied to their premises, may make a written appeal within 20 days of the **billing** date to the city council requesting a review of the fee or charge. Review of the request shall be made by the finance director, who shall determine if it is substantiated or not, including recommended action to the council if necessary. The customer shall continue to comply with the provisions of this chapter during the appeal process. If the city council substantiates the request, the fee or charge for that user shall be recomputed as directed by the city council. The council shall have the final responsibility for determining equitability of charges where special circumstances are found, and for the adjusting of such charges in a consistent and equitable manner. (Ord. 281-2005 § 1)

Mobile Version

# CITY OF HUBBARD

Incorporated in 1891

## BILLING/PAYMENT INFORMATION

According to Hubbard Municipal Code Chapter 13.09, City utility bills are due and payable within ten days of the billing date. Past due accounts will be sent a delinquency notice stating that the water service to the premises will be disconnected if payment is not received by the specified date and time listed on the delinquency notice. Past due accounts that have been sent a delinquency notice, will be assessed a penalty for late payment.

The City accepts payments of cash, card, check, or money order for utility bills. You may pay your bill by mail, over the phone, or in person at City Hall. A payment drop box is located at City Hall for your convenience for payments made after hours, on holidays, or during weekends. Please do not place cash in the drop box. Payment arrangements are made at the discretion of City Administration Staff and must be requested prior to the due date.

## EXPLANATION OF CHARGES

**Water Base** - A fixed charge based on the size of the water meter for the first 3,000 gallons per month.

**Water Use** - A volume-based charge for water used in excess of 3,000 gallons per month.

**Sewer** - The charge for wastewater collection and treatment services.

**Streets** - The charge for maintenance and operation of city streets, including street lighting and storm drains.

## NON-PAYMENT DISCONNECTS

If a bill is not paid by the shut-off date and time specified on the delinquency notice, a \$50 fee will be charged and service will be disconnected. Only an employee of the City is authorized to turn water service on or off at the meter. An additional \$50 will be charged for each and every time the water has to be disconnected because it was turned on by an unauthorized person.

## DISPUTE RESOLUTION

If you dispute the accuracy of this bill, please contact City Hall at (503) 981-9633 before the due date. Office hours at City Hall are normally 7:00 a.m. to 5:30 p.m. Monday through Thursday. City Hall is located at 3720 2nd Street. Please direct mail responses to: City of Hubbard, P.O. Box 380, Hubbard, OR 97032.

## COMMENTS/CONCERNS

We would like to hear from you regarding city services, your comments and concerns are important to us. Please take a minute to fill out the area below and let us know how we are doing. *Thank you for your time.*

NAME \_\_\_\_\_ PHONE \_\_\_\_\_

COMMENTS/CONCERNS \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PLEASE CALL ME

BETWEEN 8 A.M. AND NOON

BETWEEN 1 P.M. AND 5 P.M.