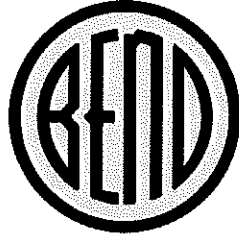




TITLE: Sewer Billing Policy
POLICY NO.: ADM 2019-13



CITY OF BEND
Sewer Billing Policy

Policy No. ADM 2019-13

Bend Code Chapter 1.450 provides for 'City Manager Authority to Adopt Administrative Regulations, Policies and Guidelines.' All regulations, policies and guidelines adopted by the City Manager shall be consistent with the City of Bend Charter, the Bend Code, and council ordinances.

The following policy conforms to the above stated standards.

Authorized by City Manager:

Handwritten signature of Eric King, consisting of a stylized 'E' and 'K'.

Eric King
City Manager

Dated: 5-16-19

Reviewed by Legal Counsel:

Handwritten signature of Mary Winters, featuring a large, flowing 'M' and 'W'.

Mary Winters
City Attorney

Dated: 5-15-19



Purpose: The purpose of this policy is to effectively set up billing accounts for new sewer customers with new sewer connections to the City of Bend sewer collection system, in the event that the property owner does not call or otherwise contact the city for final plumbing inspection or to set up an account for service in a timely manner.

Section 1. Current Process. The current process utilizes reporting from final inspections on plumbing permits to capture new sewer accounts. This method works effectively when builders and/or property owners follow the process to call for final inspection as required by Bend Code 15.10.020 (G). However, due to the volume of plumbing permits issued, there is no formal process to identify when connections have been made to the City of Bend sewer collection system if the final inspection has not been called in. In those cases, the City lacks a mechanism to set up the property owner with a sewer billing account, i.e. make them a customer, even though they are now contributing to the overall cost of operating and maintaining the sewer collection system and sewer treatment facility.

Over the years, extensive efforts have been made to audit active sewer connections relative to active sewer billing accounts utilizing GIS, CCTV line cleaning footage and field verification, but these efforts are time intensive, expensive and not sustainable as the City of Bend grows and more connections are made to the sewer collection system due to new development and conversion from septic systems to sewer connections.

Section 2. Rationale for Revised Process. In light of the new Septic to Sewer Conversion Program and the possibility for more new collections to be made without requesting final inspection, as well as concerns with other accounts over the years, the City is updating the policy for setting up of sewer billing accounts. The City finds that it will be fiscally responsible and fairer to all utility ratepayers to base account activation on reasonable timeframes depending on the type of construction activity and location.

Section 3. New 60-day Policy for Existing Structures Inside City limits. Effective March 1, 2019, the City of Bend will implement the policy of setting up sewer billing accounts 60 days from the date permit fees have been paid for all existing construction renovation, remodel or other activity that includes connection of existing structures to the City of Bend sewer collection system within City limits.

Section 4. New 90-day Policy for New Construction Inside City limits. Effective March 1, 2019, the City of Bend will implement the policy of setting up sewer billing accounts 90 days from the rough plumbing inspection date for all new construction that includes connection to the City of Bend sewer collection system within City limits.

Section 5. New XX-day Policy for Existing Structures Outside City limits. TBD



Section 6. New 180-day Policy for New Construction Outside City limits. Effective March 1, 2019, the City of Bend will implement the policy of setting up sewer billing accounts 180 days from the date system development charges (SDCs) have been paid for all new construction that includes connection to the City of Bend sewer collection system outside of City limits.

Section 7. Extensions. At any time within the specified date limits, the property owner, developer and/or contractor may contact the City to inform that the connection has not been made, and what the expected connection date will be. In such event, the time period for setting up the account will be modified to the actual expected date for connection. It is the property owner/developer/contractor's burden to contact the City with an exact date for connection and setting up of an account. If no contact is made, the default will be as specified above.

Section 8. Failure to Comply. Failure to comply with Bend Code Title 15 General Sewer Regulations remains a Class A civil infraction per 15.10.040 Penalties.