



## **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 \$22.00 non-refundable service fee, and a \$90.00 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. A deposit is transferable if you are moving to a new location within the City service area. The deposit will not earn interest. All past due amounts on previous accounts with the City must be paid in full prior to service restart. You may provide us with a letter of credit from a prior utility company to waive the \$90 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.

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, service will be disconnected and a \$22.00 service fee will be added to the account. If service is disconnected, the customer must make payment in full (including the service fee) prior to service being restored. Payment arrangements need to be in writing at City Hall.

Payments can be made with cash, check, or money order. The City of Cottage Grove offers electronic payment to any checking or savings account.

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.