



## **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.

### **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 12<sup>th</sup> and 15<sup>th</sup> of each month. A single family residence with a 5/8" meter will have fixed flat monthly rate of \$9.66 plus \$.79 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 \$23.60 per month. During irrigation season (April 1 through October 30) the rate is calculated by taking the square footage of the property times .0312 plus the basic rate of \$23.60. *This service is no longer an option for new accounts.*

### **SEWER**

All single family residential customers pay a uniform monthly rate of \$24.52 per household.

### **GARBAGE**

Redmond City code mandates garbage service for those living within 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 vacation account (snowbird) or irrigation (seasonal) account.

### **IRRIGATION REGULATIONS**

The irrigation season for lawns & gardens in the City extends from April 1<sup>st</sup> through October 30<sup>th</sup>. 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 numbers days of the month.

~No irrigation is allowed on the 31<sup>st</sup> of any month.

Additional restrictions may be imposed by the City Manager. 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 15<sup>th</sup> of each month. Please call for detailed information.

### **UTILITY ASSISTANCE PROGRAM**

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

### **BILLING PROCEDURE**

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

### **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.

**PAYMENTS SHOULD BE MAILED TO:**

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

**A DROP BOX IS LOCATED FOR  
CHECK PAYMENTS ONLY ON THE  
WEST SIDE OF CITY HALL**

WE WELCOME THE OPPORTUNITY TO  
SERVE YOU. IF YOU HAVE ANY  
QUESTIONS, PLEASE CONTACT THE  
FINANCE DEPARTMENT AT CITY HALL,  
923-7765

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