

City of Mill City

Located in the Scenic North Santiam Canyon



228 S.W. Broadway St.
P.O. Box 256
Mill City, Oregon 97360
Phone: (503) 897-2302
FAX: (503) 897-3499

LANDLORD/TENANT PROCEDURES

Water & Sewer Department Collection Policies for Landlords and Tenants

The following are guidelines for making billing and turn-on/ turn-off procedures as simple and efficient as possible while remaining in compliance with City water and sewer ordinances. If you have any further questions please contact staff at City Hall.

1. Neither landlords nor tenants may turn the water off or on using the City's meter stop valve; contact the City for this service - there is no charge for this when a leak is being fixed. The City Water Ordinance requires that: ***"The customer shall install a suitable valve, as close to the water location as practical, the operation of which will control the entire water supply for the customer service lines."*** This shut-off valve should be between the structure and the water meter and be used for normal repairs and other circumstances where water needs to be turned off.
2. If the landlord expects the tenant to pay for the water, the landlord should advise the tenant that **there is a SEVENTY-FIVE DOLLAR (\$75) water deposit required at the time service is requested.** If the tenant is also expected to pay the monthly sewer charge, **there is an additional FIFTY DOLLAR (\$50) sewer deposit required.** The tenant should bring the deposit fee to City Hall and provide City staff with details as to the billing and mailing address for the account. The landlord is responsible for seeing that the tenant complies with the above details. Account information *will not* be changed into a tenant's name until the application is complete and the deposit has been paid in full.
3. The City will attempt to collect final tenant bills beyond the deposit fee but the landlord (property owner) is ultimately responsible for the bill as per Section 13.04.180 of Ordinance No. 349 which states: ***"The property owner of record shall be responsible for the payment of all charges prescribed in this ordinance if the customer is a tenant and the tenant fails to pay the charge, the city shall submit the bill to the property owner. The city will notify the property owner when an account becomes delinquent."*** If a tenant has not paid his/her bill by the 15th of the month the City mails a copy of the late bill to the landlord. City staff may be approached for adjustments in exceptional cases. Requests denied by staff may then be brought to the Water Commissioner and finally City Council for a decision.
4. Normal procedure for setting up tenant water & sewer customer accounts is as follows:
 - A. **TENANT MOVES IN:** Tenant pays SEVENTY-FIVE DOLLAR (\$75) water deposit and/or FIFTY DOLLAR (\$50) sewer deposit; tenant provides billing information and signs APPLICATION FOR SERVICE. City staff goes to house to read meter and turn water on if necessary. The tenant or landlord should be at the property when City staff turns on the water.
 - B. **TENANT MOVES OUT:** Tenant notifies City of date for move out; City reads meter, turns water off if requested and prepares final billing. Usually the deposit amount is applied toward payment of the final bill and any balance or refund is sent to the tenant. If a balance is still due and payment is not received from the tenant, the landlord will be billed. Tenant billing records will be made available upon request from the landlord. As possible, City staff will try to inform landlords where water has been turned off for non-payment or if some other billing problem has been caused by the tenant.

NOTE: It is recommended that landlords advise the city, as soon as possible, the *actual* move out/eviction date for tenant. This will help in the prevention of conflicting dates between landlord and tenant. If tenant moves without notice to landlord or city, account will remain in tenant name until such time as landlord notifies city of need for change.

Mill City Water & Sewer Department

Revised: July 27, 2011