



Cline Butte Utility Co. welcomes you to Eagle Crest!

Our goal is to provide you with safe drinking water and reliable sewer services here at the resort.

Water Service:

Water service is metered. The current residential monthly base rate for a 5/8"x3/4" meter is \$25.81 with a usage rate of \$1.34 per 100cf (748 gallons). The meter is read on the date the water service is started and monthly thereafter.

A rate increase has been purposed to raise the rate of the monthly base fee and usage rate for both commercial and residential. Please call our office to inquire, 541-504-2305.

Sewer Service:

Sewer service is a flat monthly rate currently set at \$44.00. The sewage system at your property is maintained by the utility company at the expense of the property owner or the applicable owner association. See "New Customer FAQ's" sheet.

Due Dates:

Your initial bill may not cover a full month of water and sewer service depending on when you started service. All bills are due and payable from the date the bill is sent and delinquent if not paid within 15 days of the date of transmittal of the bill. A late payment charge (currently at 1.7 %) shall be applied to all overdue balances. Late charges will be added and will appear on the next statement for balances that are 30 days old.

Payments:

Auto Pay: CBU offers you the ability to have your water and sewer bill automatically deducted from your checking or savings accounts. Please call the office for details.

Payments should be mailed to:

**Cline Butte Utility Co.
1230 Golden Pheasant Dr.
Redmond, OR 97756**

Disconnection of Water Service:

When a customer fails to comply with the utility's rules and regulations, or permits a bill or charge for regulated services to become delinquent, water service will be discontinued.

Voluntary Discontinuance:

A customer who (for any reason) wishes to have service discontinued shall provide CBU with at least five (5) days advance notice of the requested date of discontinuance of service. Until the utility receives such notice, the customer shall be held responsible for all services rendered. Should the customer wish to recommence service within 12 months at the same premises, the customer will be required to pay the customary minimum monthly charge as if service had been continuous.

Backflow Prevention:

The utility is responsible for implementing and maintaining a Cross Connection Program. Oregon Administrative rules require a backflow device(s) on all water service lines and irrigation systems. It also requires an annual test on the devices. The expense of annual testing, device replacement, or any repairs to the device and freeze protection is the responsibility of the property owner. Failure to comply with Oregon State required annual testing could result in the termination of water service.

Irrigation:

Irrigation days are limited to addresses that with even numbers irrigating only on even numbered days and odd numbered addresses irrigating only on odd numbered days. No irrigation is allowed on the 31st of any month.

For water and sewer billing questions, please call 541 504-2305

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