

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 Thursday, 8:00am to 5:00pm (closed for lunch: noon to 1pm)

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.

An account may be opened with a service deposit of \$300.00 and a \$20.00 non-refundable account set-up fee. 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.

To potentially reduce the deposit required, you may request to have us run a quick credit check.

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 \$100.00 and \$110.00 per month. **A minimum bill without any water usage will be \$89.45 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, 15th or 20th of each month **OR**
5. Set up an account at www.xpressbillpay.com to pay your bills online

PAST DUE AND DELINQUENT ACCOUNTS

If payment has not been received by the 25th, a \$15 late fee is assessed. Payment **must be in our office by the due date and time shown** on the shut off notice to avoid disconnection of water and sewer service and assessment of an additional \$35 fee.

If a check is returned to our office for non-sufficient funds, a NSF fee of \$40 per check will be assessed.

Payment arrangements: If you 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 by the agreed upon date and time. Arrangements are not accepted by phone. If payment is not made by agreed upon date and time, a \$35 fee will assessed and services will be disconnected.

DISCONNECTION OF SERVICE

To disconnect water and/or sewer service, please come to the Finance Department by 11am 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 within 2 weeks after the service is disconnected and mailed to the address shown on the disconnect notice.

If you have any further questions regarding your water account please call Kim at **541-469-1125** or come into our office, Monday thru Friday during regular business hours.