



# CITY OF SILVERTON FINANCE DEPARTMENT

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306 S. Water Street | Silverton, Oregon 97381

## ***WELCOME!***

### **New Customer Information**

Due Date: Bills are mailed out the last working day of each month and are due by 5:00 pm on the 16<sup>th</sup> of the following month.

Average Bill: Currently the average monthly bill is between \$130.00 and \$150.00 for residential customer who reside inside the city limits.

Payment options include:

- Online Bill Pay through [www.xpressbillpay.com](http://www.xpressbillpay.com) (instructions attached)
- Auto Pay through the City of Silverton (application attached)
- A drop box located in the parking lot exit of City Hall.
- In person at City Hall we accept cash, credit cards and check payments.

**For additional information please visit our website at [www.silverton.or.us](http://www.silverton.or.us)**

**City of Silverton**

306 S Water St

Silverton, OR 97381

503-873-5321 opt. 1

[finance@silverton.or.us](mailto:finance@silverton.or.us)

Office Hours: Monday-Friday 8:00 AM – 5:00 PM (except holidays)



# CITY OF SILVERTON FINANCE DEPARTMENT

## WATER AND SEWER RATES

EFFECTIVE JULY 1, 2022 PER RESOLUTION 22-28

### WATER RATE SCHEDULE

Your water charge is made up of three parts, a **base** charge, a **fixed fee** and a **usage** charge. The following charges are for all Residential, Commercial and Industrial users **inside** the city limits. Customers outside of the city limits are charged at 1.5 times the residential rate for both water and sewer.

I. **Base Charge** - A monthly flat charge based on meter size.

**Base Charge per Account Based on Meter Size for Single-Family Residential inside the City:**

<u>Your Meter Size</u>	<u>Base Charge</u>
1 inch and smaller	\$20.84
1 ½ inch	\$69.45
2 inch	\$111.11
3 inch	\$222.22
4 inch	\$347.20

**Base Charge per Account Based on Meter Size for Multi-Family Residential, Commercial, and Industrial inside the City:**

<u>Your Meter Size</u>	<u>Base Charge</u>
5/8 & 3/4 inch	\$20.84
1 inch	\$34.72
1 ½ inch	\$69.45
2 inch	\$111.11
3 inch	\$222.22
4 inch	\$347.20

II **Dwelling Unit Fixed Fee** - \$5.41 per dwelling unit

III **Use Charge** - \$3.53 per 100 cubic feet of water consumed

IV **How to calculate water portion of your bill.**

$$\begin{array}{r}
 (\underline{\hspace{2cm}}) + (\underline{\hspace{2cm}}) + (\underline{\hspace{2cm}}) = \underline{\hspace{2cm}} \\
 \text{Base Charge} \quad \text{Fixed Fee} \quad \text{Use Charge} \quad \text{Total Water Charge} \\
 \text{(Use table above)} \quad (\$5.41 \text{ per dwelling unit}) \quad (\$3.53 \times \text{your typical usage} \\
 \text{in hundreds of cubic ft})
 \end{array}$$

## SEWER RATE SCHEDULE

Your sewer charge is made up of two parts, a **base** charge and a **usage** charge. The following charges are for all users **inside** the city limits.

- I.     **Base Charge**             The base charge is a monthly flat fee and shall be greater of the rate based on number of units or the meter equivalent.

**Base Rate for residential per unit inside the City - \$28.49** monthly per business or dwelling unit.

**Meter Equivalent for Commercial I, Commercial II, Commercial III, Commercial IV and Industrial inside the City:**

<u>Your Meter Size</u>	<u>Meter Equivalent Factor</u>	<u>Rate Effective</u>
5/8 & 3/4 inch	1	\$28.49
1 inch	2.5	\$71.23
1 ½ inch	5	\$142.45
2 inch	8	\$227.92
3 inch	15	\$427.35
4 inch	25	\$712.25
6 inch	50	\$1,424.50

- II.    **Use Charge**             A use charge to a residential user shall be based on said users average monthly water consumption for the previous months of November, December, January, February, March and April as read from the user's water meter. In the case where water service has been turned off for not more than one month during the six (6) winter months, the five (5) remaining months of record shall be used for calculating the average. Residential customers have the option to “opt-out” of the averaging method and have the use charge based on actual usage. To do this the customer must complete the applicable form by April 30th and submit it to the Finance Department. The customer will remain on this method until requesting a change.

Commercial user charges shall be based on the user's actual monthly metered water consumption.

<u>Class of User</u>	<u>Base Rate Schedule</u> per 100 cubic feet of water consumption
Residential	\$7.88
Commercial I	\$7.88
Commercial II	\$9.44
Commercial III	\$11.19
Commercial IV & Industrial	\$5.90/Ccf of Flow \$0.74/lb of BOD \$0.74/lb of TSS

### III How to calculate the sewer portion of your bill

$$\begin{array}{rcl} \text{(_____)} & + & \text{(_____)} \\ \text{Base Charge} & & \text{Use Charge} \\ (\$28.49 \text{ times dwelling} & & \text{(Rate class from table above times} \\ \text{or business units)} & & \text{your average usage for residential} \\ & & \text{customers or **typical** monthly usage for} \\ & & \text{commercial customers in hundreds of cubic feet)} \end{array} = \underline{\hspace{2cm}} \text{Total Sewer Charge}$$

All new and other residential customers who don't have sufficient usage for the averaging period will have their sewer charge based on actual usage up to a maximum \$89.48 per month; this is based on 1.5 times the city wide average water consumption of 516 cf. Which means customers will be billed up to a maximum amount of 774 cf. Customers will remain on this billing method until they qualify for the averaging method. (Updated: 5/16/2023)

## IMPROVEMENT FEE RATE SCHEDULE

Per City Council approval June 18, 2018 the improvement fees will adjust every July 1 by the annual average as of December of the West Region Consumer Price Index (CPI-U).  
December 2021 CPI-U = 7.1%

**Storm Water System Fee** - for planning, management, construction, preservation, maintenance and where necessary, alteration of the City's storm water system: \$8.25 based on impervious surface.

**Park Fee** - for construction, operation and/or maintenance of park and marine properties owned or controlled by the City: \$1.78 per unit.

**Street Maintenance Fee** - planning, management, construction, preservation, maintenance and where necessary, alteration of city owned or controlled streets as a way to supplement other sources of revenue for those purposes: \$10.61 per unit.

## **ADMINISTRATIVE FEE SCHEDULE**

**Processing Fee** \$15.00 (Exceptions: Vacationers gone for more than one month)

**Utility Deposit** \$100.00 (may be waived for good history on City of Silverton utility account for the past 3 years)

**Utility Payment Late Fee** Bills are due on the 16<sup>th</sup> of each month a \$10.00 late fee will be assessed on the 21<sup>st</sup> of each month.

**Delinquent Charge** 1.5 percent monthly interest charge for delinquent account balances shall be added to the account if the utility bill is not paid by the last day of the month.

**Administrative Fee** Accounts not paid by 5pm on the day before shut-off day: \$40.00

**Returned Check Fee** \$25.00

**After Hours Fee** \$65.00

**Garden Meter Turn On** \$15.00

**Leak Adjustment Service Fee** \$10.00 Deducted from credit allowed per Ord 13.24.210: \$10.00

**Cut/Damaged Meter Lock Fee** \$25.00

# Instructions for First Time Users

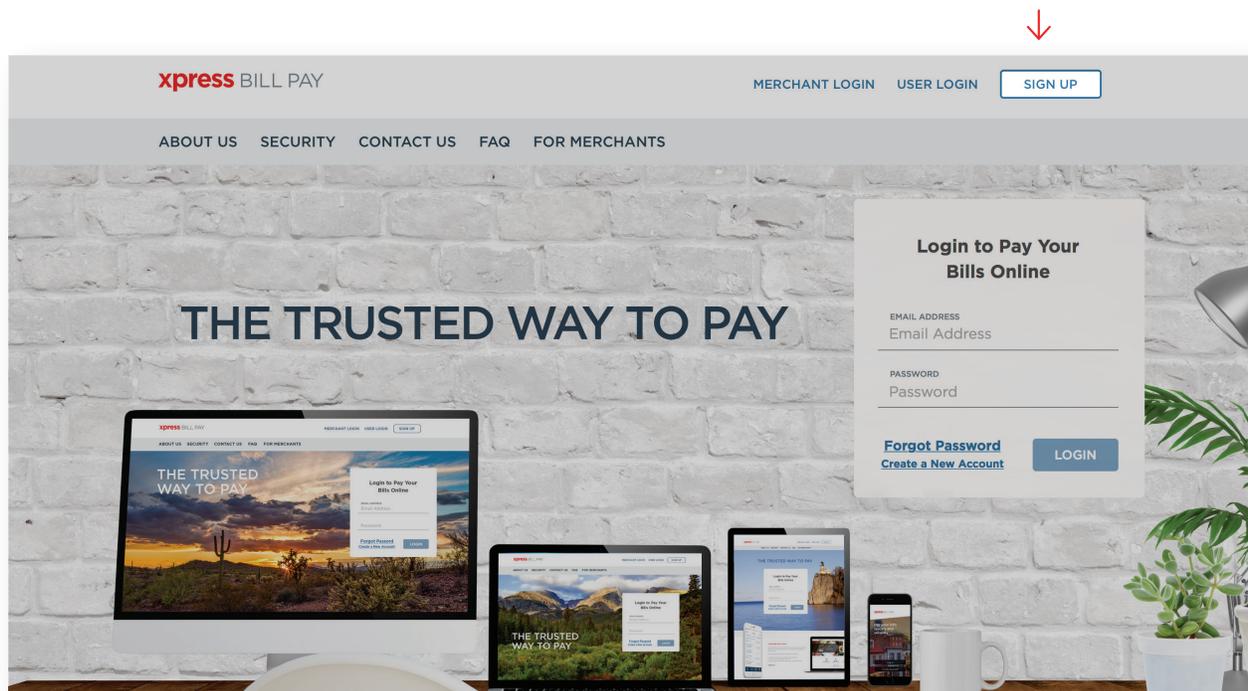
## STEP 1: Go to [www.xpressbillpay.com](http://www.xpressbillpay.com)

You probably arrived here via a link from your billing organization’s website. Perhaps you are here because you received a mailer with your bill informing you that this new service is available to facilitate the payment of a bill online.

Whatever the reason, this instruction set is designed to help you create a secure login, link a bill for display each time you login, and walk you through the payment pro-

cess. Other features are available, including auto pay, bill history, payment history, etc. These additional features are covered in other documents.

Let’s begin by selecting the **“SIGN UP”** button at the top of the screen on our main Home Page. You will be presented with the following screen.

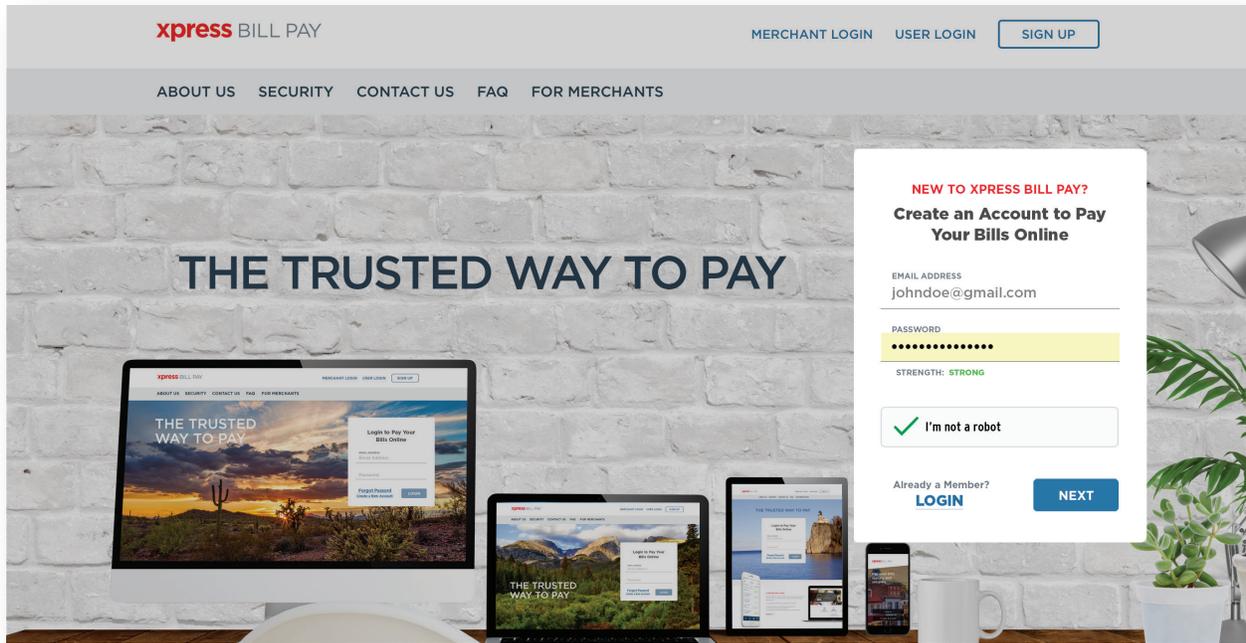


CONTINUE TO STEP 2



## STEP 2: Set Up New Account Information

Fill in the **email address** and **password** fields, click in the box **“I’m not a robot”** and follow the instructions as prompted. Select **“NEXT”** to continue.



Fill in the form with all of the required information. Read the terms and conditions and the privacy policy. Select the box indicating that you have read and agree to the terms and conditions and privacy policy. When completed select **“NEXT.”**

ACCOUNT TYPE  
Personal

FIRST NAME  
John

LAST NAME  
Doe

PHONE  
(123) 456-7891

ADDRESS  
123 Any Street

CITY  
Anytown

STATE/PROVINCE  
Arizona

ZIP/POSTAL CODE  
85253

Terms and Conditions:  
Please read the Terms & Conditions and Privacy Policy. They contain important information concerning the privacy and security of your information. You must agree to the Terms & Conditions and Privacy Policy to continue.

I have read and agree to the Terms & Conditions and Privacy Policy

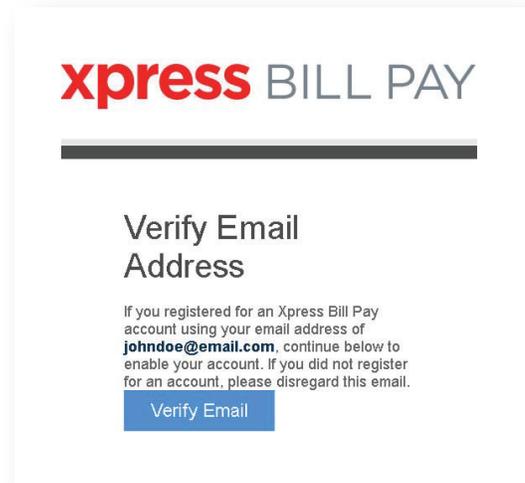
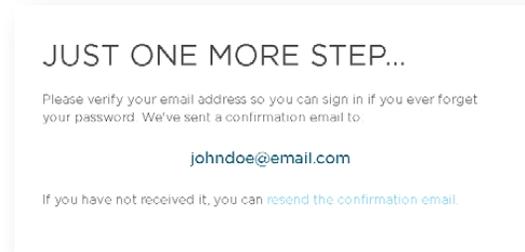
NEXT

CONTINUE TO STEP 3

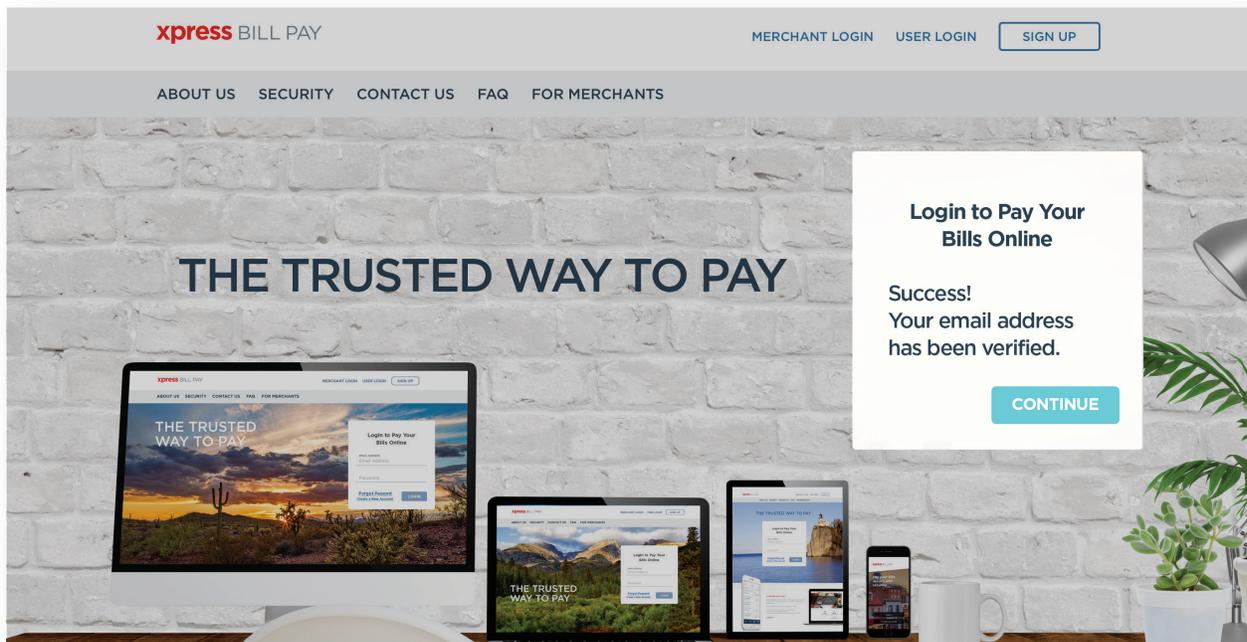


### STEP 3: Secure Verification

You will receive a message that you need to **verify your email address**. Please log in to your email account and open the email “Verify email address for Xpress Bill Pay” from no-reply@xpressbillpay.com.



In the email, click the “Verify Email” option.



You will automatically be redirected to the screen below where you can click “CONTINUE” to log in.

CONTINUE TO STEP 4



## STEP 4: Locate Billing Organization

Xpress Bill Pay provides you the ability to view and pay bills to multiple billing organizations from an easy-to-use interface. You need to link your account with the billing organization to this new login you have created with Xpress Bill Pay. The following steps will need to be completed only once per account.

**Select your city** or billing organization from the list of organizations on the page.

If your organization is not listed, type the name in the field below **“Find your billing organization”** and select **“Search.”**

The screenshot shows a web interface titled "Add New Account" with a progress indicator "Step 1 of 3". Below the title, there is a section labeled "Find your billing organization:". This section contains a text input field with the placeholder text "City of Anytown" and a "Search" button. Below the input field, a search result is displayed in a box, featuring a logo of a globe and the text "City of Anytown Anytown, AZ". Two red arrows point to the input field and the search result box respectively.

CONTINUE TO STEP 5



## STEP 5: Locate Account

**Add New Account** Step 2 of 3

Enter the following information as it appears on your Draper City bill:

Bill Type  Utility

Account Number

Last Name or Business Name

[Back](#)



Enter the requested information on the **“Add New Account”** screen. You are required to have your billing account number and enter your last name or business name as it appears on the bill. You can find your account number on a bill that you have previously received. Select **“Locate Account.”**



**Add New Account** Step 3 of 3

Utility Account #12345 for City of Anytown

<b>BILLING ADDRESS</b> DOE, JOHN 123 ANY STREET ANYTOWN, AZ 85253	<b>SERVICE ADDRESS</b> 123 ANY STREET
--	--

Opt in for Paperless

[Back](#)



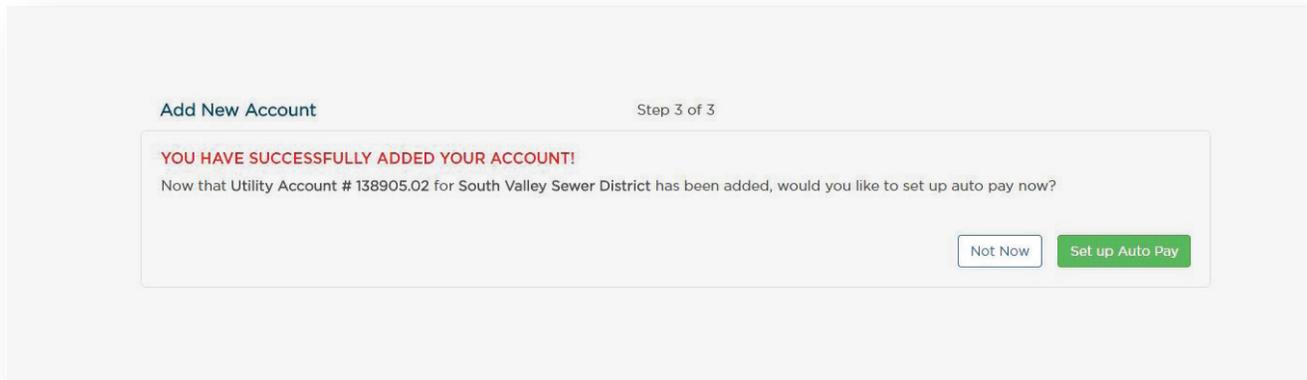
When the account is located, the information concerning the account is displayed. Please verify that your information is correct.

Select **“Add New Account”** if the account information matches. Select **“Back”** if it does not. If you receive any other message when you perform the account search, reference the error and contact your billing organization if a bill is not found.

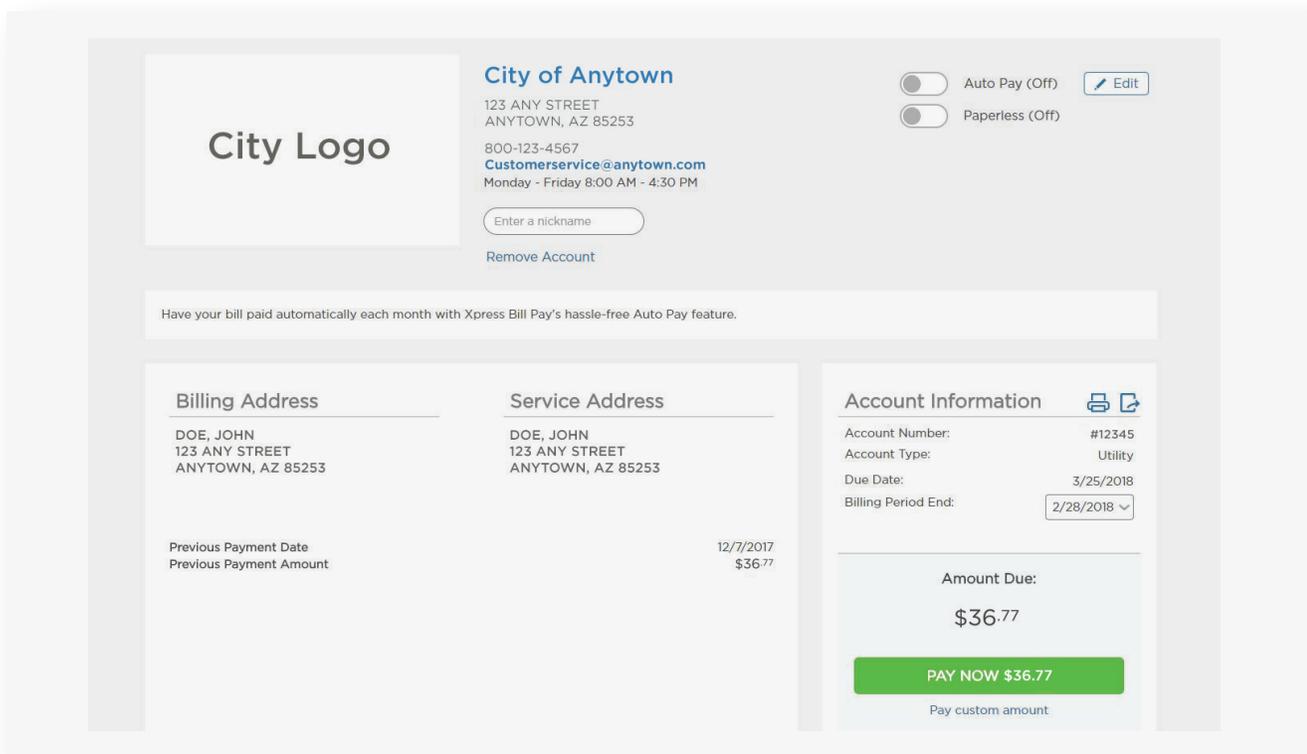
**CONTINUE TO STEP 6**



## STEP 6: Manage Accounts



You have now successfully linked your first account to your new login. If you would like to set up an **Auto Pay** for this account, select **“Set up Auto Pay.”** If not, click, **“Not Now,”** and you will be taken back to your main account page. You will be able to set up an Auto Pay at any time. As you add more accounts, they will all be listed on your **“Accounts”** page.



If you have other organizations that you want to link, select **“Add Accounts”** and follow the previous steps. To begin paying a bill, select **“PAY”** and you will be taken to the cart checkout.

CONTINUE TO STEP 7



## STEP 7: Cart Checkout

**Bill Cart**

Cart Contents

<b>City of Anytown</b> Utility 123 ANY STREET ANYTOWN AZ 85253 Remove   Edit Amount	ACCOUNT #: 12345	DUE: 6/20/2016	AMOUNT: \$36.77
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Remove All | Add More Bills to the Cart ←

Cart Summary

Total Amount:  
**\$36.77**

Proceed to Checkout ←

If this is the only bill you want to pay, select **“Proceed to Checkout.”** If there are additional bills you wish to pay, select **“Add More Bills to the Cart.”**

When you select **“Proceed to Checkout”** you will then be able to choose which type of **payment method** you wish to use. There are several options including an electronic funds transfer from a checking or savings account, or a Credit/Debit card.



**Checkout**

Payment Options

Accepted Pay Method(s)

Select Pay Method

Payment Details

Payment Amount:  
**\$36.77**

Please select a pay method.

Review and Confirm

If the billing organization that you are paying accepts both forms of payment, you can choose a previously saved method, add a new method, or delete an old one by selecting under **“Select Pay Method”** at the top of the screen.

**CONTINUE TO STEP 8**



## STEP 8: Cart Checkout

Enter the information for each field on the “**Select Pay Method**” screen.

### Bank Account

If you elect to pay with a **bank account from checking**, please be certain that you enter the routing number from a check. The routing number from a deposit slip is **NOT** valid and the payment will be returned.

### Credit/debit Card

When paying with a **credit or debit card**, be sure to verify the billing address. An incorrect address can cause delay or decline of the card.

CONTINUE TO STEP 9



## STEP 9: Payment Receipt

With a successful payment, a green “**SUCCESS!**” message will display. If the payment is unsuccessful for any reason, you will receive a message stating why the payment was unsuccessful. You may print the receipt for your records by clicking the printer image in the upper right corner. You may select “**Back to Home**” to be returned to the “**Accounts**” screen.

[« Back to Home](#)
 

## SUCCESS!

Your payment has been submitted.  
Here is your receipt.

25 July 2016 @ 12:24PM

Item	Amount
<a href="#">Anytown Utility for #12345 at 123 Any Street</a> Confirmation Number: 1234 Transaction Number: 1234PT Pay Method: Visa *****1111	\$36.77
<b>Total</b>	<b>\$36.77</b>

An email receipt was sent to johndoe@email.com.

[Pay Another Bill](#)

## **Sign up for Autopay today!**

Did you know the City of Silverton has two autopay options you can use to pay your monthly water/sewer bills? Both options are easy to use and free to participate! Auto-pay lets you pay your monthly water/sewer utility bill by having it automatically deducted from your checking, savings account or debit/credit cards each month.

**Option 1:** You can set up an autopay through a checking or savings account by filling out this application and submitting a voided check to the City of Silverton-Finance Department:

<http://www.silverton.or.us/autopay>. These payments will be pulled from your banking account on or near the 10<sup>th</sup> of each month. Auto-pay will begin the month following a received application.

**Option 2:** Login or create an account at [www.xpressbillpay.com](http://www.xpressbillpay.com) and sign up using a checking, savings or a debit/credit card and choose a date for your auto payment.

**Paperless Billing:** You can sign up for paperless billing through Xpress Bill Pay or email the City of Silverton Finance Department at [finance@silverton.or.us](mailto:finance@silverton.or.us) to let us know to put you on paperless billing. If you have any further questions regarding autopay please contact the Finance Department at 503-873-5321.



306 S Water St  
Silverton, OR 97381

**CITY OF SILVERTON  
WATER/SEWER SERVICE AUTOMATIC BILL PAYMENT  
AUTHORIZATION AGREEMENT**

I authorize the City of Silverton to deduct funds from my checking/savings account at the financial institution named below to pay my City of Silverton utility bills. I understand that I can stop these automatic payments if I notify the City of Silverton in writing by the last day of the month.

I also understand that the City of Silverton and/or my financial institution can stop my participation in this service, if necessary.

Utility Account # \_\_\_\_\_

\_\_\_\_\_  
Name on City water/sewer account

\_\_\_\_\_  
Address where you receive water/sewer service

\_\_\_\_\_  
Your name as shown on financial institution records

\_\_\_\_\_  
Daytime phone#

\_\_\_\_\_  
Name of your bank, savings and loan or credit union

\_\_\_\_\_  
Checking/Savings  
(please circle)

\_\_\_\_\_  
Your signature as shown on financial institution records

\_\_\_\_\_  
Date

Please attach to the reverse side of this form an original check on which you've written "void" from the financial account you wish to debit.

(OVER)

**PROCESS**

In order to sign-up for auto-pay services I understand that my account needs to be current.

Each month we will continue to read your meter and send you a bill detailing the charges and showing the amount due to be automatically withdrawn from your account. If you need to temporarily suspend your auto pay due to a leak or abnormally high bill, please send written request by the 5<sup>th</sup> of the month.

For your convenience, your payment will be automatically deducted the 10<sup>th</sup> of the month.

**TERMS AND CONDITIONS**

If a customer changes banks or bank accounts and wants to continue using the auto-pay program, the customer must sign a new authorization agreement. Authorization forms must be received by the Finance Department by the last working day of the month.

Customers will pay a returned-item fee as specified by the City for any automatic deduction that is returned to the City of Silverton.

Initials \_\_\_\_\_

**SIGN UP FOR PAPERLESS BILLING**

Would you like to stop receiving paper bills?  Yes  No Initials \_\_\_\_

Attach voided check here

# Residential Sewer Averaging



Like many other cities Silverton does not meter the wastewater you discharge, and instead uses a sewer averaging period. The assumption for wastewater use is that during the winter months of November through April water usage is primarily inside your residence which is treated at the Wastewater Treatment Plant.

The sewer charge has two components: (1) Base Charge per dwelling unit and (2) Usage Charge based on water consumption. The sewer usage charge is determined by taking the average monthly water consumption, measured in cubic feet (cf), for a six month period between November (starting after the water meter reading taken about the third week of October) through April (ending with the water meter reading taken about the third week of April) billing periods. Once that average is determined the usage is applied to the current sewer rate to get the usage charge.

Customers will see their new sewer average on the bill that is mailed out the last working day of May. Unless there is a rate change which normally occurs in July, this is your fixed sewer rate until the following May when the average is recalculated. This means the sewer portion of a customer's bill will not increase in the summer months due to irrigating, car washing, filling of swimming pools or any other outdoor water use.

Residential customers have the option to "opt-out" of the averaging method and have the sewer usage charge based on actual water consumption for each month all year long. To "opt-out" or "opt back in" the customer must complete an "Opt-Out/In" form and submit it to the Finance Department by April 30th. Opt-Out/In's can only be changed one time per year in April.

All new and existing residential customers who don't have at least four month of usage for the averaging period will have their sewer charge based on actual usage up to the maximum amount per month (based on 1.5 times the city wide average water consumption updated annually).

For additional utility billing information and resources please visit the City's website at: <http://www.silverton.or.us/finance/page/sewer-averaging>

# City of Silverton

306 S Water St  
Silverton, OR 97381



## Residential Sewer Averaging Opt-Out/In Form

This form serves as a notice to the City of Silverton that I/we the customer(s) shown below choose to Opt-Out/In to the City's residential sewer averaging program.

OPT-OUT       OPT-IN

<b>Account Number:</b>	<b>Service Address:</b>
<b>Primary Customer:</b>	<b>Phone Number:</b>
<b>Secondary Customer:</b>	<b>Phone Number:</b>

By signing this form I/we acknowledge the following:

- **The form must be submitted to the Finance Department by April 30 to be effective with the following May billing.**
- I/we understand that the residential sewer averaging method used to calculate the sewer portion of the bill is based on the average water usage using the November through April billing periods (6 months) and is changed annually on the May utility bill.
- I/we understand that by opting out of residential sewer averaging that the sewer portion of the bill will be based on the actual water usage each month.
- I/we understand that to opt-in to the residential sewer averaging method that a new form must be completed and provided to the Finance Department and the new option will be effective with the next May utility bill.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**



## Water Leak Adjustments

Per City of Silverton Municipal Code 13.04.215, a customer must submit in writing a request for a leak adjustment to their utility bill if they have permanently repaired a qualified leak. The customer must verify in writing the type of leak, when it was found, when it was repaired and provide pictures and/or receipts. The customer has 30 days to repair the leak after informing the City that a leak exists and was caused by either a broken pipe or pipe connection.

No more than two (2) consecutive months of water and/or sewer bills from before the customer fixed the leak will be adjusted. Sewer bills will only be adjusted if the charge is based on water consumption. The utility billing clerk will automatically pull and, (if necessary) adjust the second month's bill when a leak is reported and it was affected by the leak. This will ensure the customer does not have to report the same leak twice.

If eligible, the utility billing clerk will make an adjustment by determining the difference in the customer's normal consumption and the consumption during the month(s) when the leak occurred. The difference in consumption will be posted as a credit to the account. After the leak is adjusted, a **\$10.00** service fee shall be deducted from the credit. *The leak adjustment process can take up to 30 days to complete so any amount due will need to be paid before the due date to avoid additional fees being added to your account.*

The City will repair any leak that occurs during the course of installation of a water meter or repair of water meter including, gaskets and meter couplers in which case the \$10.00 service fee will be waived unless the leakage was caused by poor condition of the customer pipe.

### Water and Sewer

If the leak was caused by a broken pipe or pipe connection and is not caused by obvious neglect or improper installation the utility billing clerk will reduce the consumption by the excess over the user's normal water/sewer bill.

Eligible:       1. Broken pipes  
                    2. Broken fittings/connections

Not

Eligible:       1. Leaky valves, such as faucets, hose bibs, toilet valves  
                    2. Unattended valves  
                    3. Improper installation of pipe, valves, or fittings  
                    4. Obvious neglect of exposed piping  
                    5. More than one leak adjustment for the same broken pipe or fitting within the last two (2) years.

Prior to any adjustment being made city staff must verify the leak has been properly and **permanently repaired**. The City is not responsible to expose or locate leaks on private property.

Please submit the "Leak Adjustment Request" form to the Finance Department at City Hall, 306 S. Water St., along with a copy of any receipts, invoices and pictures pertaining to the repair of the leak.

Revised: 12/20/2019

# CITY OF SILVERTON

## Leak Adjustment Request



Today's Date: \_\_\_\_\_

<b>Customer Name:</b>	<b>Service Address:</b>
<b>Account Number:</b>	<b>Phone Number:</b>
<b>When was the leak found?</b>	<b>When was the leak repaired?</b>

***Invoice(s)/receipt(s)/picture(s) MUST be attached***

**\*\*May Send to: [finance@silverton.or.us](mailto:finance@silverton.or.us)**

**Provide a description of: the type of leak, location of leak, and how long you think the leak had been going on?**

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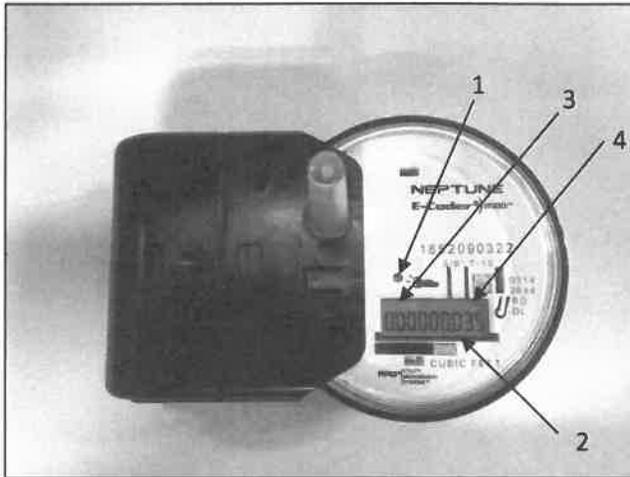
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**I understand that all documents must be received before my account will be reviewed for a leak adjustment. I also understand that upon inspection by the City of Silverton, if all leakage had been corrected and my consumption has decreased, my bill may be considered for an adjustment. Any adjustment made will be reflected on my next bill.**

\_\_\_\_\_  
**Customer Signature**

\_\_\_\_\_  
**Date**

# Explaining Your New Neptune Water Meter



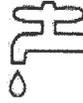
## 1 - Light Sensor

There is a recessed sensor under the small hole near the center of the faceplate, which supplies the power for the LCD panel (light activated). A common household flashlight pointed at the light sensor will revive the meter from "sleep" mode.

## 2 - Reading Screens

The meter shown in the photo is displaying a 9-digit water meter reading in cubic feet of water consumption.

**3 - Leak Indicator** displays a possible leak with a



dripping faucet icon in the upper left corner of the LCD panel.

OFF

No leak indicated.

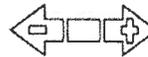
Flashing

Intermittent usage or leak indicated. Water usage/leak detected during at least 50 of the 96 15-minute intervals during the last 24-hour period.

On Continuously

Continuous usage or leak indicated. Water used during all 96 15-minute intervals during the last 24-hour period.

**4 - Flow Indicator** shows the direction of flow through



the meter with an arrow icon in the upper right corner on the LCD panel.

ON

Water in use

OFF

Water not in use

Flashing

Water running slowly

(-)

Reverse flow

(+)

Forward flow

## READING YOUR NEPTUNE WATER METER

Hold a bright flashlight on the light sensor (As described in "1-Light Sensor" above).

The LCD display will display 2 intermittent display screens:

- A. Meter reading to the nearest thousandth (3 decimal places).
- B. Rate of flow.

To check for a water leak, examine the rate of flow display:

- A. Shut off all water in the house.
- B. Activate the meter using a flashlight.
- C. Observe the rate of flow display screen.
- D. An observed rate reading of greater than 0.000, corresponds to water moving through the meter. If all water has been shut-off then a leak may exist in your water system at some point between your water meter and your faucets and other water fixtures.
- E. Contact a licensed plumber to identify and remedy the problem as soon as possible to avoid excessive billing.



## **City of Silverton Information and Requirements for Backflow Preventer Installation**

**This form is for informational purposes only. A separate permit is required for the installation of backflow devices.**

Per Silverton Municipal Code Chapter 13.20 and State of Oregon Administrative Rule (OAR) 333-061-0070 certain properties with potential cross connections are required to install a backflow preventer.

### **Device Installation and Test Submission Procedure**

To install, operate and maintain a proper backflow preventer, follow the steps below:

1. The backflow preventer must be installed in accordance with all state and local regulations and requirements. For information on obtaining a permit, contact the City of Silverton Building Department at (503)874-2207.
2. Once installed the device must be tested by a State of Oregon Certified Backflow Tester. For a list of State Certified Testers, contact the City of Silverton Cross Connection Coordinator at (503) 874-2206 or visit [www.silverton.or.us/crossconnection](http://www.silverton.or.us/crossconnection).
3. Once testing is completed, a test report must be filed immediately with City of Silverton Cross Connection Coordinator (within 10 working days). Your backflow preventer must be properly maintained and will be required to be tested and inspected by a certified tester by June 1 of each year.

Certified Testers - Please hand carry or mail test reports to:

City of Silverton Public Works  
Cross connection Program  
306 S Water Street  
Silverton, OR 97381

Reports may also be sent by email to: [testreports@silverton.or.us](mailto:testreports@silverton.or.us)

### **Properties Required to Install a Backflow Preventer**

Unless they receive a specific exemption from the Cross Connection Specialist, the following types of properties are required to use backflow preventers:

1. Premises with irrigation systems, ponds, hot tubs, pools, etc. that are connected to the City's water supply.
2. Premises with cross connections defined in Table 42 (Premises Requiring Isolation) of OAR 333-061-0070.

## Silverton Resident Phone Directory

### SCHOOLS PHONE NUMBER

Mark Twain Elementary (K-2 <sup>nd</sup> )	503-873-6341
Robert Frost School (3 <sup>rd</sup> -5 <sup>th</sup> )	503-873-5301
Silverton Middle School (6 <sup>th</sup> -8 <sup>th</sup> )	503-873-5317
Silverton High School (9 <sup>th</sup> -12 <sup>th</sup> )	503-873-6331

### ORGANIZATIONS PHONE NUMBER

Chamber of Commerce	503-873-5615
Lions Club	503-873-6071
Oregon Garden	503-874-8100
Saturday Market	503-390-7276
Silver Falls Library	503-873-5173
Silverton Area Community Aid (SACA)	503-873-3446
Silverton Community Outreach Clinic	503-873-0815
Silverton Family Resource Center	503-873-8330
Silverton Fire Dept. Burn Line	877-982-0011
Silverton Fire Dept.	503-873-5328
Silverton Grange Hall	503-829-6727
Silverton Hospital	503-873-1500
Silverton Senior Center	503-873-3093
Silverton Swimming Pool	503-873-6456
Silverton Together	503-873-0405
Silver Trolley	503-873-4546
Underground Utility Locates	800-332-2344
YMCA	503-873-0205
Post Office	800-275-8777

### UTILITIES PHONE NUMBER

PGE (electricity)	800-542-8818
Northwest Natural Gas	503-585-6611
City of Silverton Water/Sewer	503-873-5321
Republic Services (garbage)	503-981-1278
Ziplay Fiber (phone/internet)	800-921-8101
Wave Broadband (cable/phone/internet)	866-928-3123

**Revised 5/11/2021**