



City of Yachats Water/Sewer Service Information

Frequently Asked Questions about the Water and Sewer Bills

How to make a payment

- Payments can be mailed: Post Office Box 345, Yachats Oregon 97498.
- Payments can be made in person at City Hall with cash or check only:
During office hours, Monday through Friday, 8:30 am-4:30 pm, or after hours, using the payment box at the main entrance to the building.

Checks should be made payable to "City of Yachats".

Cash payments should only be made in person at City Hall.

Credit Card payments and Auto-Pay can only be done on-line. At the bottom of your utility bill there is a website and the Code you will need to access your account.

ACH is available with a checking account by contacting Utility Billing Clerk.

Current rates and billing information (as of July 1, 2018)

- ❖ Water service base amount is \$44.69 per month (including the first 2 hundred cubic feet of water used) and \$2.19 for each 100 cu. ft. (748 gallons) after the first 2 hcf.
- ❖ Sewer service base amount is \$43.61 per month (including the first 2 hundred cubic feet of water used) and \$2.19 for each 100 cu. ft. of water used after the first 2 hcf.
- ❖ The combined base rate for water and sewer is currently \$92.68 monthly, including the first 2 hundred cubic feet of water used.
- ❖ Water and Sewer rates are indexed each July 1 based on the construction cost index.
- ❖ There is a \$10 fee for establishing a water/sewer account with the City.
- ❖ Charges are based on water use on a 30 day cycle.
- ❖ Statements are mailed monthly on the first.
- ❖ A 1.5% discount is available upon prepayment of at least 6 months unbilled base charges.
- ❖ Payment is due upon receipt of statement and is considered past due if not received by the 16th.
- Past due balances are charged 1.5% interest after 30 days and with each subsequent statement.
- Accounts must be in the property owners' name. They may be mailed to a property manager.
- Water will be shut off for unpaid balances over 45 days. A \$20.00 fee will be collected in addition to the full account balance before water service will be reinstated.
- Customers are responsible to pay for 100% of all metered water usage including any leaks.
- Owners are responsible for the maintenance of all water meters and hand valve equipment used to deliver water to the home.
- Hand valves are required by Yachats Municipal Code. It is important that you know where your hand valve is and that it is operational. You are encouraged to turn off your hand valve if leaving your property unattended for any length of time. It could save you a very large water bill should there be a leak or unauthorized use while you are away.

Understanding your rates...

Checking for leaks....

There are a couple of ways to check for leaks...

- ✓ Toilets are a common source of leaks. You can check for a leak in your toilet by adding blue or red food dye into the tank of the toilet. Wait approximately twenty minutes and if the food dye has leaked into the bowl of the toilet then you have discovered the source of the leak.
- ✓ Another way that you can check for a leak is to look at the face of the water meter when no water is being use. There is a small flow indicator (red) that will turn when water is going through the meter. If that flow indicator is moving and no water is being used then you have a leak.

You are encouraged to turn off your hand valve if leaving your property unattended for any length of time.

Hand Valve & Backflow Device....

The City Code requires that each homeowner install a Hand Valve on their side of the meter. This hand valve should be used to turn the water off when the house will be left empty to prevent such things as cold water damage, unauthorized use of water, and leaks. But installing a hand valve is not good enough if they can't be used. Maintenance of a hand valve is just as important as installing it. Moles and other small animals digging around the meter, leaves and other debris, or mud can all cover up the hand valve making it difficult to find or use. Twice a year, at the same time you change your smoke detector batteries and change your clocks... make sure your hand valve is accessible and in working condition.

The homeowner is also responsible the Backflow Device is installed and in working order and the testing certification be forward to the City of Yachats Public Works Department upon completion.

Under 8.04 Water Service System and 8.12 Cross Connections is the only option the City has to protect its water source. The City is to file charges under Chapter 1.12 based on a Class A Infraction. Each day the infraction occurs the owner can be assessed \$1,000.00. Please review the following city code 8.04.150 Violation-Penalties.

For any further information you can visit the City of Yachats website at www.yachatsoregon.org or call City Hall Monday thru Friday 8:30am to 4:30pm at 541-547-3565 ex. 101.