CITY OF OROVILLE CUSTOMER INFO

CITY ACCOUNTS

City of Oroville

PO Box 2200
1308 Ironwood
Oroville, WA 98844

Phone: (509) 476-2926
Fax: (509) 476-9067
Website: www.oroville-wa.com

Deposit-All owners and renters are required to pay a security deposit of $200.00 for water, sewer & garbage service or $100.00 for water only. The amount must be paid in full before services are transferred. The City of Oroville does not accept partial payments of water deposits. Requests for deposit refunds may be made upon termination of service or after 1 year, providing the account has not been assessed more than one delinquency notice within that year and the account is considered to be in good standing. Deposit refunds after one year must be requested and are processed on the 19th of every month.

Water- Rates are as follows:
Inside City Limits: $23.50, base rate includes 5,000 gallons, excess rates are 65¢ per 1000 up to 40,000 gallons and 75¢ per 1000 exceeding 40,000 gallons.
Outside City Limits: $31.00, base rate includes 5,000 gallons, excess rates are 75¢ per 1000 up to 40,000 gallons and 85¢ per 1000 exceeding 40,000 gallons.

Sewer: Residential sewer is $30.00, commercial sewer is $31.50. Commercial sewer rates are based on water usage. Usage over 10,000 gallons is calculated at $.95 per thousand over 10,000 gallons of water used.

Water & Sewer Minimum Monthly (Partial) Charge: A minimum charge of ½ the base rate for water ($11.75 or $15.50) and for sewer ($15.00 or $15.75) will be applied to all services that have been shut off. This more evenly distributes the cost of upkeep of water & sewer lines to all customers.

Garbage: Residential & commercial garbage cans are provided by the city. The 65 gallon container (2 can) monthly rate is $16.50 for weekly pickup. Rates are $13.50

per month for single can (filling the can ½ full) each week. Single can rate applies to senior citizens and disabled customers, a request form must be signed at City Hall. Commercial rate for 65 gallon container $17.00 per month. Single can (1/2 full containter) rate is $14.50. Dumpster rate information depends on the size of dumpster and number of pickups. For more detailed info on dumpsters contact city hall. Garbage can should be out by 7:00 a.m. on your day of pickup. If the truck is called back to your residence it could result in extra garbage charges. Garbage service may be discontinued when water has been shut off.

Utility Tax: Ten percent (10%) of applicable charges.

Delinquent Charges: Ten percent (10%) of total bill or $5.00 (whichever is greater), if not paid by the 19th of the month.

Turn off/on Charges: A $25.00 turn off charge and $25.00 turn on charge will be assessed to accounts that are shut off for delinquent balances. If service is shut off, the entire account balance plus turn off/on charge must be paid before water will be turned back on.

Check Return Policy: Checks written to the City of Oroville that are returned due to non-sufficient funds in the customers checking account will be assessed a $30.00 fee.

Billing Cycle: Utility bills are sent at the end of each month, you are not billed in advance.

Cost: The average utility bill *with no excess water* will be between $73.70 - $77.00 per month. Minimum monthly charge for water and sewer is $29.43.

Payment: Cash or check payments may be made at city hall or mailed to PO Box 2200, Oroville, WA 98844. Online payments & paperless billing can be set up through Invoice Cloud. To access go to www.oroville-wa.com and click on View or Pay Online Button.