



## Finance And Information Services **UTILITY BILLING**



*The City of Hood River bills utility accounts on a monthly basis. Water meters are read based on the same schedule. In addition to water usage, we also bill for sewer and storm water. If you have specific questions about your utility bill, please contact the Utility Billing Department at 541-387-5216 during business hours.*

### PAYMENT OPTIONS

There is no additional charge for any of our payment options.



- **Pay by phone:**  
1-541-387-5216  
or 1-800-720-6847 with Visa, MasterCard or Discover.
- **Online payment:**  
[cityofhoodriver.gov/payment-center](http://cityofhoodriver.gov/payment-center)
- **Automatic payments:** from credit or debit cards are available.
- **Drop box:** 211 2nd Street by front door.
- **In-person:** 211 2nd Street, Hood River OR 97031 our utility billing department accepts cash, check, cashier check, money orders, Visa, Discover and MasterCard.
- **Mailing address:** City of Hood River Utility Billing, PO Box 829, Pleasant Grove, UT 84062-0829
- **Automatic withdrawal:** from your checking or savings account is available [cityofhoodriver.gov/payment-center](http://cityofhoodriver.gov/payment-center)

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### FREQUENTLY ASKED QUESTIONS

#### 1. How do I start or stop my utility services with the City of Hood River?

Visit [cityofhoodriver.gov/administration/administrative-forms/city-of-hood-river-utility-account-service-form/](http://cityofhoodriver.gov/administration/administrative-forms/city-of-hood-river-utility-account-service-form/) and fill out and send the Utility Service form.

#### 2. Will I need a deposit to start service?

No, the City of Hood River does not require deposits for new customers.

#### 3. Can I pay my bill online?

Yes, simply visit [cityofhoodriver.gov/payment-center/](http://cityofhoodriver.gov/payment-center/) and register for online billing, payments and automatic withdrawals. You will need a checking account or credit, debit card with a Visa, MasterCard or Discover logo imprinted on the card.

#### 4. Why is my bill the same as last month?

Every month you will be billed the base fee for water, sewer and storm. The base fee includes 5,000 gallons of water. Water consumption is measured in 1,000 gallons. Some customers have a very specific daily routine which carries over to a consistent use of water in their homes. Unless something changes such as guests staying over or watering outside, it is not uncommon for the water usage to stay within the base range.

#### 5. What is a commodity charge?

A "commodity charge" is assessed to customers who use more than the 5,000 gallons allotted per month. Usage above 5,000 gallons is charged \$2.56 per 1,000 gallons used.

#### 6. Can I change the due date on my utility bill?

The software and billing system doesn't allow customers to determine their billing dates. All Utility bills are due on the 10th of each month.





## FINANCIAL AID

If you receive your water bill from the City of Hood River and are struggling to pay it, you may qualify for assistance. It is not available to multi-family, commercial or industrial businesses.

The city partners with **Mid-Columbia Community Actions** to provide financial assistance under certain circumstances. Citizens who demonstrate a financial need may receive assistance with the water and sewer portion of their bill. Eligibility is determined by Mid-Columbia Community Actions using the U.S. Department of Housing and Urban Development income criteria for utility assistance. For more information on this program, contact the local Mid Columbia Community Actions Agency at **541-386-4027**.



Infrastructure improvements such as this Belmont valve box - part of the waterline replacement project - help us keep our water and sewer systems safe and secure.

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## FREQUENTLY ASKED QUESTIONS *continued*

### 7. How do I request emergency services?

Emergency services such as a water meter leak, water main break, fire hydrant leak, or clogged or overflowing sewer main, please call 541-387-5216 during business hours and after hours 541-806-2555.

### 8. How do I shut off my water at the meter?

Please do not shut off your water at the meter. Please call the City of Hood River and we will send someone out to shut off the meter. If you were to shut off the meter and something breaks, you will be responsible for the repair costs.

### 9. My water meter box is full of water, is it leaking?

Not necessarily, there can be many reasons that water could be retained in your meter box. Rain, lawn sprinkler systems, and other exterior sources can cause the meter box to fill with water. Most meter boxes are made of concrete or high strength plastic so it may take time for water to dissipate. If you see bubbles rising or obvious signs of the meter itself leaking into the box, contact the City of Hood River at 541-387-5216.

### 10. Will the city search for leaks on my property?

No, the city cannot enter private property to search for leaks. The city is responsible for leaks from the water main to the water meter. Property owners are responsible for leaks from the customer's side of the meter to the residence. If you suspect a leak in your system you might want to consider hiring a plumber or leak detection service. The City of Hood River cannot recommend plumbers or leak detection services.

### 11. How often is my meter read by the city?

Meters are read every month and bills are sent monthly to our utility customers.

### 14. Where can I find more information about water rates and billing?

Please visit [cityofhoodriver.gov/public-works/water-system/](http://cityofhoodriver.gov/public-works/water-system/).





## KEEP WATER METER ACCESSIBLE

Water customers are asked to ensure there is easy access to water meters located on their property. Easy access to your water meter enables City of Hood River staff to read your meter, perform repairs and routine maintenance, and to turn the water off in the event of a leak or other water emergency.

Many water meters throughout the water service area are obscured or are difficult to access due to overgrown vegetation, fencing, landscape walls and other obstacles.



Be kind to your meter reader! The next time you're working in the yard, take a few minutes and check out the area around your meter. Clear your meter from any shrubs, debris, wood, clippings...



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## CHECK FOR LEAKS

- **Look for Drips.** Check showers and faucets for leaks. Look at each fixture and look under sinks in cabinets for drips too.
- **Check Toilet for Leaks.** Listen for leaks. Do you hear water running? Just because you don't hear the toilet tank making noise doesn't mean it's not leaking. *Note: Many toilet leaks can be fixed by a do-it-yourself plumber, and repair parts are relatively inexpensive to purchase.*

### OTHER LEAK POSSIBILITIES:

- **Check Refrigerator and Ice Maker**
- **Check Dishwasher**
- **Check Laundry Room**
- **Check Humidifiers, Water Heaters**
- **Check Outdoor Water Fixtures**
- **Check Sprinklers.** Turn each sprinkler zone on and look for low pressure, water bubbling out of the ground or broken sprinkler heads. Look for brown spots where sprinklers are not covering like they should. This can be a sign of a leak.
- **Call for Help.** Contact City of Hood River to ask for a leak check on your water meter. A Public Works person will come to your home and check your water meter to see if it is registering usage while all your water fixtures in the home/business are off. This test will determine whether or not you have a constant leak. To request this **free service call 541-387-5216** during business hours (8am-5pm, Monday-Friday).



## Request a Leak Adjustment:

If you have experienced a leak you may be eligible for a Credit for Leak Adjustment. The City of Hood River will consider refunding half of the excess water usage for one month's reading. This is a onetime adjustment for the life of the account. If you have any further questions regarding your water meter or leaks, please contact the Utility Billing office, 541-387-5216.

## Reading the Water Meter

Meters are read monthly for billing purposes. We do not estimate the reads for billing unless we are physically unable to read the meter. Generally, this is limited to meters that have been blocked by vehicles or cannot be located due to vegetation. (Consumption is measured and billed in units of one thousand gallon increments).



## UTILITY BILLING POLICIES

The late payment schedule is as follows:

- If you fail to make a payment a past due notice will be mailed approximately on the 5th of each month that will include a \$5.00 late fee.
- If you fail to pay after the late fee has been sent, a blue door hanger will be delivered to your service address approximately the third week of the month with a \$23.00 fee stating the past due amount and giving you a date of disconnection if not paid.
- If you fail to pay after the door hanger has been placed you will receive a second blue shut off notice approximately the fourth week of the month with a \$35.00 fee and your services will be shut off and locked until paid in full.

***There will be a \$92.00 charge for unlocking and turning on water meters after 5pm Mon-Fri and on Weekends***

**The City of Hood River offers the following methods to pay your utility bill.**

1. **Call Monday through Friday**, 8am to 5pm at 541-387-5216. Payments made by phone are immediately credited towards your account. Payments can be made by credit or debit cards with the Visa, MasterCard, or Discover logo. American Express is not accepted.
  2. **Online ([www.cityofhoodriver.gov](http://www.cityofhoodriver.gov))** there is no additional fee and payments are immediately credited towards your account. You can also choose to receive paperless billing and choose to have your payments made automatically if you wish.
  3. **In person at City Hall.** Cash, check, Visa, MasterCard or Discover cards are accepted.
  4. **By mail** - check or money order with payment stub to: PO Box 829, Pleasant Grove, UT 84062-0829
  5. **Drop box** for payment is located at: 211 2nd Street – by front door. Check or money orders only with account number on it.
- **Please note**, any payment less than the total amount due will be applied proportionately among the charges with the oldest charges and any late fees paid off first.
  - If you believe there is an error on your account, please call our office at 541-387-5216 Monday through Friday, 8am to 5pm
  - If you need to cancel or start service the city needs to be notified a minimum of two business days prior to the move. [cityofhoodriver.gov/administration/administrative-forms/city-of-hood-river-utility-account-service-form](http://cityofhoodriver.gov/administration/administrative-forms/city-of-hood-river-utility-account-service-form)
  - **If you have an after-hours water emergency, call 541-806-2555 (this number is for after hours emergencies only).**

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## PRIVACY POLICY

The City of Hood River Utility Billing division has created this privacy statement in order to demonstrate our commitment to the protection of personal information and customer records. We consider “Personal Information” to mean any information or combination of information that is used or intended to be used to identify a discrete individual, and any other non-public information that is associated with our customers.

It is the practice and intent of the Utility Billing staff to keep customer information private to the full extent of the law in accordance with the Oregon Consumer Identity Theft Protection Act (2007), ORS 646A.600-628 and the Federal Trade Commission, Red Flags Rule in conjunction with the Fair and Accurate Credit Transactions Act (2003).

### Personal Information Collected and its Use

The City of Hood River Utility Billing may use the personal information you submit to us to register you for and provide utility services. It is used to respond to your requests, resolve disputes, and troubleshoot problems with your account. In order for you to use our billing or payment services, the City of Hood River may require you to provide us with applicable information, such as billing name and address, credit or checking account number, bank account information or other data applicable to the kind of services requested.

The City of Hood River Utility Billing staff is educated on the importance of privacy and confidentiality. We exercise disciplinary action against any employee violating these standards. We understand your concerns in regards to identity theft and we employ standard identification procedures designed to deter these situations. Even when you are no longer a customer, all of your closed and inactive utility accounts will continue to be covered under the privacy policies and practices.

### WATER LINE INSURANCE ALERT!

A few Hood River Utilities customers have contacted the city regarding information mailed to them about insurance for repairs or replacement to water supply lines. The City of Hood River is not affiliated with the company offering such coverage and is not involved with this mailing. The city **does not endorse** or have any partnership with any organizations offering this service. Any questions regarding the mailed information should be directed to the company listed in the material. **You are not obligated to purchase this insurance.**