



**Administration**  
**Utility Billing Department**  
 191 E. Main Street  
 Carlton, OR 97111  
 Phone: (503) 852-7575  
[www.ci.carlton.or.us](http://www.ci.carlton.or.us)

# Water Service Application

## BILLING INFORMATION

Billing Name:		
Social Security Number:	Drivers License #	
Home Phone:	Cell Phone:	Work Phone:
Email Address:		
Mailing Address:		

## ACCOUNT INFORMATION

Service Address:			
Number of People in Residence:		Authorized Parties:	
Connection Date:	Have you had utility service in Carlton before?:		Yes      No
Is this Rental Housing?:	Yes      No	Name of Landlord:	
Landlord Phone Number:			

## DECLARATIONS/APPLICANT SIGNATURE

**\$200.00 water deposit required for all accounts.** Property owners will have this credited to their account after 18 months of consecutive, on-time payments. Renters will have the deposit applied to the final bill. If the deposit is greater than the final bill, a refund will be issued and mailed to the forwarding address. Deposits may not be applied as payment for delinquent accounts.

If you are moving you must contact City Hall in order to have the utility service removed from your name. You are responsible for billing until the City receives notice as we cannot backdate final billing. You will also need to provide a forwarding address and phone number.

You may contact us at 503-852-7575 or 191 E. Main Street during regular business hours Monday – Friday, 8:00am to 4:00pm.

Any final account not paid in full within 30 days of move-out will be sent to collections and additional fees will apply.

THE UNDERSIGNED HEREBY AGREES TO COMPLY WITH THE WATER AND SEWER RULES AND REGULATIONS AS DEFINED BY CITY ORDINANCE.

\_\_\_\_\_

Signature \_\_\_\_\_  
Date

FOR OFFICE USE ONLY			
Account Number:			
Deposit Date:	Payment Method:	Cash      Credit/Debit	Check #

## **Resolution #81**

### Delinquent Account Fees:

❖ Late Fee	\$5.00
❖ Delinquency Notice Fee	\$10.00
❖ Disconnection/Reconnection Fee	\$45.00
❖ Meter Tampering Fee	\$300.00
❖ Unauthorized Connection Fee	\$300.00
❖ Return Check Fee	\$25.00

### Utility Bill Procedure:

- ❖ Billing processed and mailed during last week of month.
- ❖
- ❖ Payments due by the 15<sup>th</sup>
- ❖ Late fee is processed on the 16th for accounts that have balance owing.
- ❖ Accounts are reviewed at the first of the month. By the 5th of the month any customer with past due amount is sent a notice for shut-off. The delinquency notice fee is charged at the time letter is sent. The written notice includes the date of shut-off, amount of delinquent charges and the time period allowed for payment to avoid disconnection of service.
- ❖ Past due bills not paid by 8:30 am on the specified date will be shut-off and disconnection fee applied.
- ❖ Bills must be paid in full to have service restored.

### Charges for Time and Material:

- ❖ The City departments are authorized to charge the responsible party for personnel, equipment, vehicles, materials, supplies and overhead for services provided by the City of Carlton to repair or maintain city utility lines, mains, service lines, water meters, water meter boxes or other utility property that has been destroyed or damaged.