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Water Division:
Ph: 541-679-6451
Fax: 541-679-0354
4336 Old Hwy 99S
Roseburg, OR 97471

Sanitary Division:
Ph: 541-679-7191
Fax: 541-679-2060
3879 Old Hwy 99S
Roseburg, OR 97471

To Our Valued Customers:

As we near the rollout of consolidated water and sewer billing, we believe this is an optimal time to re-evaluate our current billing policies (from Roberts Creek Water and Green Sanitary). What does this mean for our customers?

- It DOES NOT mean water and sewer utility rates will be changing.
- It DOES mean making improvements to our policies (regulations, terms of service) to provide better customer service and increase our operational efficiency.
- Our new service policies will then be adopted into an ordinance. Please note, any ordinances proposed for adoption will include public hearings, giving you the opportunity to provide your input.

One proposed change to our billing policies is to require all water and sewer utility services be the responsibility of the property owners. This change comes at the recommendation of our legal counsel. Regardless, this change makes a lot of sense, especially in a district with high rental turnover. Below are a few reasons for the proposed change:

- Managing move-ins and move-outs is costly — especially when it comes to tracking down tenants who vacate and neglect to pay their utilities.
- Improved customer water leak management. Fixing water leaks is the responsibility of the property owner, but when tenants are responsible for paying the water bill and a leak is not repaired timely, the tenant is stuck with higher water bills than is necessary. This creates an unnecessary burden for a tenant to negotiate their water bill with the owner.
- Improved backflow management: backflow prevention compliance is the responsibility of the property owners (where applicable). Noncompliance may result in water service shutoff. In a rental property, this means a tenant's water is shut off due to the owner's noncompliance.

For tenants, there are remedies available in the event water service is shut off due to nonpayment by a landlord (ORS 90.315). Also, this change in policy would allow for time to establish new or amended lease agreements, and we would reach out to property owners/landlords to facilitate any changes.

As we progress, we will strive to continue making improvements wherever possible. Look for consolidated billing in the very near future!

Yours in service,

David Campos
David Campos
General Manager