

Billings and Payments:

Billing statements are mailed the last working day of each month. Payments are due on the 15th of the month following the billing. Currently, we accept cash, checks, and money orders. [Auto-pay](#) is also available. In the near future we will take credit cards. Additionally, we are working toward a more interactive website.

When you receive your billing please look for any important notices that may be included on your statement. For this and many other reasons, it is very important that you keep us informed of any changes in your contact information.

Water meters are normally read between the 21st and the 24th of each month. Water consumption, as shown on your bill, is measured in gallons. To better understand your monthly charges please see [Monthly Rates](#) under Documents & Forms on this website. Please note, if you are selling your property, we bill to the ½ or whole month and must be notified in advance of the closing date in order for us to read the meter.

Our fee for returned checks or auto-pay (ACH) payments due to insufficient funds, stop payment, closed account, etc. is \$25.00 per return. Please contact our office PRIOR to closing a bank account.

If the prior property owner failed to pay the final billing amount, or any other fees and charges assessed against the property, the total amount owing remains with the property. These situations can be complicated so please call us or come by the office if you have questions about your particular property.

Rental Property:

If you rent your property, it is important to note that we can receive payment from anyone. However, we do not bill tenants for a property manager. Property owners that do not have a property manager, may use the [Renter Authorization Form](#) requesting we bill the tenant on your behalf. However, the account must be current at the time of transition; for a term of six months or longer and the Renter Authorization be completed and approved. If the account becomes delinquent, we will send the property owner a copy of the Past Due Notice. It is the property owner's responsibility to ensure the account is paid prior to the shut-off date.

Delinquent Accounts:

In the event your account becomes delinquent, we will send a notice of impending service termination. If you have financial difficulties and are unable to pay the entire bill, please contact our office prior to service termination for short-term options. If payment is not received within seven days from the date of the past due notice, we will issue a door hanger at the property. The door hanger is a reminder issued prior to the meter being locked and/or removed. **If the service is shut off**, minimum monthly charges continue to accrue.

There are fees for shut-off, door hangers and turning your service back on, that will be added to your account balance. To avoid additional penalties, arrangements must be made, during normal business hours, for the turn-on. Turning your water back on without proper authority is considered unauthorized use and charged an additional fee.

Emergency Procedures:

In the event of an emergency (for example, a sudden disruption of water services, or sewer backup into your house) please call us at 541-764-2475 as soon as possible. If your call comes after our normal business hours (Monday - Friday, 8:00 a.m. to 4:30 p.m.) you will be directed to call our emergency dispatch line at 541-994-3878 and our on-call staff will be contacted. If you need after-hours emergency assistance to turn your water off there is no charge. If there is no emergency, our standard callout fee will apply.

Additional Information:

In the event of a water line break, our priority is to get the water line shut off and repaired as soon as possible. Therefore, it isn't likely we will have time to deliver a notice to your door. However, when the

K-GB-LB Water District schedules maintenance activities, such as line flushing, or an extended interruption to your water service, we will make every effort to inform you.

If your water has been off due to a waterline break or waterline flushing, once water is restored, we advise you to open your cold water tap and run the water until clear before consuming.

The water meter and water meter valve that serves your property belongs to the K-GB-LB Water District. The meter shut-off valve is not to be used as your personal water shut-off. If you attempt to use the K-GB-LB meter shut-off valve and you break any of the components, K-GB-LB will bill you for time and materials to effect repairs.

If you do not have a personal water shut-off valve and would like to install one, please call our office to schedule a time for our personnel to turn your water off for you. Our normal business hours are Monday-Friday, 8:00 AM to Noon and 1:30 PM to 4:30 PM. If your meter is turned off at your request, or shut off from non-payment, you will continue to receive minimum monthly billings.

New water service installations will come with an owner's personal water shut-off valve already installed.

Water service connection fees, system development charges and monthly user fees apply to one service connection. Additional connections on a permitted property, such as converting a single-family dwelling unit into a multi-family dwelling unit, motor homes, travel trailers or any type of RV, are prohibited without first having submitted an application for permission to connect. Payment for the additional meter(s) connection fees must also be made prior to the installation of water meters or sewer connection. Monthly billing for additional connections shall be separate from the primary residence. New services must also be inspected before backfilling.

Gleneden Sanitary prohibits discharge from rainwater runoff, by downspout or other means, into the sanitary sewer system.

Backflow Prevention Assembly:

The Oregon State Health Division and Uniform Plumbing Code both require property owners to install backflow prevention assemblies on their waterlines if their dwellings or accessory structures use the water service for other than usual living needs. Examples of unusual uses would be the use of underground sprinklers or a recirculating heating system using under-floor waterlines. For more information, go to the Oregon Drinking Water Program.