

*City of St. Helens*  
**ORDINANCE NO. 3318**

**AN ORDINANCE TO AMEND ST. HELENS MUNICIPAL CODE CHAPTER  
13.02, UTILITY SERVICE ADMINISTRATION**

**WHEREAS**, it is necessary to amend the St. Helens Municipal Code Chapter 13.02, Utility Service Administration, to align with Administrative Rules regulating the Utility Rates, Charges and processes set by resolution including monthly billing from previous bi-monthly billing; and

**WHEREAS**, the St. Helens City Council approved Resolution No. 1835 on February 6, 2019, updating the administrative rules to monthly billing.

**NOW, THEREFORE, THE CITY OF ST. HELENS ORDAINS AS FOLLOWS:**

**Section 1. Recitations.** The above recitations are true and correct and are incorporated herein by this reference.

**Section 2.** 13.02.010 of the St. Helens Municipal Code is amended to read as follows:

**13.02.010 Definitions.**

- (1) "monthly" means the designated account is billed once every month.
- (3) "Customer" means the owner or renter of property which is served by the city water, sanitary/wastewater sewer, and/or stormwater sewer system. A person, corporation, association or agency which rents or leases premises shall be considered an agent of the property owner.
- (6) "Equivalent dwelling unit (EDU)" means the number of living units, office spaces or connections to a single meter. Examples include but are not limited to, a single-family residence is one EDU, a duplex with one meter, is two EDUs, an apartment complex EDU is per total the number of apartment units, RV park EDU is per hook up.
- (7) "Fixed rates" include the price the customer pays as a base charge to help cover fixed costs associated with maintaining existing infrastructure, repaying debt used to build that infrastructure, the costs associated with maintaining/reading meters, and the costs associated with billing. Fixed rates are charged for the connections to the water, wastewater systems and for the public safety fee and are applied based on combination of connection and Equivalent Dwelling Units (EDU) associated with the service
- (8) "Volume rates" are based on the customer class for each 100 cubic feet (CCF) of water.
- (9) "Winter Averaging" for residential sewer accounts is the Volume will be based on a 2-month winter averaging of water consumption. The winter average period will be defined as the 2-month period starting with the first full billing cycle starting on or after January 15 of each year. Accounts with an average usage of less than one CCF of water consumption are billed for actual usage for sewer instead of a winter average.

Customers may request to have the sewer based on actual usage if the property is vacant or consistently averages below one CCF per billing cycle over a 12-month period.

**Section 3.** 13.02.020 of the St. Helens Municipal Code is amended to read as follows:

**13.02.020 Application for utility service – Condition of service.**

(1) An applicant for utility service shall provide the following information on the Utility Service Form in making application for service:

Remove (d), (e), & (f)

(i) If the applicant is not the owner of the property, the name, phone number and mailing address of the owner or the owner's agent along with owner or owner's agent approval signature;

(j) The name, phone number and mailing address for sending utility bills; and

(k) Copy of Personal identification, property information, or any other information deemed necessary to establish an account or to ensure the identity of the account holder and payment for service. Personal identifying information shall not be disclosed, except as is otherwise required by law and as set forth in council resolution.

(2) Deposits. There is no deposit required to start service. Water service will not be turned on until an application is reviewed and approved by the Utility Billing staff. A renter is required to receive a signature from the property owner/property manager approving the renter to begin service. With the owner's signature, the owner is acknowledging responsibility for any unpaid bill that is remaining on the account when service ends.

(6) In addition to the application, a contract, promissory note, bond, or other legal instrument designed to ensure payment for services may be required prior to service when special circumstances exist. Special circumstances which may require additional security and examples of security which may be required are set forth in the council resolution governing deposits.

(7) No premises shall be connected to the city water, wastewater, and/or stormwater system without an approved application. Any premises found to be connected without an approved application will be disconnected and subject to back billing once service is restored.

**Section 4.** 13.02.030 of the St. Helens Municipal Code is amended to read as follows:

**13.02.030 Turn on fee.**

There are no fees for turning on services for new customer accounts performed during regularly scheduled work hours. If a customer requests service to be turned on outside the regularly scheduled work hours, or after being disconnected for non-payment, a fee as set by Council resolution will be charged. (Ord. 3195 § 1 (Att. A), 2015; Ord. 2285 § 14, 1978. Formerly 13.04.140)

**Section 5.** 13.02.050 of the St. Helens Municipal Code is amended to read as follows:

**13.02.050 Billing.**

- (1) All billings for utility service are due monthly on the 10th as defined by council resolution.
- (3) Regular monthly meter readings are read on or before the fifteenth of the month; billed and mailed no later than the twenty-eighth of the month; due on the tenth of the subsequent month; late if not paid in full on or before the twentieth of the month due; and placed on potential shutoff status if not paid in full on or before the last day of the month due.
- (4) Prior to discontinuance of service, the city shall advise the customer and the owner of the premises if the customer is not the owner by a written or emailed notice that utilities will be disconnected unless the delinquent amounts are paid immediately. If full payment is not made, the city shall immediately thereafter turn off the service and charge a disconnection fee set by resolution. The notice shall be sufficient if mailed or emailed to the addresses listed on the application for service.
- (5) Final/closing billings are calculated as of the day the customer designates as being their last day of service or when the City receives an account closing notification, whichever is later. The full amount of the invoice is due and payable in full after 15 days of account closing.

**Section 6.** 13.02.080 of the St. Helens Municipal Code is amended to read as follows:

**13.02.080 Restoration charge.**

A customer shall pay for restoration of utility service that is billed at the time of disconnection under the provisions of this chapter. The costs will be set by resolution. This charge shall not apply to new utility service applicants. (Ord. 3195 § 1 (Att. A), 2015; Ord. 2613, 1991; Ord. 2285 § 16, 1978. Formerly 13.04.160)

**Section 7.** 13.02.100 of the St. Helens Municipal Code is amended to read as follows:

**13.02.100 Responsibility for payment of bills.**

The property owner of record shall be responsible for the payment of all charges prescribed in this chapter. If the property is rented and the renter fails to pay the charges, the city shall notify the owner of the premises of account delinquencies by mailing or emailing a copy of notices of delinquency by first class mail or email to the last address of the owner or owner's agent that is on file with the city, at the time the notice was sent to the renter. (Ord. 3195 § 1 (Att. A), 2015; Ord. 2285 § 21, 1978. Formerly 13.04.210)

**Section 8.** 13.02.110 of the St. Helens Municipal Code is amended to read as follows:

**13.02.110 Utility charge liens and collection process.**

If overdue utility bills are not classified as a lien, unpaid debts can be forwarded to a collection agency. If the account is sent to a collection agency under ORS 697.105, the account may be charged a collection fee of up to 25%, which will be added to the balance and may accrue interest. The account may be reported to the credit bureaus as a delinquent account.

**Section 9. Severability.** If any section, phrase, sentence or portion of this Ordinance is for any reason held invalid or unconstitutional by any Court of competent jurisdiction, such portion shall be deemed a separate, distinct and independent provision, and such holding shall not affect the validity of the remaining portions thereof.

**Section 10. Codification.** Provisions of this Ordinance shall be incorporated in the City Code and the word "ordinance" may be changed to "code", "article," "section," or other word, and the sections of this Ordinance may be renumbered, or re-lettered provided however that Section 4 and 5 need not be codified.

Read the first time:       October 15, 2025  
Read the second time:   November 5, 2025

**APPROVED AND ADOPTED** by the City Council this 5<sup>th</sup> day of November 2025, by the following vote:

Ayes:  
Nays:  
Abstains:

\_\_\_\_\_  
Jennifer Massey, Mayor

ATTEST:

\_\_\_\_\_  
Kathy Payne, City Recorder