Pioneers of the Past Pioneers of the Future

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# PO Box 765 Fax (541) 839-4680

**Canyonville, OR 97417 e-mail: city@cityofcanyonville.com**

**NEW WATER/SEWER CUSTOMER**

**INFORMATION**

**TURN-ON’S**

To have services turned on in customer’s name an account needs to be opened. Items needed to open an account are as follows:

 **Application completed**

 **Picture I.D.**

 **Deposit of 2.5 x base (Required by Renters)**

**Deposit**

The total deposit required is equivalent to 2½ (two and one half) months of the water and/or sewer service rate. Payment of the deposit is required prior to turning services on.

When a customer closes an account the deposit will be applied to any balance owed and the remainder can be transferred to a new account or will be refunded. If the deposit required for the new account is more than what was on the old account the customer will have to pay the difference.

**MONTHLY BILLING CYCLES**

The monthly billing cycle run from the 16th of one month to the 15th of the following month.

**BILLING**

The customer’s first bill is pro-rated by the amount of days the service was on during that billing cycle and consumption.

**BILLING STATEMENTS**

Statements are sent out between the 27th and the 1st of the following month. Payments are due upon receipt, but are not considered late until the 16th of the month.

**TURN-OFF**

**CLOSING BILL / REFUND** (Renters only)

By the time you have received your REGULAR BILL and it comes due (one month after the meter was read) your meter has accumulated another reading. If during this time you request your water service turned-off then, you will receive a CLOSING BILL that reflects this accumulation since the last reading (the 15th of the previous month through the turn-off date).

CLOSING BILLS are pro-rated by the number of days your water service was on during the billing cycle and does calculate over consumption.

*\*\*Your REFUND amount will be calculated by subtracting your DEPOSIT amount from your CLOSING BILL amount. (Sometimes you will still owe a CLOSING BILL even if you paid a DEPOSIT if it was paid prior to rate increases; if there was a lot of water consumption; if you are transferring your deposit to another account when you move).*

**LATE NOTICES:**

These are sent out after the 15th of every month along with a $10.00 late fee.

**SHUT-OFFS FOR NON-PAYMENT**

Service will be shut off for non-payment, if bill is not paid or payment arrangements made by the 20th of the month. To have services turned back on, bill must be paid in full along with a $50.00 re-connect fee.