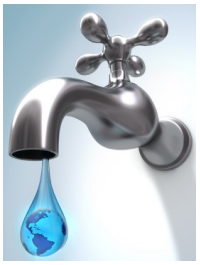
Utility Billing Rates

PO Box 458 * Veneta, OR 97487 * 541-935-2191 * Fax 541-935-1838 * www.venetaoregon.gov



- Rates listed below are effective July 1, 2020.
- Bills are due the 15th of each month.
- Payments received after the 25th may not reflect on your current bill.
- Monthly Base charges are a flat fee and not based on water use.

Tiered Water Use Rates per 1,000 gallons:	Tier 1 - $3.65	1,000 to 5,000 gallons of use
	Tier 2 - $4.34	5,000 to 15,000 gallons of use
	Tier 3 - $5.21	over 15,000 gallons of use

Please beware that even the smallest leak from a faucet or toilet can attribute to high water use.

An example of a first bill:	Water Base Charge	$16.73
	Sewer Base Charge	$55.61
	Storm Water Drainage Charge	$2.59
	Street Utility Fee	$3.00
	Water Use ($3.65 x 3,000 gallons)	$10.95*
	Total Due	**$88.88**

Base Fees $77.93per month
Not including water use

For information and/or questions about commercial rates or reduced residential base rates please contact Traci at (541) 935-2191 or thaley@ci.veneta.or.us

Other providers servicing the City of Veneta

Charter Cable
1-866-731-5420

Sanipac Garbage
541-736-3600

Emerald People's Utility District
541-746-1583

Lane Electric Coop
541-484-1151

CenturyLink
866-963-6665

Post Office
541-935-9533

S:/Caselle/Utility Billing Rates

Utility Billing
Important Information

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Starting Service

A "Utility Account and Services Application" must be completed, in full, and signed by the applicant(s) to be considered for a utility account and City services. Photo bearing identification must also be provided, in person, for each applicant. If the applicant is not the owner of the property, the property owner information section also needs to be completed by the owner or the owners' designee.

A deposit must be paid at the time the application is submitted.

Approval of applications for City utility and other services will be based on: the completeness of the application, the existence of unpaid accounts for previous City services by either applicant and/or regarding the service address, and the provision of acceptable documentation.

Once an application is approved, the City will provide services; however, the specific services are dependent on the existence of infrastructure and connections. The applicant and co-applicant are equally responsible for all financial obligations related to being provided City services.

Bills and Payments

Bills will be calculated and sent monthly, for services rendered the previous month, on or about the 1st of each month and are due on the 15th.

Past due notices will be sent on or about the 17th of each month to accountholders who have an unpaid balance on their account. Services will be discontinued, without further notice, if an unpaid balance still exists on a utility account after the due date stated on the "Past Due" notice.

Account Changes

To change the responsible party the City needs to be notified using the "Utility Account and Services Application" form.
To discontinue service (temporarily or permanently) the City needs to be notified using the "Discontinue Utility Service" form.
To request an account adjustment the City needs to be notified using the "Account Adjustment Request" form.

Disclosures

Service can be discontinued, without warning, if the City does not have adequate information for at least one responsible party. The City reserves the right to ask for government issued photo identification and/or other legal documentation as deemed necessary to accurately determine the responsible party for City services provided to the premises.
By signing the application it is understood that:

- Payment of monthly bills, deposits, repair of damages incurred, returned payment fees, penalties, and restoration of service fees will be paid timely when applicable and billed.
- All ordinances and resolutions regulating the use of City services and property and any other rules and regulations which may be adopted by the City Council, City Administrator or designee, concerning said service, will be abided by.
- Owners' and/or property manager will receive copies of "Past Due" and other delinquent account correspondence and that all information on the application may be used for lien and collection purposes.

Forms, additional information, rules and regulations can be found on the City's website www.venetaoregon.gov