



400 E. Main Street
Cottage Grove, OR 97424
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www.cottagegrove.org

Water/Sewer Utility Account Policy

A. To start utility service:

- (1) Complete and sign an application provided by the City. Applications can be found on the City of Cottage Grove website (www.cottagegrove.org) or in the Finance Department at City Hall.
- (2) A non-refundable service fee of \$35.00 is required before service will be connected.
- (3) Renters must present a copy of a rental/lease agreement and pay a refundable \$150 deposit. The deposit will be applied to the account after 12 consecutive months of payments made on time, or upon closing the account. Any remaining deposit after applied to the final bill will be refunded to the account holder. If moving to a new location within the City service area, the deposit is transferable to the new account.
- (4) The \$150 deposit can be waived if a customer provides a letter of credit from a previous utility company. It must show a recent payment history of 12 consecutive payments made on time.
- (5) All past due amounts on previous accounts with the City must be paid in full prior to starting service at any new location.

B. To stop utility service:

- (1) Requests to stop service must be made in writing. A form can be found on the website or in the Finance Department at City Hall. A forwarding address for the final bill must be provided.

C. To pay a utility bill:

- (1) Bills are due on the 10th of each month.
- (2) Payments can be made in person with cash, check, money order or debit/credit card. The City of Cottage Grove also offers web payment at www.cottagegrove.org, online bill pay, and automatic electronic withdrawal from any checking or savings account.
- (3) If a payment is not made within 30 days of the due date, disconnect notices are mailed to customers. The entire account balance is due within 7 days of receiving the notice.
- (4) If a payment arrangement is requested, it must be in writing and approved by 5:00 pm on the day prior to the deadline for disconnection. Payment arrangements that are not kept by the promised date will be disconnected the following day without further notice.
- (5) If service is disconnected, the customer must pay the balance in full, including a \$35 service fee, to have water turned back on. Checks will not be accepted to restart service.

D. How bills are generated:

- (1) Flat rates are billed monthly, from the first to the last day of the month.
- (2) Meters are read mid-month. Consumption is calculated based on water usage between the reading dates.
- (3) During summer months, (mid-May through mid-October), the sewer portion of the bill is calculated based upon an average of the previous winter water usage. This rate structure recognizes that during summer months, water is used for irrigation and other purposes that do not impact the wastewater system.

E. In the case of a water leak:

- (1) Please contact the City to request a Leak Check if a water leak is suspected.
- (2) Once repairs are done on an underground leak, please contact the utility department for a leak re-check to determine eligibility for a leak adjustment.
- (3) In case of an emergency after business hours, please contact the Police Department at (541) 942-9145.