

WELCOME TO THE CITY OF BROOKINGS!



It is our goal to make the process of signing up for water and sewer service as trouble free and efficient as possible. The following is a brief explanation regarding services and billing procedures. **The Finance Department is located at City Hall, 898 Elk Drive, hours – Monday thru Friday - 9am to 4:30pm.**

OPENING AN ACCOUNT

When opening a water and sewer account for your residence, a service deposit is required. You will need to come into the Finance Department and complete a connect order and pay the service deposit to establish an account in your name. Picture identification is required.

A Renter may open an account with a service deposit of \$130.00, \$120.00 of which is applied to the last month's payment when the account closes. **A Property Owner** may open an account with a service deposit of \$70.00 per unit served by the meter at that address, \$60.00 of which is applied to the last month's payment at the time the account closes. The remaining \$10.00 is a non-refundable sewer account set-up fee (this \$10.00 sewer account fee does not apply when you do not have sewer service). When an account closes, the closing bill for the last month of service is deducted from the deposit and the remainder is refunded to the account holder by check. If there is a balance owing after the closing bill is processed, a final bill will be mailed and is due upon receipt.

BILLING PROCEDURES

Water and sewer bills are processed the first week of the month for the **prior** month of usage. Bills are mailed by the 5th working day of the month and are due by the 25th.

The average water and sewer bill for a Brookings residence ranges between \$65.00 and \$75.00 per month. *A minimum bill **without** any water usage will be \$63.80 per month.*

Payments: To expedite all account transactions, **please include our billing coupon with your payment.** There are several options available for making payments to the City of Brookings:

1. Drop off payment at Finance Dept. - if you would like a receipt, please bring your entire bill with you, **OR**
2. Drop payment in the White water drop box in front of the Police Department from which we collect payments each morning after 8:00 am, **OR**
3. Mail your payment to: City of Brookings, Finance Department, 898 Elk Drive, Brookings, OR 97415, **OR**
4. Have your payment automatically deducted from your checking account on the 10th of each month.

PAST DUE AND DELINQUENT ACCOUNTS

If payment has not been received by the 25th, a past due reminder notice is generated on the 26th. Payment *must be in our office by the due date and time shown* on the past due reminder to avoid delinquent fees and disconnection of water and sewer service. **Two days prior to disconnection of services, a red tag will be delivered to the service address and a \$20 late fee will be charged.** If payment is not received by **10:00 am** on the date of disconnect (shown on your past due reminder), your water and sewer will be shut off and a **\$20 delinquency fee will be added to your account.** You must then pay the total past due amount, including the processing and delinquency fees in order to reinstate water and sewer service.

If a check is returned to our office for non-sufficient funds, a NSF fee of \$35 per check will be assessed.

Payment arrangements: If you receive a red tag and are not able to pay your account on time, you will need to come into the Finance Department and complete a *Will Pay* contract form. All *Will Pays* must be paid in full before the end of the red tag month in which it occurs. Arrangements are not acceptable by phone.

DISCONNECTION OF SERVICE

To disconnect water and/or sewer service, please come to the Finance Department by 3:00 pm on the day you need service disconnected to complete a disconnect order. It is important at this time to pay your account in full.

SERVICE DEPOSIT REFUNDS

Upon receipt of an order to disconnect water and sewer service, the closing bill will be processed the morning after the disconnection is completed. After the refundable part of the service deposit is credited to the account and the closing bill is processed, a check is issued if a refund is due. Under normal circumstances, refund checks are issued seven to ten days after the service is disconnected and mailed to the address shown on the disconnect notice.

We hope this information has been helpful. If you have any suggestions or comments, please let us know. Remember, the city staff is here to help you get through this process as easily as possible.



If you have any further questions regarding your water account please call or come into our office, Monday thru Friday 9:00am to 4:30pm.

Robin Clyde
Accounts Receivable
541-469-1125