



BILLING INFORMATION

SIGN ON or OFF and SERVICE FEE

All **Turn on** requests can be submitted in person at Water Office located at 1000 Adams Avenue or by obtaining a form by calling 541-962-1313. **Turn off** requests can be requested by phone or by filling out the form obtained from the water office as mentioned above. On/off requests are also available online at www.cityoflagrande.org. Completed on/off requests may be faxed to 541-962-1322, e-mailed to water@cityoflagrande.org or mailed. All new accounts will be assessed a **\$19.00 non-refundable service fee** which will be billed on customer's first billing.

FINANCIAL ASSISTANCE

Financial assistance to provide relief on water and sewer bills is available to citizens and families who meets the guidelines set by the Annual Federal Poverty Guidelines.

BILLING PERIOD

Our billing period runs from the 18th through the 17th of each month and mailed the latter part of each month. New billings and closing bills are prorated and billed for the time period customer is signed on for.

PAYMENTS

Water/sewer payments are due approximately the 15th of the following month. Payments will be accepted by:

- *Automatic withdrawal from checking or savings (**H2O Easy Pay**). Payment will be deducted from customers account on due date of bill.*
- *Mail to: City of La Grande Water Office
PO Box 670, La Grande, OR 97850*
- *Visa, MasterCard, checks and cash are accepted in person at the City Water Office, 1000 Adams Avenue, La Grande, OR 97850.*
- *Pay online at <http://cityoflagrande.merchantransact.com>*

DROP BOXES

Payments made by check may be dropped in our outside drop box located in City Hall parking lot at any time. Payments are also accepted inside City Hall in the drop box located next to the Water Office window during business hours.

RETURNED CHECKS

Checks returned for any reason to the City of La Grande will be assessed a **\$35.00** fee.

DELINQUENT AND LATE FEES

Payments must reach the Water Office no later than **5:00 pm** on the due date shown on current bill to avoid a late fee of **\$5.00**. Also, customers receiving a delinquent notice will be assessed a delinquent fee of **\$41.00** if not paid by **5:00 pm** on due date shown on delinquent notice and disruption of service for non-payment.

PLUMBING REPAIRS

If you need to make repairs to your plumbing, water can be turned off at the meter for no charge during business hours. In the event of a leak, a leak adjustment can possibly be credited to water/sewer account once leak has been repaired. An adjustment can only be given after proof of repairs is submitted with a completed leak adjustment form. Please call 541-962-1313 for assistance.