

**We welcome you as a new customer! Thank you for joining our community!  
Here are a few things you'll need to know...**

**FAQ:**

**Q: What do I need to do to start a utility account with the City of Cascade Locks?**

**A:** All utility accounts require a security deposit (regardless of credit or payment history), and connect fees for each utility you subscribe for.

- Utility Security Deposit \$300
- Electrical Connect Fee \$30 (in city) \$40 (out of city)
- Water/Sewer Connect Fee \$30
- CATV Connect Fee \$35 (\$10 discount applies if done at time of Electric connect)
- Broadband Internet Connect \$25
- Purchase of Cable Modem \$50 (yours to keep)

**Q: What can I expect my bill to be each month?**

**A:** There are some fees that will be on your bill every month, but some of the charges depend on you:

- The base fee for residential electric meters is \$12.15. This helps pay for maintenance and replacement of meters as well as the street lights throughout town.
  - Cost of electricity is \$0.0705 per kw consumed.
- The base fee for residential water meters is \$10.38. This helps pay for maintenance and replacement of meters.
  - Cost of water consumption is \$2.25 per 1,000 gallons of water consumed.
- The sewer rate is based on your water consumption:
  - If you consume 10,000 gallons or less of water, your sewer charge will be \$45.40 per month
  - If you consume more than 10,000 gallons of water, your sewer rate changes to \$8.77 per 1,000 of water consumed.
    - From April 21<sup>st</sup> – October 20<sup>th</sup> is considered irrigation rate for sewer, which means your sewer will remain \$45.40 regardless of water consumption.
- There are several different packages available with CATV/Broadband Internet. Our most popular are:
  - Basic CATV \$24.00
  - Basic CATV w/ HBO \$33.75
  - Basic CATV+HBO+BB1 \$69.75
  - Basic CATV+HBO+BB2 \$74.75
  - Seniors qualify for a \$1.50 discount on any CATV package.
- You may request an average of a previous account at a specific address if the information is available.

**Q: When is my bill due?**

**A:** The billing cycle is from the 20<sup>th</sup> – 20<sup>th</sup>. You will receive your bill around the first of the following month. Your utility payment must be receipted at City Hall by 5:00 pm on the 15<sup>th</sup> day of the month.

- If the 15<sup>th</sup> falls on a weekend or holiday, payments must be received by the Friday prior to avoid a \$3.00 late fee.
- If you can't make it to City Hall during regular business hours, there is a drop box on the top floor back entrance for your convenience. However, payments dropped after 7:50 am will not be receipted to your account until the following day. (Please do not drop cash in the payment box)
- You may mail your utility payment to City Hall PO Box 308, Cascade Locks, OR 97014.

**Q: What happens if I don't pay by the 15<sup>th</sup>? Will my electricity be disconnected?**

**A:** If your account holds a balance as of 5:00 pm on the 15<sup>th</sup>, your account will be assessed a \$3.00 late fee.

- If your account remains unpaid as of 5:00 pm **the last working day of the month**, you will receive a red tag on your door and be charged a \$10 fee.
- If your account remains unpaid as of the date specified on the tag, your electricity will be disconnected.
- After a disconnection has occurred, all overdue balances as well as penalties and late fees must be paid as well as a \$30 fee for reconnection of services.

**Q: What do I do if my electricity goes out?**

**A:** During regular business hours, call City Hall 541-374-8484. **For electrical outages after hours only call 541-374-8911.** You will be asked to leave your name, number, and address. This is a paging service to dispatch City Light Crew.

**Q: What if I get notice from my bank that a check has been returned for non-sufficient funds?**

**A:** You may call City Hall to avoid a \$10 tag fee. Otherwise, your door will be tagged with notice that payment is required within 24 hours to avoid disconnect. There will also be a \$15 NSF Fee.

**Q: Who do I call to get garbage service?**

**A:** All residents of Cascade Locks are required to have garbage service to maintain a clean, safe community.

- You may call Hood River Garbage, whom is the City's contracted garbage service at 541-386-2272.
- There are several service options to choose from.

**Q: Who do I call to get phone service?**

**A:** Centurylink is the telephone provider for our area. For residential services call: 1-888-723-8010

### **Other Information:**

At City Hall you can find the Cascade Locks Branch of the Hood River County Library. The library is located on the top floor and the hours are: Tuesday 10-2, Wednesday and Friday 2-5, Thursday 2-7. You can reach the library at 541-374-9317.

Cascade Locks has an information channel included in the Basic CATV package. Channel 23 provides notification of community events, club notices, school activities, and paid personal ads. You may also watch televised City Council Meetings, Port Commission Meetings, and other City Committee meetings. Please call City Hall for prices to place ads on Channel 23.

By holding a utility account with the City of Cascade Locks, you are entering into a contract/agreement stating that you understand the ordinances and resolutions, passed by the City Council that form city policy for utility bills. You are welcome to view our Ordinances and Resolutions on our website: [www.cascade-locks.or.us](http://www.cascade-locks.or.us), view a copy at city hall, or purchase a copy for \$0.15 per page. Please call City Hall at 541-374-8484 if we can answer any questions you may have.