

City of Cottage Grove  
400 E Main St  
Cottage Grove, OR 97424  
Phone: 541-942-3346



Fax: 541-942-5125  
cgwater@cottagegrove.org

## **Water/Sewer Utility Account Policy**

To apply for service each applicant is required to complete and sign a form provided by the City. Applications shall be accompanied by photo identification and if you are a renter, a copy of your rental agreement. Applications may be downloaded from our website at [www.cottagegrove.org](http://www.cottagegrove.org) but must be presented to the Finance Department in printed form. There is a \$35.00 non-refundable service fee, and a \$150 deposit required before service will be connected. The deposit will be applied to your account after one year provided the account is kept current during the first year, or upon closing your account. Any remaining deposit after the closing bill will be refunded to the account holder. A deposit is transferable if you are moving to a new location within the City service area. The deposit will not earn interest. You may provide us with a letter of credit from a prior utility company to waive the \$150 deposit; you must have had recent service for at least one year. A Letter of Credit must show a payment history of 12 consecutive months of on-time payments. All past due amounts on previous accounts with the City must be paid in full prior to starting service at any location.

Meters are read mid-month and bills are mailed the last working day of the month. Bills are due and payable on the 10<sup>th</sup> of the following month. Disconnect notices are mailed to any account with a 30 day past due amount. If the account balance is not paid or satisfactory payment arrangements are not made prior to 9:00 am on the scheduled disconnect day, service will be disconnected and a \$35.00 service fee will be added to the account. Payment arrangements must be made in writing at City Hall prior to the 9:00 am deadline. If service is disconnected the customer must make payment in full (including the service fee) prior to service being restored.

Payments can be made with cash, check, or money order. The City of Cottage Grove offers automatic electronic withdrawal from any checking or savings account for utility bills.

Your sewer charge is based upon your water consumption. In an effort to help you save money, the City recognizes the fact that during the summer months you may use more water for irrigation purposes. During these months (for Residential Customers) your sewer charge is based upon an average of your previous winter water consumption. If you do not have a winter average, your bill will be based on a flat usage of 6,000 gallons or your actual usage, whichever is less.

Should you have an underground water leak, the City does have a leak adjustment policy. Please contact the Finance Department at 942-3346 for more information.