

**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 21st – October 20th 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 20th – 20th. You will receive your bill around the first of the following month. Your utility payment must be received at City Hall by 5:00 pm on the 15th day of the month.

- If the 15th 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.