Administrative Rule

Utility Services Billing and Payment Practices and Procedures

Rule No. 12.01.080-01-01
Effective

The city bills for the following utility services: water, sewer, surface water management and street maintenance. Bills are issued for all services on a monthly billing cycle. A schedule of when the accounts are billed is available upon request.

I. Billing Cycle

A. The City shall read water meters every month. This could change based on inclement weather or holidays. Meters will be read within one week of the 30 day cycle.

B. Bills will be processed within **10** ~~7~~ days of the meter being read and either mailed to the customer by United States mail (U.S. Postal System) or sent electronically if the customer has signed up to request their bill via electronic delivery.

C. The due date is not less than 14 days from the date the bills are mailed.

D. Bills not paid by the due date fall under the Utility Services Delinquent Account Practices and Procedures.

II. Payments

A. Utility bills are to be paid in full by the due date shown on the original bill unless other arrangements have been made in advance. Numerous payment options are available using cash, check, cashier's check, money order or credit card (Visa, MasterCard or Discover):

1. On-line by major credit card at www.tigard-or.gov
2. By phone using a major credit card at **1-888-826-7211**
3. At Tigard City Hall utility billing counter, 13125 SW Hall Blvd., 8 a.m. - 6 p.m., Monday through Thursday
4. By mail at 13125 SW Hall Blvd, Tigard 97223 or PO Box 3129, Portland 97208
5. Drop box locations are available for check or money order payments:
   a. Drop box in the public works parking lot at 8777 SW Burnham St., Tigard
   b. Drop box at Tigard City Hall at 13125 SW Hall Blvd.
   c. King City – City Hall at 15300 SW 116th Ave., King City
   d. Postal Connection at 16200 SW Pacific Hwy Ste. H, Tigard

B. If payment is less than the full amount owed, the payment will be applied proportionately among the ~~four~~ utility services. Any notations on checks with the intent of affecting the application of payment or waiving of city rights shall be null and void.

C. Electronic payments via the customer's online banking may take up to two weeks to process.

III. Payment Arrangements

A. If a customer is unable to make full payment by the due date, they must contact the utility billing office at 503-718-2460 prior to the due date to make other payment arrangements.

B. Payment arrangements or extensions of credit shall be at the discretion of the finance director or designee.

C. If a customer has received credit for a leak or any other adjustment and is unable to pay their bill, they may enter into an extended payment plan with the city. A customer will be eligible to use a payment plan only if new bills are paid in full by the original due dates

D. The payment plan for any back charges shall be set up in equal monthly installments.
E. The payment plan will not extend beyond one year from date the plan is entered into.

IV. Other Fees and Charges

A. Returned Check Charge: A charge will be added to accounts for any checks returned from the bank unpaid for any reason. The charge shall be set by resolution of the City Council.
B. Repair or Replacement of Water Meters and Services: Once installed, any costs associated with the repair or replacement of damaged or missing meters and services will be charged to the owner of the property. Such costs may include but are not limited to gaskets, meter box, lid insert, meter, pressure regulator valve, related labor, equipment, vehicle, and material.

V. Utility Charge Adjustments and Payment Agreements

A. Errors in billing or collection shall be corrected by the city in a timely manner. Resulting credit on account or refund shall be made as expeditiously as possible.
B. Disputed bills or other collection transactions shall be dealt with as follows:
   1. The finance director, city manager, or designee shall review a written report of staff findings and weigh evidence presented by the customer before making any waiver. The finance director or designee shall have authority to waive up to $500.00 and the city manager or designee shall have authority to waive up to $2,500.00 in utility charges.
   2. Waivers may be considered based upon a written request from the customer stating the reason for the request. Waivers shall only be granted by showing good cause. Good cause may include but is not limited to correction of user or account information, failure of city to send a bill, demonstrated failure of user to receive a bill, correction of measurement of either fixture units or equivalent service units and adjustments to time in which requester became the user. Waivers may include charges for returned checks, disconnection or utilities. All waivers granted shall be reported to the Intergovernmental Water Board each month upon their request.
   3. The city may enter into a payment agreement with a customer to facilitate payment of delinquent utility charges. Such agreement shall not exceed the term of one year, current charges must be paid when due, and the legally binding agreement must be signed by both parties. Breach of such an agreement by the customer shall result in further collection efforts. Payment agreements for amounts over $10,000 must be approved by the Tigard City Council.

VI. Appeal Process

A. If a customer is aggrieved by a billing decision, the customer may appeal to the assistant finance director.
B. The appeal must be in writing and must detail the customer's reason for appealing the decision. Supporting documentation must be included. These documents shall be delivered within 30 days of the original billing decision to:

Assistant Finance Director
City of Tigard
13125 SW Hall Blvd.
Tigard OR 97223

Approved by:

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Martha L. Wine, City Manager Date