



WELCOME TO THE CITY OF REDMOND UTILITY SERVICES

The City of Redmond is a full service City. There are utility charges for the three services of water, sewer, and garbage.

BILLING PROCEDURE

The City of Redmond utility bills are mailed out on approximately, the 25th of each month. Payments are always due by the 15th. If not received on or before the 15th, a late fee of 1.5% of balance due will be added.

Notification of change of address or termination of services is the obligation of the customer. Charges will continue until the City is notified.

METERED WATER SERVICE

Water service is based on a flat rate plus the amount of water (consumption) that actually goes through the meter. The meter is read on the date that water is requested to be turned on, and thereafter, the meter will be read between the 12th and 15th of each month. A single family residence with a 5/8" meter will have a fixed flat monthly rate of \$9.95 plus \$.81 per 100 cubic feet of consumption.

FLAT RATE WATER SERVICE

A few accounts within the City limits are calculated on a flat rate system. During the months of November through March, the basic rate is \$24.31 per month. During irrigation season (April 1 through October 30) the rate is calculated by taking the square footage of the property times .0321 plus the basic rate of \$24.31. *This service is no longer an option for new accounts.*

SEWER

All single family residential customers pay a uniform monthly rate of \$25.26 per household.

GARBAGE

Redmond City code mandates garbage service for those living within the City. High Country Disposal has a contract with the City to collect garbage throughout the City. *For questions on garbage pickup or billing, please call High Country Disposal at 548-4984.*

SERVICE FEE

A \$20.00 service fee is charged for a new customer establishing services or any change to an existing account. This includes but is not limited to moving from one location to another or reactivating an existing account, such as a vacation account (snowbird) or irrigation (seasonal) account.

IRRIGATION REGULATIONS

The irrigation season for lawns & gardens in the City extends from April 1st through October 30th. The following irrigation regulations apply during this period:

~Addresses ending with even numbers will only irrigate on even numbered days of the month & odd numbered addresses will only irrigate on odd numbered days of the month.

~No irrigation is allowed on the 31st of any month.

Additional restrictions may be imposed by the City Manger. Any such public notice of this order will be given prior to its effective date.

Enforcement action may be taken against violators of the irrigation regulations.

BANK DRAFTING

Bank drafting is available. Payments are drafted on the 15th of each month. Please call for information.

UTILITY ASSISTANCE PROGRAM

The City of Redmond offers a low income utility assistance program for water, sewer & garbage charges. Please contact the Finance Department for eligibility requirements and an application.

DELINQUENT ACCOUNTS

If services are terminated for delinquent outstanding amounts, there will be a non-negotiable \$40.00 reconnect fee to restore services during regular business hours. This payment must be received in the office prior to services being restored and arrangements must be made for payment of the remaining balance.

If services are restored after hours there will be a \$125.00 after hours fee applied to the account.

Personal information given to establish the account may be used for collection purposes in the event of a delinquent account.

AVAILABILITY OF SERVICE

If a past due account balance is referred to an agency for collection and you request service at a new location, services will not be activated until payment arrangements have been made with the agency.

DEPOSITS

Deposits are required for accounts for the following reasons:

~Shut-off two or more times within a 12 month period

~After receiving a shut-off notice, a non-sufficient fund check is tendered to avoid shut-off

Deposits shall be held for a period of 1 year or until services are terminated. Deposits are returned without interest.

PAYMENTS

A drop box is available 24 hours a day for check or money order payments only on the west side of the City Hall building, 716 SW Evergreen Ave. For your own protection, cash payments should not be placed in the drop box.

If more than one check is returned for non-sufficient funds within any 12 month period the City may require future payments in cash or money order.

PAYMENTS SHOULD BE MAILED TO:

**CITY OF REDMOND
PO BOX 726
REDMOND, OR 97756**