

NOTICES FOR CITY WEBSITE AND FACEBOOK EFFECTIVE UNTIL PROGRAMS CHANGE – 10/25/11

“BUDGET BILLING” OR PAYMENT AVERAGING

Do you find your water bill goes up in the summer time when you are watering your lawn and flowers? Many customers exceed the 10,000 gallons included in the base fee during the summer season and see their water bills increase significantly.

If this has happened to you and you have lived at the same address for one year or more, you could take advantage of our “Budget Billing” – otherwise known as the Payment Averaging program.

Just call The Dalles Utility Billing customer service at 541-506-2031 or 541-296-5481 x1111, to enroll. We will calculate your average bill, based on the past year’s consumption. You can then choose to pay either that amount or a higher amount per month (in case there is a water rate increase or you use more water than the prior year).

The following October is the “catch-up” month for Budget Billing customers, so the bill you get the first of October will tell you whether you need to pay an additional amount to “catch up”, or if you have a credit to start the new year.

The customer must contact the Utility Billing customer service personnel annually to recalculate and reset the amount of the average payment they should pay for the coming year.

Please note that if you never exceed the 10,000 gallons and never pay more than the water base fee, you don’t need this program.

Office hours are 9:00 A.M. to 4:30 P.M., Monday through Friday and we are always open during the noon hour.

UTILITY LOW INCOME DISCOUNT PROGRAM

The City of The Dalles offers a discount to qualifying low-income senior or low-income disabled account holders on both water and sewer. The program offers two levels of discount, depending on the income level of the customer.

This program is administered for the City by the Community Action Program (CAP) office, which is located at 312 East 4th St. in The Dalles. Customers may call 541-298-5131 for exact directions or more information.

The discount will be applied to the next billing cycle after CAP has notified the City that the account holder qualifies for the program. No discounts will be applied retroactively to prior billings.

Customers receiving a discount through this program must re-apply every year on their anniversary date (when they first applied) to continue receiving the discount. The customer must also re-apply if they move to a different address.

UTILITY BILLING AUTO PAY

Make your life a little bit easier by signing up to have your City water and sewer bills paid automatically. Once you've signed up for this process, your City utility payment will be drafted from your bank account automatically every month, so you don't have to worry about forgetting to write that check, put it in the mail, or deliver it to City Hall. You won't be surprised by late fees or penalties either.

When you receive the bill each month, make sure sufficient funds for the payment are in your account and remember to write the amount being deducted in your check book. That's all there is to it.

It's fast and easy to sign up. Applications are available at City Hall or on the City's website at www.ci.the-dalles.or.us. Just fill out the application, attach a voided check from your bank account, and submit it to the City Finance Office in City Hall before the 20th of the month in order to start with the following month's billing.

Once the program is active on your account, your bill will show the amount due, but will also say "Auto-Pay – Do Not Pay" to indicate that their payment will be automatically drafted from your account around the 18th of the month.

Please call The Dalles Utility Billing customer service personnel at 541-506-2031 or 541-296-5481 x1111, for more information.