

February 2020



**City Hall will be
closed February
17, 2020**

WHERE INNOVATION MEETS ELEVATION

Sandy Introduces New Customer Assistance Program

The City of Sandy's utility customers will see significant rate increases on the bills they receive in January. In response, the City Council is adopting a new Customer Assistance Program to help low income households that might otherwise experience a hardship.

Starting with the utility bills customers receive this month, sewer rates will double to around \$52.35 per month for a typical household. A smaller (11%) water rate increase will also take effect, bringing the new water rate to \$25.02 for a typical utility customer using 600 cubic feet of water.

Sandy faces significant wastewater treatment challenges now and in the future. Solutions are expensive, and investments are needed now to treat that wastewater and comply with laws designed to protect our streams and rivers:

- Repairing and replacing aging sewer lines and disconnecting storm drains from the sewers
- Upgrading the existing treatment plant to bring it into regulatory compliance
- Building a new wastewater plant that uses membrane technology to provide high quality water and meet Sandy's future needs

The City Council has approved a financial assistance program for households with an annual income below \$31,284 per year. These customers will be eligible for a 50% reduction in the sewer portion of their utility bill – keeping sewer rates about the same as today.

Application forms and eligibility guidelines will be available starting January 27 at the following locations:

Sandy City Hall
39250 Pioneer Blvd.

Sandy Community Center
38348 Pioneer Blvd.

The application and guidelines will also be available on the City's website at:

<https://www.ci.sandy.or.us/utility-billing>

Customers who qualify for assistance and submit an application before February 14th will receive a credit applied to the current (January) bill. Future bills will reflect the customer assistance rate for eligible customers who have completed the application.

Questions about the program? Email utilitybilling@ci.sandy.or.us or phone 503-668-7449.

Sign Up For Credit / Debit Card Auto Pay And Alert Notifications

First Name: _____ **Last Name:** _____ **Phone:** _____

Credit/Debit Card Number : _____ **EXP Date:** _____

It is okay to text alert Notifications : Y__ N__ **call alert notifications: Y__ N__**

I hereby authorize **City of Sandy** to charge the credit card on file for Utility Services. This authority shall remain in effect until the **City of Sandy is notified** in writing to cancel.

Authorized Signature: _____ **Date:** _____

***Auto draft will be drafted on the 5th of each month.**



To Pay Your Bill By Phone
Call 1-866-233-8689

