



CITY OF BEND UTILITY BILL

ROBERT SMITH
1234 NW FRANKLIN AVE
BEND, OR 97703

Questions?
Call: (541)388-5515

Phone and lobby hours:
Monday thru Friday
8:00 am to 5:00 pm

Bill Number: 555555
Bill Date: 08/19/2022
Days: 31
Route: 0150

Due Date: 09/01/2022
Amount Due: \$8.63

Account Number: 102345-607890
Service Address: 555 NW WALL ST

Summary of Charges:

| | |
|-------------------|-----------|
| Previous Balance: | \$98.37 |
| Payments: | \$98.37 |
| Adjustments: | -\$100.00 |
| Balance Forward: | -\$100.00 |
| Current Charges: | \$108.63 |

Amount Due: \$8.63 ** Auto Pay **

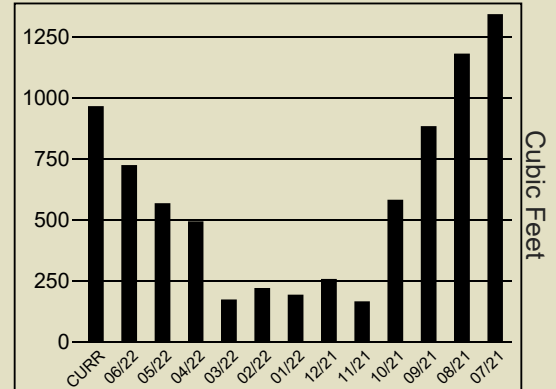
Detailed Charges Water - Previous Read: 76915 Current Read: 77877 Consumption: 962

| Services: | Rate*: | Consumption: | Total: |
|---|--------|--------------|--------|
| WATER - 06/30/2022 - 07/31/2022 | | | |
| WATER BASE CHG 3/4" METER | | | 25.87 |
| CONSUMPTION PER 100CUFT | \$2.08 | 9.62 | 20.01 |
| FRANCHISE FEE | | | 2.75 |
| TOTAL WATER CHARGES | | | 48.63 |
| SEWER - 06/30/2022 - 07/31/2022 | | | |
| SEWER BASE CHARGE | | | 40.72 |
| WQA CONSUMPTION PER 100CUFT | \$4.13 | 2.28 | 9.42 |
| FRANCHISE FEE | | | 3.01 |
| TOTAL SEWER CHARGES | | | 53.15 |
| STORMWATER - 06/30/2022 - 07/31/2022 | | | |
| PER ERU (3800 SQFT = 1 ERU) | | 1.00 | 6.85 |
| TAX LOT: 171200AB09876 | | | |
| TOTAL STORMWATER CHARGES | | | 6.85 |

IMPORTANT MESSAGES

New utility rates went into effect July 1, 2022. You may notice some changes in your bill as a result. Visit bendoregon.gov/utilityrates for more information.

Your Water Usage Profile



100 Cubic Feet = 748 Gallons

For more detailed information about your water use, please visit [WaterSmart at bendoregon.watersmart.com](http://WaterSmart.at.bendoregon.watersmart.com) or by utilizing the link below



Access your account online: bendoregon.gov/payonline

Current Charges: \$108.63

*Prorated based on a 30 day billing cycle unless otherwise specified.

For changes to account information call (541)388-5515. Please see reverse side for important information.



CITY OF BEND UTILITIES
P.O. BOX 34533
SEATTLE, WA 98124-1533

Bill Number: 555555
Account Number: 102345-607890
Service Address: 1388 NE TUCSON WAY
Balance Forward: -\$100.00
Current Charges: \$108.63
Due Date: 09/01/2022

Amount Due: ** Auto Pay **

Amount Enclosed: \$

ROBERT SMITH
1234 NW FRANKLIN AVE
BEND, OR 97703

CITY OF BEND UTILITIES
P.O. BOX 34533
SEATTLE, WA 98124-1533

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IMPORTANT INFORMATION CONCERNING YOUR BILL

Billing: Meter reading dates may vary due to holidays or inclement weather. All bills are due and payable on or before the due date on the statement. A \$15 set-up fee is charged for all new accounts.


Delinquent / Disconnected Accounts: A \$10 late notice fee will be charged to accounts that are two (2) billing cycles behind in payment. **When water utility services are discontinued for non-payment, the total bill plus a \$65 delinquent fee must be paid in full before the service can be restored. For service restoration after 4:30 pm, an additional \$100 service fee will be charged. For delinquent sewer or stormwater accounts, a \$20 delinquent fee will be assessed.** No payments will be accepted by field personnel.


After Hours Service Fee: A \$100 after-hours service fee will be charged after 4:30 pm.


Transferred Charges: If service is transferred from one property to another and the final bill remains unpaid after the due date, any outstanding balance and/or deposit may be transferred to the new account.


Discounts: The City of Bend offers reduced stormwater and sewer rates for individuals over the age of 62 or individuals with disabilities who meet income requirements. In addition, a Utility Billing Assistance Program is available for delinquent City of Bend water customers who meet income guidelines. Customer contributions for this program are welcomed and can be made as a one-time donation, or can be billed monthly on your utility statement. Visit our website, or call Customer Service at (541) 388-5515 for an application or details.

Where to Pay Your Bill:

 **Mail:** Send a check or money order in the enclosed envelope with the bottom portion of your bill. Make checks payable to City of Bend. Mail to: City of Bend Utilities, P.O. Box 34533, Seattle, WA 98124-1533. **Do not send cash.**

 **In-Person:** Our office hours are 8:00 am - 5:00 pm Monday through Friday (excluding holidays), located at 639 NW Franklin Ave. We accept cash, check, money orders, debit, or credit cards.

 **Drop Boxes:** A drive-up drop box is located in the Wall Street parking lot of City Hall at 710 NW Wall. The walk-up box is located at the front door of the Utility Billing Office at 639 NW Franklin Ave. Both payment drop boxes are available 24 hours a day, seven (7) days a week. Place your check or money order in an envelope and clearly label it with your name and account number. Please do not place cash in the drop boxes. Payments placed in the drop boxes will be applied to your account on the next business day. The City of Bend is a payment drop site for various other utilities.

 **Online/Phone:** Pay online at bendoregon.gov, or call Customer Service at (541)388-5515.



Returned Checks: A \$35 fee will be assessed for each returned check. The amount of the returned check, plus the fee, must be paid by cash, certified check, money order, or credit card.

Final Billing: Final bills are due ten (10) days from the printed date of the billing. Any unpaid balance may be sent to collections. A collection agency referral fee of 17.5% of the unpaid balance will be added when the account is turned over to a private collection agency. The City may also pursue other remedies to collect the unpaid balance, including civil monetary penalties through Municipal Court.

Auto-Pay: This method allows the City of Bend to automatically withdraw payments for utility bills from your bank account or credit card, eliminating the worry of paying your bill on time. Payment is deducted from your account on the bill's due date. Visit our website or contact Customer Service for more information.

Deposits: Deposits are required for new accounts, delinquent accounts, or returned checks. Deposits are refundable without interest if no cutoffs or late payments occur within one year of the first billing period. Deposits may be transferred to new accounts or to cover any outstanding amounts owing on other accounts of the same account holder.

Policies: Customers agree to abide by all rules, regulations, and rates now in force or that may later be legally established. The City has the right to discontinue service for nonpayment of bills after a specified amount of time.

WQA: The Winter Quarter Average (WQA) is the monthly sewer volume charge. For more information about WQA and how it is calculated, please see the City of Bend website.

SERVICE FEES SUBJECT TO CHANGE PER CITY OF BEND FEES RESOLUTION

For additional information, please visit bendoregon.gov.
For billing and payment questions, please call Customer Service at (541)388-5515.
For water/sewer/stormwater emergencies, please call (541)317-3000, Ext. 2.

Watering Regulations: Irrigation hours apply all year and are not allowed between the hours of 9:00 a.m. and 5:00 p.m.

- Even address numbers may water only on even-numbered days of month
- Odd address numbers may water only on odd-numbered days of the month
- Watering is allowed for all addresses on the thirty-first day of the month
- These regulations apply to hoses or hose-end devices left unattended
- These regulations do not apply to watering by hand-held hose while continuously being attended
- Violation of these regulations may lead to a fine.



Accommodation Information for People with Disabilities

To obtain this information in an alternate format such as electronic format, etc., please contact Customer Service at (541)388-5515, or email utilitiesonline@bendoregon.gov. Relay users dial 7-1-1.