



CITY OF ASTORIA
Water/Sewer Department
1095 Duane Street
Astoria, OR 97103
(503) 338-5172
(503) 338-6630 - Fax
www.astoria.or.us

Frequently Asked Questions (FAQS)

- **How often am I billed?** – The City bill covers a two month period and is due by the 15th of the following month.
- **When is a late fee assessed?** – A late fee will be assessed if the payment is not received within 4 days after the due date; door hangers are sent out with another fee assessed one week after the late penalty. Finally, the meter will be turned off if the account remains unpaid one week after the door hangers are hung.
- **When will I receive my water deposit back?** – The deposit will be credited back to your account after one year of receiving no late penalties (maintaining account in good standing as defined by Section 1.03 of the Water Resolution) or will be applied to your final bill at the time of closing the account.
- **Who do I contact if I have questions about my water/sewer account?**- You can call the Water/Sewer Clerk at (503) 338-5172 or stop by the Finance Department on the 3rd floor at 1095 Duane Street in Astoria.
- **How do I pay my water/sewer bill?** – There are several ways to pay your water/sewer bill:
 - You can mail it to the City of Astoria at 1095 Duane Street, Astoria, Oregon 97103
 - You can pay it online by clicking on the utility link in the lower left hand corner at the City's website at <http://www.astoria.or.us> . You can pay by check, debit card, VISA or Master Card credit card.
 - You can have a direct payment set up by your bank (please allow 7-10 business days for payment delivery to the City).
 - You can have an automatic online payment taken out of your checking account or from a credit card account (Visa, Master Card). Payment is taken on or about the 12th of the month payment is due.
 - You can have an automatic payment taken out of your checking/savings account by on the 8th of the month payment is due by completing an EZ Pay Program Form.
 - You can drop off a check or money order (no cash please) in the drop box located outside City Hall on Duane Street.
 - You can pay inside City Hall on the 3rd floor with cash, check, credit card or money order.
- **How do I close out my account?** – You can contact the Water/Sewer Department at (503) 338-5172 for assistance. Please note that you will be asked to provide identifying information to ensure you are the account holder. A forwarding address will be requested at that time.

- **Where can I find more information about the City's rules and regulations for water and sewer customers?** – The rules and regulations can be found on our website at the following locations:
 - City Utility Code – Chapter 3 Utilities
 - <http://www.astoria.or.us/Codes/CityCode/tabid/2002/language/en-US/Default.aspx>
 - Water & Sewer Rates
 - <http://www.astoria.or.us/LinkClick.aspx?fileticket=qCiehEMUdXs%3d&tabid=1581&mid=6203&language=en-US>
 - Water & Sewer Resolutions
 - <http://www.astoria.or.us/LinkClick.aspx?fileticket=PP-PF1MlyUA%3d&tabid=1581&mid=6203&language=en-US>

- **Can I change my payment date?** – Unfortunately, billing and meter reading cycles are fixed and does not allow us to change the due date of the bill. An exception to this would be if there was a delay in processing the billings the due date would be adjusted.

- **Can I have my water shut off while I am out of town for an extended time?** – Yes. Contact the City's Water/Sewer Department at 503-338-5172 for details.

- **Can I have my renter pay the water/sewer bill?** – Yes. However, it is important for the property owner to know that if a tenant does not pay their water/sewer bill, the bill and all associated fees will become the responsibility of the property owner.

- **How do I read my meter?** – Simply open the cover to the meter box and read the numbers on the dial. Note that the meter is read to the nearest 100 gallons.

- **Can I pay my bill every month even though I am billed every two months?** – Yes. Many water/sewer customers estimate one half of their regular bill and send in a partial payment each month and then pay the balance when the bill is received.

- **Can I view my bill online?** – Yes. Simply go to the City's website at <http://www.astoria.or.us/> and click on the link in the lower left hand corner and follow the simple steps for setting up an online account and you will be able to see your bill on line. You can also pay you bill online by using the same process.

- **Why does my landlord get copies of my late notices?** – Because the property owner is ultimately responsible for the water/sewer bill, they are allowed access to the account information to determine if the tenant has paid the bill.

- **What are you business hours?** – We are open from 8:00 am to 5:00 pm Monday through Friday excluding holidays. Account information can be accessed 24 hours a day by signing up at the City's website at <http://www.astoria.or.us/>. Simply click on the utility link in the lower left hand corner and follow the simple steps for setting up an online account and you will be able to see your bill on line.

- **How do I check for a leak?** - Turn off all indoor and outdoor faucets and water operable appliances. Locate the water meter and remove lid from meter box and find the small triangle on the face of the meter and observe for about 5 minutes. If the meter dial gauge (red triangle or daisy wheel) is moving, there is possibly a leak.

- **What if I received an unusually large bill?** - There is a possibility of a leak, misread or defective meter. Your options are to perform a self-test for a leak (as described above) or to request that the city reread the meter. You need to notify the water/sewer department immediately so that if there is a leak it can be dealt with promptly.
- **What information do I need to open an account?** – If you are the property owner, you will need to fill out an application for service and provide proof of property ownership or authority to conduct business on behalf of the property owner. This can be a property tax statement, escrow closing papers or other documents showing transfer of title or legal authority to the applicant. If you are a renter, you will need to fill out an application for service and have the application signed by either the property owner or their designated agent and complete the application process.
- **Do I need to open an account in person?** – Yes. City policy and the FTC requires that a reasonable effort is made to ensure the identity of the individual opening the account. The best way to accomplish this is to have you apply in person with photo ID.
- **Can I designate someone else to handle my account?** – Yes. This can be accomplished by filling out a Property Owner Transfer of Water/sewer Authority form. This is commonly used when the property is to be managed by a property management company or by an individual other than the person living in the home. It is important to note however, that the designated person will be the one who receives any notices from the City regarding past due bills or shut offs.
- **What if I cannot pay my bill by the due date?** You must contact the City's Water/sewer Department at 503-338-5172 to make payment arrangements. The bill must be paid in full before the next billing is generated. Tenants must receive written permission from the homeowner/landlord to extend the due date beyond the turn off date.
- **What is the surcharge on my bill?** This charge is on all water/sewer accounts. These funds are collected to upgrade the Combined Sewer Overflow (CSO) system City-wide. It is a State and Federal mandate that the system be upgraded to resolve the issue of sewer overflow into the river. The City will need to continue to collect these fees for several more years as the project continues.
- **What number do I call in an after-hours water emergency?** You may contact the non-emergency number for the Police Department: 503-325-4111 for assistance.