

# WATER/SEWER SERVICE APPLICATION INFORMATION

Information Regarding Water/Sewer Service within the City of Aurora, Oregon.  
See Municipal Code 13.04 - Water Service System  
(Available on-line at [www.ci.aurora.or.us](http://www.ci.aurora.or.us))

**TO BEGIN SERVICE:** Fill out and return (in person or by mail) the attached application along with a personal check or money order made payable to "City of Aurora" or cash in the amount of \$150.00. This amount includes a \$15.00 application fee as well as a \$135.00 refundable deposit which is applied to the account after one (1) year of "good standing" in regards to your payment history with the City. If the applicant is not the owner of the property, the owner must co-sign the application. If the property is managed by a management company, the company's information must also be furnished.

**BILLING:** For billing questions, please contact City Hall at 503-678-1283. The City mails out bills every other month by the 1<sup>st</sup> of the billing month. Billings will be mailed out via the U.S. Post office for the previous 2 months of usage and fees. The billing months are as follows:

|                           |                              |
|---------------------------|------------------------------|
| January (Nov/Dec charges) | July (May/June charges)      |
| March (Jan/Feb charges)   | September (July/Aug charges) |
| May (March/April charges) | November (Sept/Oct charges)  |

**Make checks payable to: "City of Aurora" and mail to or drop-off at:**  
**21420 Main St NE, Aurora, OR 97002.**

**Payments also may be made with a bank card either through City Hall or Online for a small fee. See back for more information.**

**Payments are due no later than 5pm on the 10<sup>th</sup> day of the billing month. If your payment is late, you will be assessed late fees and your water may be shut off. Courtesy notices are sent out approximately 20 days after the billing date notifying you of the date your water will be shut-off if your account is not paid in full. Any unpaid balances or past-due amounts will be assessed as a lien against the property.**

**RATES:** The City of Aurora charges water user fees per two (2) month billing cycle according to the size of water meter your property has as follows:

|                        |         |            |         |
|------------------------|---------|------------|---------|
| 3/4" Meter             | \$34.81 | 1.5" Meter | \$58.35 |
| (Standard Residential) |         | 2" Meter   | \$95.33 |
| 1" Meter               | \$44.89 |            |         |

Water consumption is billed on a tiered rate as follows: Tier 1- up to 1200 cons \$0.07 per cubic foot, Tier 2 - 1201 -1800 cons \$0.075 per cubic foot, Tier 3 - 1801 cons and above \$0.08 per cubic foot. Your sewer rate for two (2) months is \$150.78. You will also pay a street light fee of \$7.50 and a street repaving fee of \$5.00 for two (2) months. You may pay on your account monthly if you so choose.

**TO END SERVICE:** You must notify the City of Aurora by telephone 503-678-1283 or in person at City Hall, 21420 Main St., Aurora, Oregon 97002 at least 24 hours before you vacate the residence. **A final meter read will be done and the water will be shut off for final billing purposes.** You must leave a forwarding address and telephone number when you call or come to City Hall.

**CONTACT INFORMATION:**

|                  |                    |              |                           |
|------------------|--------------------|--------------|---------------------------|
| Billing/Service: | City Hall          | 503-678-1283 | assistant@ci.aurora.or.us |
| Maintenance:     | Public Works Dept. | 971-930-3597 |                           |

## **Electronic Account Access / Bill Payment**

You can view your water/sewer account and make credit/debit card payments online for your Aurora water/sewer bill at the following website: <https://cityofaurora.merchanttransact.com/> .

Registering your account will allow you to view your current account balance, review your account history and review the current bill inserts. You will also be able to choose to receive electronic bills, continue to receive paper bills or receive both paper and electronic bills, whichever suits your needs.

To register, click on the 'Sign Up' button and complete the form that comes up. You will need your full 9 digit account number which is located in the upper right hand corner of your bill (i.e. 001234-000). It is also important to enter the account name as it appears on the bill. When it asks for the house/building number, only enter the 6 digit numeric portion of the property address.

If you choose to pay your bill with a credit or debit card, there will be small convenience charge of \$3.50 for each transaction. It is not necessary to register your account to make an online card payment. To make a payment without logging in, select the "Utility Payments" option on the above website, enter your 9 digit account number and the 6 digit numeric portion of the property address. Complete the information requested on the next screen to complete the transaction.

If you need assistance, please call City Hall at 503-678-1283.