



Neskowin Regional Water District

PO Box 823

Neskowin, OR 97149

Phone: (503)392-3966

Email: tnt@neskowinwater.com

Web: www.neskowinwater.com

NESKOWIN REGIONAL WATER DISTRICT (NRWD) RESOLUTION 2021-05 ESTABLISHING NEW BILLING RULES

WHEREAS, Ordinance 2017-1 of the NRWD establishes Rules and Regulations for the District and provides that the NRWD Board of Commissioners can, by Resolution, adopt new or change existing water rates, connection charges, billing procedures, and other charges;

AND WHEREAS, 2019-05 establishing new billing rules became effective August 1st, 2019 and superseded Ordinance 2017-05.

NOW THEREFORE, BE IT RESOLVED, the NRWD Board of Commissioners adopts Resolution 2021-05 establishing new billing rules and supersedes all prior billing rules/policies resolutions of the District, including but not limited to Resolutions 2019-05 and 2017-05, to become effective January 1st, 2022.

1. Billing:

- 1.1. High Use Customers will be billed on a monthly basis, at or as near as feasible to the first of every month.
- 1.2. Low/Moderate Customers will be billed on a quarterly basis, at or as near as feasible to the first of every third month of the year.
- 1.3. All bills for High Use Customers and Low/Moderate Use Customers are due by the 15th of the following month after the billing date.
- 1.4. On the next business day after the 15th of the following month after the billing date, an unpaid water bill will be considered delinquent and a late charge of \$15.00 shall be added to the unpaid balance.
- 1.5. No fewer than five (5) business days after an account is considered delinquent a written notice of delinquency shall be sent to the water user indicating the customers' delinquency and informing them of the date their service will be shut off. Such shut off date shall not be less than ten (10) business days from the date the notice of delinquency was mailed.
- 1.6. A water service turned off for non-payment shall not be restored until the entire unpaid balance is paid, plus any late fees, plus a \$50.00 turn-off/on charge. If water service restoration is requested outside of regular NRWD business hours an extra fee of \$80.00 will be assessed to the customer.
- 1.7. In no less than Ninety (90) days after the shut-off date the District shall move for a judgment against the property owner and/or file with the Clerk of Tillamook County a statement of lien claim against the property.
- 1.8. The District shall terminate water service (remove the water meter) to customers and/or premises whose accounts have become delinquent, and the account is not brought current within ninety (90) days of shut-off.



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- 1.9. A terminated water service will be restored to regular service following termination after all delinquent water service charges, liens, and fees for installing a new meter are paid in full.
- 1.10. The NRWD will only accept prepayments on a single account of up to \$400.00.

2. Billing Appeals:

- 2.1. Any water user can appeal any decision or action taken by the District concerning billing to the Board of Commissioners.
- 2.2. A customer who believes their bill is high due to a water leak can request a customer leak appeal per Resolution 2021-04.
- 2.3. A customer may request an appeal by submitting a written letter to the Neskowin Regional Water District Board of Commissioners.
- 2.4. Any water user may appeal by letter or request a personal hearing before the Board concerning the disconnection (turn-off) of their water service for payment delinquency. If the request is made before the water service is turned off, then the water service shall not be turned off until after action has been taken on the appeal. If the request is made after the water service has been turned off, then the service shall remain off until the bill is paid or the Board takes action on the appeal.

ADOPTED by the Board of Commissioners of the Neskowin Regional Water District the 18th day of November, 2021.

Steve Rubert, President

Gary Dunn, Secretary