

# BURLINGTON WATER DISTRICT

Manager: Hiland Water - P.O. Box 699 Newberg, OR 97132 Phone: 503-554-8333; 1-855-554-8333 (TF)  
Internet: BWD Website <https://burlingtonwater.specialdistrict.org/>

## ORDINANCE 20/21-01 REVISED WATER RATES & OTHER FEES

### BURLINGTON WATER DISTRICT MULTNOMAH COUNTY, OREGON

THIS MATTER, came before the Board of Commissioners of the Burlington Water District at its regular meeting on March 17, 2021, to consider service charge and water rate increases; and

WHEREAS, the Board finds that the District needs to raise its water rates to meet the rising costs of water purchase from Portland Water Bureau; and

NOW, THEREFORE, BE IT RESOLVED BY THE DISTRICT'S BOARD OF COMMISSIONERS AS FOLLOWS:

#### 1. **New Account set up requirements:**

a. Full name, phone number, driver's license number, date of expiration or date of birth, place of employment, and email address (if applicable).

#### 2. **Billing:**

a. Hiland Water Corporation will read customer water meters monthly, for Burlington Water District, and send water bills around the 25<sup>th</sup> of the same month on pre-printed Hiland billing cardstock. The due date will be on or near the 10<sup>th</sup> of the following month. Water rates and late fees will continue to be determined by the Burlington Water District Board of Commissioners.

b. All bills are due and payable approximately 15 days after billing on or near the 10<sup>th</sup> of each billing month (interest and late fees apply after the 28<sup>th</sup>).

c. Customers will have multiple payment options, including automatic recurring direct withdrawal, mailed payments, e-checks, and credit/debit cards. The latter two options can be completed through our website (<https://burlingtonwater.specialdistrict.org/>), Hiland's website ([www.hilandwater.com](http://www.hilandwater.com)) or over the phone each month. For those who choose credit/debit card payments, there will be a fee per transaction, based upon the prevailing rate, charged directly to the customer.

d. Any billing disputes shall be presented in writing to the District's Board of Commissioners. Any such disputes must be submitted within 120 days of the date of the billing in dispute. Any and all final decisions on billing disputes shall only be made by a decision from the District's Board.

#### 3. **Collections:**

a. Disconnection notices are sent at least 15 calendar days in advance of disconnection, if there are any charges that were overdue at the time of billing.

# BURLINGTON WATER DISTRICT

Manager: Hiland Water - P.O. Box 699 Newberg, OR 97132 Phone: 503-554-8333; 1-855-554-8333 (TF)

Internet: BWD Website <https://burlingtonwater.specialdistrict.org/>

ORDINANCE 20/21-01

Burlington Water District

Page 2 of 6

- b. For any payments not received 5 business days in advance of disconnection, another disconnection notice is sent. 48 hours prior to scheduled disconnection, the Hiland Water Corporation office attempts to contact any customers scheduled for disconnection, to collect payment.
- c. If payment is not received before the disconnection visit, a Hiland staff person will go to the residence and attempt to collect payment in person. If successful, the customer will be assessed a \$35 fee, which will be retained by Hiland. If unsuccessful, the staff person will disconnect water service until payment is received.
- d. Upon reconnection, a \$60 fee will be assessed to the customer and retained by Hiland.
- e. Checks remitted to Hiland with non-sufficient funds will generate customer fees ranging from \$4-\$25 depending on number of occurrences by that customer and the discretion of Hiland's office manager. Hiland will retain these fees.

#### 4. **Property Owners Responsibility:**

- a. The area around the meter is to be kept clear and accessible; if the District needs to provide service to the meter and the meter needs to be cleared, a minimum charge of \$25, or more as necessary to cover the actual time involved, will apply per occurrence.
- b. All water charges, interest, re-billing charge, and fees relating or associating with restoring water service in the event of a water service shut-off.
- c. When a property is purchased that has a locked meter due to a delinquent balance, the debt is to be satisfied before the water service is restored.
- d. The minimum monthly rate for water service shall apply, and shall be paid, for all periods during which the customer is entitled to use the water service if a water meter is in place, unless:
  - 1. The customer by written request applies for the removal of his/her meter (water service) and terminates the account. In order to reinstate the service; the customer will cover charges for a new water meter plus parts and labor to install the meter back in the original location. The cost for the meter will be for the same size meter that was previously removed. If a larger meter is requested, all new installation and the cost difference of the system development charges (SDC) upgrade will apply.

# BURLINGTON WATER DISTRICT

Manager: Hiland Water - P.O. Box 699 Newberg, OR 97132 Phone: 503-554-8333; 1-855-554-8333 (TF)

Internet: BWD Website <https://burlingtonwater.specialdistrict.org/>

ORDINANCE 20/21-01

Burlington Water District

Page 3 of 6

e. The moorages within and outside of the District that receive a water distribution service from Burlington Water District will receive a monthly service charge for each home or floating home that resides within the moorage. The District is scheduled to count the homes and floating homes within each moorage annually. This procedure will take place between June 1<sup>st</sup> and July 1<sup>st</sup> of each year. The moorage's total service charge will be based on the number of homes, floating homes, and habitable dwellings and the total charge will apply for one full year until the next annual home count. Adjustments will be made and will reflect the July statement of each year. The water usage breakdown is based on the number of homes and floating homes that reside within the moorage. Example:

4 floating homes = 4 service charges

+ 1<sup>st</sup> 500 cubic feet of water @ \$9.70 per 100 cubic foot.

+ 501 to 1000 cubic feet of water @ \$11.56 per 100 cubic foot, etc.

## 5. Landlord/Tenant agreement:

A mandatory contract between Burlington Water District and the landlord for his/her rental served by the District states that the landlord is responsible for any outstanding water bill that the tenant fails to pay. The contract is to be signed and returned to the District office before a tenant is allowed to put the water service in his/her name.

## 6. Service Charge:

a. A monthly service charge, based on 12 months a year, shall be levied on water services connected directly to the District system. The service charge shall be in addition to the rates charged for water used:

Within District Boundaries: \$59.78

Outside District Boundaries: \$78.31

b. The service charge shall apply to any unused water service when the owner, other city, water district, bank, realtor or water company desires the service retained for future use. Failure to pay the charge within sixty (60) days of the bill for the charge will be sufficient cause for the service to be shut off and the meter locked or disconnected from the main (the monthly minimum service charge will apply). The Board of the District may direct a waiver of the charge because of a special need to retain the service when the public health or welfare or the convenience of the Bureau is served.

## 7. Rates:

For water used through metered services, the charge per 100 cubic feet shall be as follows:

# BURLINGTON WATER DISTRICT

Manager: Hiland Water - P.O. Box 699 Newberg, OR 97132 Phone: 503-554-8333; 1-855-554-8333 (TF)

Internet: BWD Website <https://burlingtonwater.specialdistrict.org/>

ORDINANCE 20/21-01  
Burlington Water District  
Page 4 of 6

a.	<b>Inside District Boundaries:</b>	<b>New rate per 100 cubic feet</b>
	First 500 cubic feet	\$ 9.70
	501 to 1000 cubic feet	\$11.56
	1001 to 2000 cubic feet	\$13.98
	2001 to 3000 cubic feet	\$15.89
	Any additional cubic feet	\$17.25
b.	<b>Outside District Boundaries:</b>	<b>New rate per 100 cubic feet</b>
	First 500 cubic feet	\$10.13
	501 to 1000 cubic feet	\$11.94
	1001 to 2000 cubic feet	\$14.15
	2001 to 3000 cubic feet	\$16.03
	Any additional cubic feet	\$17.77

## 8. Other Water Usage

a. Whenever the potential contamination or pollution of the District Water supply may exist, the District shall require an approved backflow prevention device be installed, at the owner's expense (refer to Rules and Regulations Section 1.22 for further details). Testing of the device is required annually, which will be performed by the District's hired certified contractor, Hiland Water.

(1) For inspection of backflow prevention, the District shall charge: \$50.00

b. For the use of fire hydrants:

(1) Monthly hydrant permits \$50.00

(2) For water used per cubic foot \$ .13

c. Use of fire hydrants requires a hydrant meter, which may be rented from Hiland Water. Charges for the rental shall be as follows:

(1) Refundable hydrant meter deposit \$1,000.00

(1) Monthly rental fee \$50.00

d. Use of fire hydrant without permit, the charges shall be as follows:

(1) Each access \$75.00

(2) In addition, water used, minimums, and service charge shall be charged at double the regular rates.

e. When there are extraordinary circumstances, the Board of the Burlington Water District may adjust rates for using the hydrants.

# BURLINGTON WATER DISTRICT

Manager: Hiland Water - P.O. Box 699 Newberg, OR 97132 Phone: 503-554-8333; 1-855-554-8333 (TF)  
 Internet: BWD Website <https://burlingtonwater.specialdistrict.org/>

ORDINANCE 20/21-01  
 Burlington Water District  
 Page 5 of 6

## 9. Other Service Charges

1. Interest charged after the 28<sup>th</sup> of each month for accounts past due at the monthly rate 1.5%
2. For special shut off or turn on at consumer's or owner's request \$ 25.00
3. Additional charges for non-payment of bill or unauthorized water usage
  - a. Removal of meter \$250.00
  - b. Reinstallation of meter \$250.00
  - c. Additional charges could be applicable depending on the amount of time between removal and reinstallation.

## 10. Water Adjustments:

One water adjustment allowed per water service for the recovery of up to one half of one month's water leak amount expense if the leak is fixed within a one-month time of discovery. The adjustment will be based on the average monthly use, and cost of excess water, or a Board authorized adjustment.

## 11. The District's system development charges for water are hereby as follows:

References: Resolution No. 15/16-01 and the June 17, 2015 adopted Water System Development Charge Methodology; most recently Resolution No 20/21-02 adopting a Water System Development Charge rate increase.

All residential units are assigned one Equivalent Dwelling Unit (EDU) per dwelling unit. Commercial and industrial developments are assessed proportionate System Development Charge (SDC) charges based on the capacity of water meter used to service the facility. All SDC costs also include a charge of 2% for staff administration.

WATER SYSTEM DEVELOPMENT CHARGE (SDC) FEE SCHEDULE

METER SIZE	EDU FACTOR	IMPROVEMENT FEE	REIMBURSEMENT FEE	ADMINISTRATION FEE (2%)	TOTAL SDC
3/4" *	1	\$546	\$1,887	\$49	\$2,482
1"	1.66	\$921	\$3,182	\$82	\$4,185
1 1/2"	3.33	\$1,849	\$6,382	\$165	\$8,396
2"	5.33	\$2,959	\$10,216	\$264	\$13,439
3"	11.67	\$6,479	\$22,369	\$576	\$29,424
4"	20	\$11,104	\$38,334	\$989	\$50,427

\*Includes 5/8" x 3/4" and 3/4" x 3/4" meters

# BURLINGTON WATER DISTRICT

Manager: Hiland Water - P.O. Box 699 Newberg, OR 97132 Phone: 503-554-8333; 1-855-554-8333 (TF)

Internet: BWD Website <https://burlingtonwater.specialdistrict.org/>

ORDINANCE 20/21-01  
Burlington Water District  
Page 6 of 6

System Development Charge Project Plan: The Burlington Water District’s Board has adopted the June 2015 capital improvement program. The costs supporting development of the District’s fee are consistent with those projects contained in the capital improvement plan which add to the capacity of the District’s water system or increase the system’s level of performance in order to accommodate the impacts of new development on the District’s water system.

## **12. New Service Expense for Water Meter and Installation:**

A onetime charge will be assessed for the water meter, necessary piping, and installation expenses for each new water service purchased from Burlington Water District. That combined charge will be a Burlington Water District cost. A cash deposit is required at the time the new service is ordered. The difference between the deposit amount and the actual equipment/installation cost will either be returned to the purchaser or an additional billing will be issued. The normal deposit is listed below for the following meter/service line sizes. Burlington Water District does retain the right to assess the meter location with respect to the nearest water supply line and make adjustments to the amount of deposit required.

1. ¾” through 2”	meter/service line	\$3,500.00
2. 3”	meter/service line	\$6,700.00
3. 4”	meter/service line	\$7,800.00

Payment must be made before installation.  
Service charge starts at time of installation.  
All meters are the property of Burlington Water District.

**13. Main line extension:** plan review fee starts at \$750.00. (See Burlington Water District Public Works Design Standards for details.)

THE FIRST reading of Ordinance 20/21-01 on March 17, 2021.

SECOND READING and ADOPTION by the Burlington Water District Board of Commissioners on April 21, 2021.

---

Ron Yann - Chairman

Christine Nelson - Secretary