

Water and Sewer Bills
Account Books #9-14

Your utility account will be billed monthly.

- The meter is read on the 3rd of each month unless that day falls on a weekend or holiday, then it is read on the closest business day to the 3rd.
- Bills are mailed out on the 10th of each month unless again it falls on a weekend or holiday, then it is mailed out on the closest business day to the 10th.
- **Bills are due by the 25th of the same month.**

Utility bills are considered late if not paid by the due date.

- A late fee of \$10 will be applied to the utility account on the beginning of the 8th business day after the due date if not paid in full. The due date will be noted on the bill.

Accounts delinquent after 30 days will be subject to disconnection without further notice.

- In the event of a non-pay disconnect, full payment of the utility bill, including additional service fees will be required before service can be restored. No checks will be accepted on accounts disconnected for non-payment.

Rates

- Sewer is a flat rate of \$45.21 monthly
- Storm water fee is \$12.00 monthly
- Fire & EMS services is \$2.36 monthly
- Police services is \$2.59 monthly
- Water is \$26.44 per month for the first 0-300 cubic feet of water used
 - o Each additional 100 cubic feet of water used is an additional \$2.84
 - o Each cubic foot is 7.48 gallons
- **This makes the minimum bill \$88.60**

Homeowners: after one year's worth of bills and no late payments, on the 13th bill you will see the \$125 deposit credited back to your account.

Renters: the deposit of \$125 stays on your account until the account is closed. It is then applied to the final bill and any remainder is sent back to you in the form of a refund check. For this reason, please provide a forwarding address.

If you have any questions regarding bills or service feel free to call **503-831-3508** or visit our website at www.dallasor.gov. Please wait until you receive your first bill to sign up for auto pay, paperless billing or view and pay your bill online (as you may not be in the system), to do so please go to www.xpressbillpay.com. If you have any questions or difficulties navigating the Xpress website you can contact them directly at 1-800-766-2350