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: <u>What do I need to do to start a utility account with the City of Cascade Locks</u>?

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

Q: <u>What can I expect my bill to be each month</u>?

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 $9.90. This helps pay for maintenance and replacement of meters. If you are a resident of Dodson, Warrendale or Bridal Veil (Southbank System), the meter base fee is $18.20.
  - Cost of electricity is $0.0705 per kw consumed.
  - Cost of electricity is $0.0937 per kw consumed, Southbank System.
- 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.
  - Cost of water consumption is $2.50 per 1,000 gallons of water consumed.

    May 1st – October 31st is summer irrigation season. The rate for sewer will remain $45.40 regardless of water consumption, however, water will still be charged at $2.50 per 1,000 gallons. This rate applies to residential users only and not businesses.
- Other monthly charges on the utility bill are:
  - $2.25 Street Light Fee.
  - $6.00 EMS Service Fee (in City) $8.00 (Southbank system). Supports EMS Services.
  - $9.50 Water Meter Base Fee.
  - 0.88 Cents Meter Maintenance Fee.
  - $20.00 Water System Improvement Project Debt Service for a 5/8 inch Meter. For a 3/4 inch the charge is $29.72 and a 1 inch meter is $49.12. Additional for larger meters or commercial meters.
  - $7.55 Wastewater System Improvement Project Debt Service on a 5/8 inch Meter, $11.25 on a ¾ inch meter and $18.57 on a 1 inch meter.
  - $2.00 Corrosion Control Treatment Project Debit Service.
  - $1.00 Fire Flow Fee.
- You may request an average of utility costs at a previous address if the information is available.

Q: <u>When is my bill due</u>?

A: The billing cycle is from the 1st – 30th. You will receive your bill around the first of the following month. **Your utility payment must be receipted at City Hall Office by 5:00 pm on the 15th day of the month to avoid a $3.00 late fee.**

- If the 15th falls on a weekend or holiday, payments must be received by the next business day 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 located near the east entrance into the City Hall gym, for your convenience. However, payments dropped after 7:50AM will not be receipted to your account until the following business day. (Please do not drop cash in the payment box).
- Payments can be made on line at: <u>www.cascade-locks.or.us</u>, on the home page, scroll down to "Quick Links" and click on the "Pay On Line" icon. A 2.5% fee or minimum of $2.00 will be assessed by the online payment vendor.
- You may mail your utility payment to City Hall PO Box 308, Cascade Locks, OR 97014.

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

A: If your account holds a balance as of 5:00PM on the 15th, a $3.00 late fee will be assessed to your account.

- If your account remains unpaid as of 5:00PM on **the last working day of the month,** a red door hanger will be placed at your residence and a $10 fee will be charged to the account.
- 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 in full as well as a $30 fee for reconnection of services for customers inside city limits and $40 reconnect for customers outside city limits or the Southbank system. An additional fee will be assessed for after hour connections.

Q: What do I do if my electricity goes out, or to report a water emergency?
A: During regular business hours, call City Hall 541-374-8484. **For electrical outages after hours, weekends or holidays 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. Water Emergency shut off, (after hours) please contact the Hood River Co. Sheriff's Department Dispatch at 541-374-2711.

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 a notice that payment is required within 24 hours to avoid disconnect. There will also be a $15 NSF Fee. Payments for a NSF check must be in cash, money order, credit or debit card.

Q: Who do I call to get garbage service?
A: Ordinance No. 315 states that all residents of Cascade Locks are required to have garbage service to maintain a clean, safe community. Currently Hood River Garbage DBA Waste Management is our contract hauler.

- You may call Hood River Garbage at **541-386-2272.**
- There are several service options to choose from.

Q: Who do I call to get local Internet service?
A: Gorge.net is the local Internet provider for our area. For questions regarding these services please call them directly at (888) 508-2363 ext. 300 or (541) 386-8300 ext. 300.

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.

Q: Who provides police protection for Cascade Locks? The City contracts with Hood River Co. Sheriff's Department for police protection. For emergencies call 911, non-emergency call 541-386-2711.

Other Information:
Cascade Locks Branch of the Hood River County Library is located in the Community Center at Cascade Locks Elementary School, 300 SW WaNaPa St. Library hours are: Tuesday & Thursdays, 3:00-7:00PM, Wednesdays, Fridays & Saturdays, 10:00AM-2:00PM. Computers and internet access are available. You can call the library directly at 541-374-9317.

New Parents Services sponsors a **Pre-school playgroup** for children not yet in school, every Wednesday 9:30AM-11:30AM at Cascade Locks Elementary School in the Community Center, 300 SW WaNaPa St. Meet other parents, exchange resources and ideas, enjoy kids playing. Toys, games and snacks are provided. For more information call Next Door, Inc. at 541-386-6665.

FISH Food Bank distribution is the 4th Wednesday of every month from, 1:30-3:30PM, City Hall Gym and the following Saturday, 11:00AM – 12:00PM. For more information call 541-386-3474.

Cascade Locks City Council meets on the second and fourth Mondays of every month at, 7:00PM in the Council Chambers at City Hall, 140 SW WaNaPa St. To access the meetings, enter through the south parking lot door, (behind City Hall) on Cascade Street. Meetings can be viewed on utube.

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, which form policy for utility bills. To view City Ordinances or for more information on City Services or Committees visit our website at: www.cascade-locks.or.us, copies can be purchased at City Hall Office. If you have additional questions or concerns please contact City Hall Office at 541-374-8484.