

## **RESOLUTION NO. 20 for 2017**

### **A RESOLUTION SETTING FORTH THE PROCEDURE FOR CHALLENGING A DISPUTED WATER/SEWER BILL.**

WHEREAS, the Sweet Home City Council has provided that "Rules" can be adopted as Resolutions to carry out provisions of Water and Wastewater (Sewer) Ordinances in accordance with Ordinance 1174 and 1175; and

WHEREAS, the City desires to establish a formal written procedure for challenging a disputed water/sewer bill.

NOW, THEREFORE, BE IT RESOLVED BY THE SWEET HOME CITY COUNCIL that effective upon passage of this Resolution, the following shall be in effect:

The procedure for challenging a disputed water/sewer bill is as follows:

#### **PROCEDURE FOR CHALLENGING A DISPUTED WATER/SEWER BILL**

##### **STEP ONE:**

Contact City Hall water department staff at 541-367-5128, 1140 12<sup>th</sup> Avenue, Sweet Home, Oregon 97386-2111.

If no resolution to disputed bill is forthcoming from city staff, proceed to Step Two.

##### **STEP TWO:**

Contact Finance Director at 541-367-5128, 1140 12<sup>th</sup> Avenue, Sweet Home, Oregon 97386-2111.

If no resolution to disputed bill is forthcoming from Finance Director, proceed to Step Three.

##### **STEP THREE:**

Contact City Manager at 541-367-8969, 1140 12<sup>th</sup> Avenue, Sweet Home, Oregon 97386-2111.

If no resolution to disputed bill is forthcoming from City Manager, proceed to Step Four.

##### **STEP FOUR:**

Present your disputed bill objections to Sweet Home City Council at a regular scheduled meeting. The City Council has their regular scheduled meetings the second and fourth Tuesday of each month. To be placed on the City Council agenda for an upcoming meeting you need to contact the City Manager at 541-367-8969, 1140 12<sup>th</sup> Avenue, Sweet Home, Oregon 97386-2111 on or before the Wednesday before the next regular scheduled meeting.

##### **STEP FIVE:**

The direction of Sweet Home City Council on the disputed bill shall be final.

The telephone numbers and addresses above can be changed, as needed, without a further Resolution.

This resolution supersedes any/all prior resolutions setting forth the procedure for challenging a disputed water/sewer bill including Resolution No. 6 for 2011.

PASSED by the City Council and approved by the Mayor this 24<sup>th</sup> day of October, 2017.



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Mayor

ATTEST:



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City Manager – Ex Officio City Recorder