2025 Water Rates Survey Report

November 2025

Paul Aljets, Aljets Consulting

The 2025 League of Oregon Cities (LOC) Water Rates Survey presents a comprehensive snapshot of drinking water, wastewater, and stormwater utility practices across Oregon cities. The survey shows a system facing ongoing financial and regulatory stress. It's marked by rising rates, more use of asset management systems, and increasing complexity in infrastructure and billing practices. Cities are modernizing billing and easing delinquency enforcement. They are also increasingly adopting asset management frameworks. However, they face challenges. Aging infrastructure and rising costs from inflation are big problems. Also, uneven use of long-term planning tools, like water conservation plans, adds to the challenge.

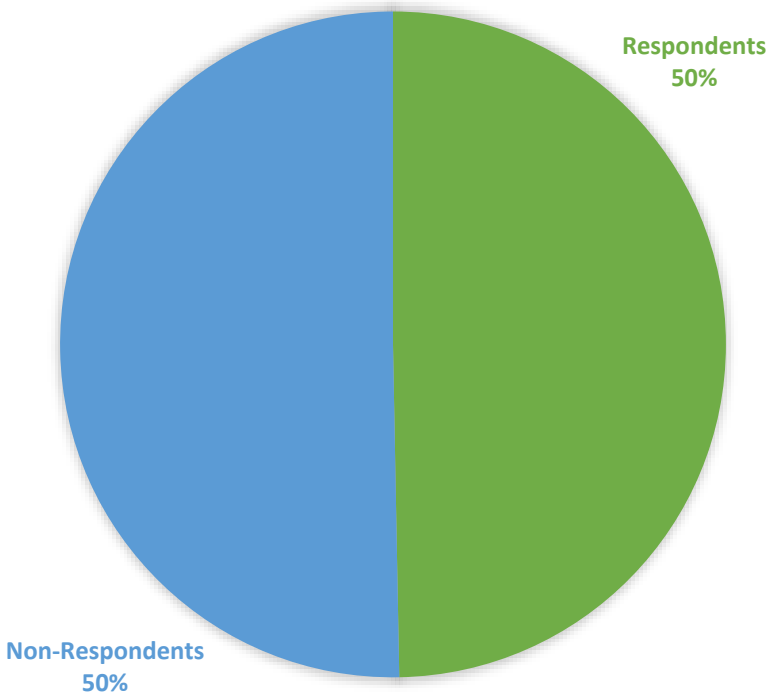
Introduction

For the last 26 years, the LOC has gathered information to better understand city drinking water and wastewater rates. The ability to gather this information has been a useful tool that allows cities to better understand trends in drinking water, wastewater, and stormwater rates; and to understand how water rates might be impacted based on region, population, or economic demographics. In the past, this survey was conducted in partnership with the University of Oregon and Oregon State University. However, the last four iterations of this survey have been accomplished solely by the LOC.

Survey Methods

Responses were received from 71 cities (out of Oregon's 241 cities) representing 1,502,848 residents, or approximately 50% of the population living in Oregon cities. This is significantly fewer respondents than in previous years. The LOC created the survey with Qualtrics and distributed it to city managers, city recorders, and other individuals with positions equal to a city's chief executive officer. These individuals often relied on support from relevant city staff or forwarded the survey to be completed by city staff. This survey was conducted from September 15 to October 10, 2025.

Population		
	#	%
Quintile		
1st Quintile	14	19.7%
2nd Quintile	13	18.3%
3rd Quintile	14	19.7%
4th Quintile	12	16.9%
5th Quintile	18	25.4%
TOTAL	71	
Region		
N. Coast	9	12.7%
Metro	14	19.7%
N. Willamette	7	9.9%
S. Willamette	6	8.5%
C. Coast	1	1.4%
S. Coast	3	4.2%
S. Oregon	8	11.3%
Gorge	5	7.0%
C. Oregon	2	2.8%
SC Oregon	2	2.8%
NE Oregon	9	12.7%
E. Oregon	5	7.0%
TOTAL	71	



Cities are divided into population quintiles or groups of cities representing roughly one-fifth of the 241 total cities. This provides a more accurate comparison of differences among city populations. If the LOC randomly selected cities from each quintile, we would expect 20% to come from each of the five quintiles. Among respondent cities, there was overrepresentation in the North Coast, Metro, and South Willamette regions. Further, the survey showed an underrepresentation of cities in several regions as well. Respondent distributions by population Quintiles shows an overrepresentation in 5th Quintile and an underrepresentation in the 4th Quintile. In the above table, cells marked with green indicate an overrepresentation and those in red denote underrepresentation.

Please see Appendix C for a map of LOC's Small Cities Regions.

General Results

Billing, Late Fees, Penalties, and Collections

Eighty-seven percent of cities issue water bills to their residents and customers monthly, which is consistent with previous iterations of this survey. Bi-monthly billing used to be common in cities with a population less than 10,800, however this year's findings suggest a shift away from that trend. Further, 72% of the city respondents allow for paperless billing, up from 59% in 2023. Paperless billing is more common in cities with a population greater than 3,275, as well as in the Metro, North Coast, and both valley regions.

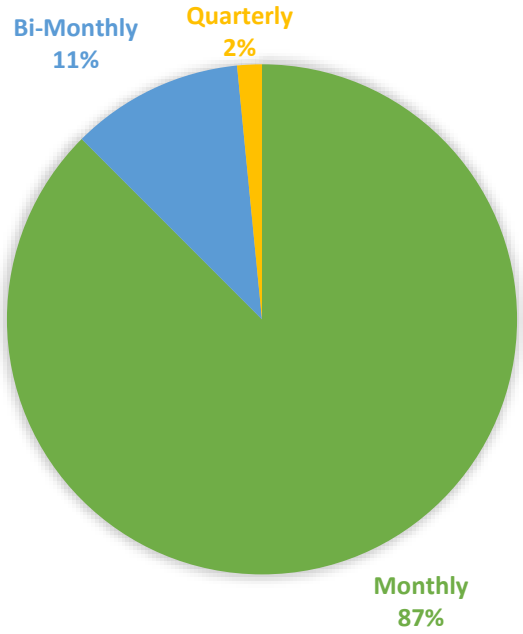


Figure 1: Billing Frequency

Late fees and interest rates vary. However, these average $14.36 in late fees and 1.2% for interest. This is a significant decrease from the 4.6% interest in 2023. South Central Oregon remains the region with the highest average late fee, ($18.50) though far less than the $30.00 in 2023. On average, late fees are assessed 19.7 days after the due date, which is more consistent with what was found in 2021 and 2019. Based on these trends, the survey suggests that cities are relaxing their penalties for late payment although requiring more frequent payment.

Water shut offs in 2019 were consistently an average of 30 days across populations and regions. The responses in 2025 show an increase to an average of 48.5 days until shutoff. This further supports the claim that cities are providing more leeway on delinquent payments.

How many days after due date before you disconnect water service?	
Quintile	
1st Quintile	58.0
2nd Quintile	53.6
3rd Quintile	47.9
4th Quintile	41.4
5th Quintile	43.6
TOTAL	48.5
Region	
N. Coast	63.8
Metro	45.1
N. Willamette	37.3
S. Willamette	42.2
C. Coast	32.0
S. Coast	60.0
S. Oregon	46.1
Gorge	48.3
C. Oregon	60.0
SC Oregon	75.0
NE Oregon	39.3
E. Oregon	50.0
TOTAL	48.5

Table 1: Disconnection Limit

What dollar amount or number of days late triggers collections? - Dollar Amount	
Quintile	
1st Quintile	$ 205.00
2nd Quintile	$ 151.00
3rd Quintile	$ 35.50
4th Quintile	$ 36.67
5th Quintile	$ 82.50
TOTAL	$ 87.06
Region	
N. Coast	$ 51.00
Metro	$ 100.00
N. Willamette	$ 118.75
S. Willamette	$ 20.00
C. Coast	NA
S. Coast	$ 50.00
S. Oregon	$ 100.00
Gorge	$ 10.00
C. Oregon	NA
SC Oregon	NA
NE Oregon	$ 80.50
E. Oregon	NA
TOTAL	$ 87.06

Table 2: Collection Limit (Dollars)

What dollar amount or number of days late triggers collections? – Days	
Quintile	
1st Quintile	36.7
2nd Quintile	67.5
3rd Quintile	55.0
4th Quintile	127.0
5th Quintile	55.6
TOTAL	67.5
Region	
N. Coast	70.0
Metro	69.1
N. Willamette	28.6
S. Willamette	75.0
C. Coast	120.0
S. Coast	45.0
S. Oregon	45.0
Gorge	NA
C. Oregon	NA
SC Oregon	60.0
NE Oregon	113.0
E. Oregon	NA
TOTAL	$ 67.47

Table 3: Collection Limit (Days)

Tables 1-3 show the breakdown of not only when water services are disconnected but also what triggers bills being sent to collection. Here we see much more leeway from cities with fewer than 490 residents; however, this number has dramatically decreased from the average of $500 in 2019. Cities average about $87 in back payments, or 67 days before bills are sent to collections. Again, this is a higher period of time until penalty, but a lower price point before collections are triggered.

Waivers, Discounts and Adjustments

Forty-four percent of cities provide waivers, discounts or reductions to certain segments or their customer base, which is relatively consistent with the 39% found in 2019; the 43% found in 2021, and 41% in 2023. This is most commonly based on the low-income status of residents, low-income housing and for senior citizens. Such accommodations are most likely to occur in cities with a population greater than 3,275 and in the Metro, North Coast, and Central Oregon and South-Central Oregon regions.

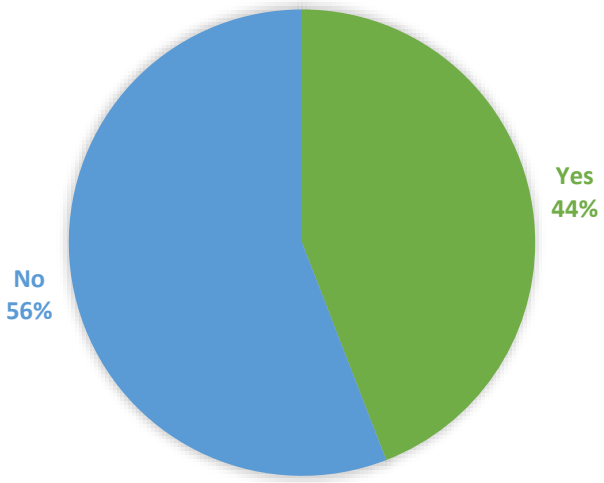


Figure 2: Does your city issue waivers, discounts, and adjustments?

Accommodation is often made for detected leaks that could significantly increase water bills. On average, cities will go as far back as 73 days to provide a billing adjustment, an average far exceeding the 62 days found in previous surveys. Data collected on this shows a clear pattern based on population. Table 4 shows that while smaller cities are more lenient on delinquent payments (3rd quintile being an outlier), there is far less accommodation for miscalculation of bills due to detected leaks. Cities with a population less than 490 average 30 days readjustment, whereas cities with a population greater than 10,800 average 118 days, which is far more lenient than the 66-day average found for 5th quintile cities in the last survey.

If a leak is detected, how far back does the city make adjustments to the water bill? - Days	
Quintile	
1st Quintile	30.0
2nd Quintile	48.8
3rd Quintile	69.6
4th Quintile	83.3
5th Quintile	117.7
TOTAL	76.5
Region	
N. Coast	55.7
Metro	128.0
N. Willamette	70.0
S. Willamette	110.8
C. Coast	90.0
S. Coast	90.0
S. Oregon	45.0
Gorge	30.0
C. Oregon	30.0
SC Oregon	30.0
NE Oregon	54.0
E. Oregon	22.5
TOTAL	76.5

Table 4: Bill Adjustments for Water leaks – Days

Asset Management Systems

Cities were asked if they maintain asset management systems for drinking water, wastewater, and stormwater services, respectively. According to the U.S. Environmental Protection Agency (EPA), asset management is "a process water and wastewater utilities can use to make sure that planned maintenance can be conducted and capital assets (pumps, motors, pipes, etc.) can be repaired, replaced, or upgraded on time and that there is enough money to pay for it." Figure 3 shows that 36 cities (or 71% of respondents) utilize asset management for drinking water, 28 cities (67% of respondents) for wastewater, and 22 cities (63% of respondents) for stormwater. These results are nearly double the averages found in 2023 across all categories. These systems are consistently more likely to be utilized by cities with a population greater than 3,275. This suggests that larger systems, with greater revenue and staffing capacity, are more likely to engage in asset management.

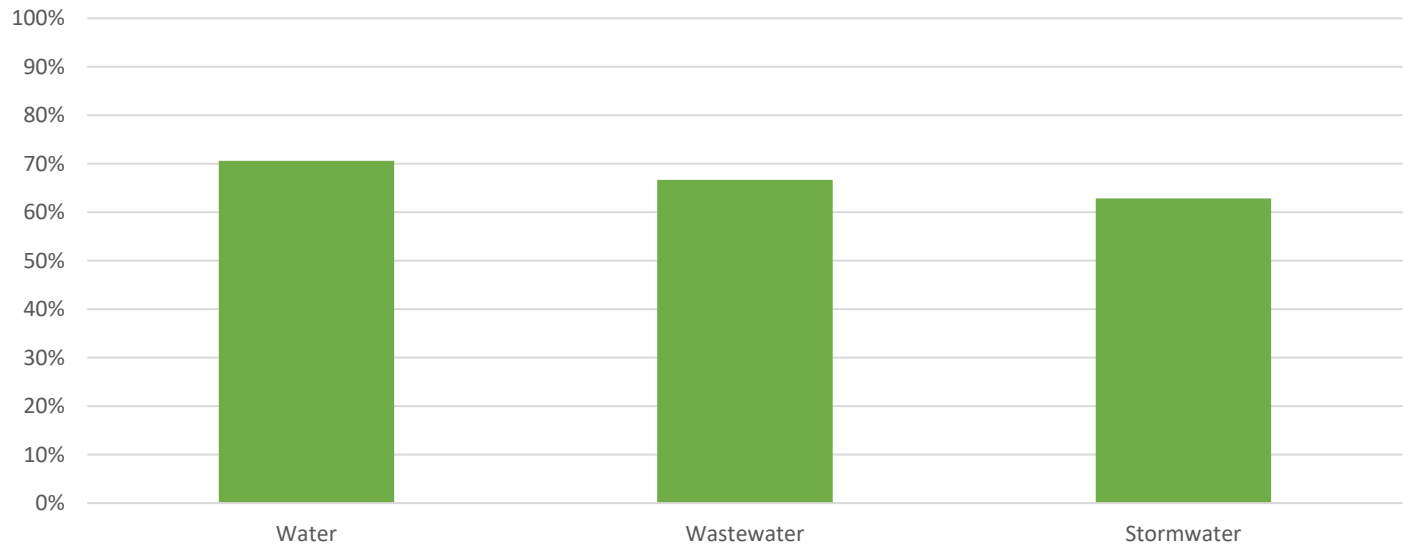


Figure 3: Asset Management Systems by Water Service Type

Rate Studies and Methodology

The survey asked cities to indicate the last time they updated their rate and calculation methodology through a rate study. Rate studies are often conducted to help cities develop financial plans and rates that will generate sufficient revenue to fund operating and capital needs, and to help ensure that the rates charged to adequately fund the system are assessed equitably among ratepayers. The survey shows in all cases (water wastewater, stormwater) that rates and methodologies have been updated on average in the last seven years. Though there are regions in which the rates studies, on average, are much older. The South Coast and Northeastern Oregon regions reported averages of 2010 since the last rates study.

Other Billing and Rate Details

Seventy-nine percent of cities do not require water utilities to be registered in the property owner's name. This is most common in cities with a population greater than 1,350. Most cities handle billing for vacant properties by closing the account with no additional charge. However, seven cities do charge a vacancy rate. Others will bill a base rate or flat fee

to the property owner. The survey also asked for information on any additional fees that may be added to utility bills. Additional fees included backflow testing, new account fees, shutoff fees, and fees for tampering with water or wastewater lines. The commonality of all these types of fees has increased since 2019. In 2025, only 8.6% of respondents had no additional fees or charges on utility bills.

Other additional fees are unique to cities. As indicated below, some cities utilize drinking water and wastewater bills to assess non-related fees for services such as public safety or ambulance fees. While the fee revenue is not generated for the purpose of supporting drinking water, wastewater or stormwater services, the practice of including other fees on water-related bills can serve as a more efficient means for billing and collecting other revenues. Responses included:

- Ambulance Fee
- Capital Improvements
- Debt Service
- Dirt Fill/Blocked Access
- Door Hanger Fee
- Excess Water Usage
- Fire Flow Charges
- Franchise Fees
- Garbage/Sanitation
- Streets and Infrastructure
- Streetlights
- Irrigation
- Late Fees
- Public Safety Fees
- Reconnection Fees
- System Development Charges

About one-half of respondent cities charged customers for stormwater services on their utility bill. Those cities that do are most likely to have a population greater than 3,275 or be in the North Coast, Metro, and South Willamette Valley regions. This reflects federal requirements for certain municipalities (based on population) to obtain a Municipal Separate Storm Sewer System (MS4) permit. Phase 1 permits are required by the EPA for designated areas with a population greater than 100,000, and Phase II permits are required for those with a population less than 100,000 but located within a Census Bureau designated "urbanized area."

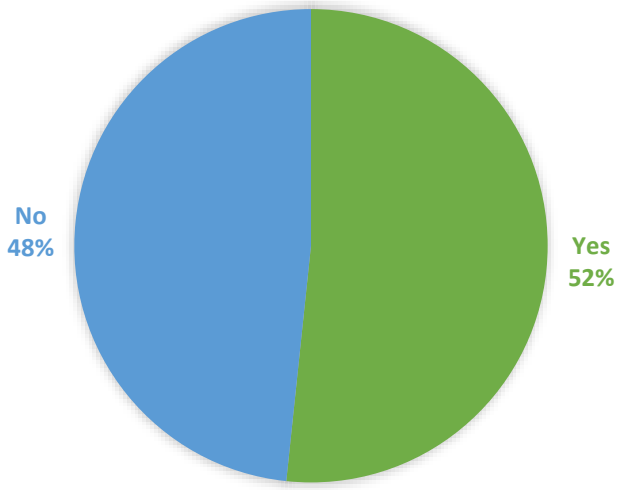


Figure 4: Is Stormwater Included in the Utility Bill?

Drinking Water Rates and Methods

Eighty-five percent of respondent cities charge for drinking water services, up from 75% in 2023. This indicates that drinking water rates tend to change more frequently than wastewater rates. Historically, surveys have shown that rate changes occur almost annually. Nearly all regions and populations have made such adjustments in the last three years; with the South Coast being the exception. Among the 49 cities that responded to this question, all noted that the water rate adjustment was an increase. The increase varied dramatically. On average, the increase was 9.4%, which is consistent with the 10.7% average increase found in 2023.

While many cities reported increases of less than 3%, others experienced substantially higher increases, including several cities reporting double-digit increases exceeding 60%. Joseph and Jordan Valley had rate increases of more than 60%, respectively. The LOC asked cities to describe the reason for these increases. Seventy-six percent of cities listed "inflation" as the reason for the increase in rates. Note that despite inflation being the primary reason for rate increases, many of these cities did not raise their rates to a level that would keep pace with inflation. These reasons and the below inflation increases are consistent with the findings from two years earlier.

The Rate % Increase for Water Services	
Quintile	
1st Quintile	19.4%
2nd Quintile	10.5%
3rd Quintile	8.6%
4th Quintile	5.1%
5th Quintile	7.4%
TOTAL	9.4%
Region	
N. Coast	12.4%
Metro	8.3%
N. Willamette	13.1%
S. Willamette	3.0%
C. Coast	5.0%
S. Coast	12.7%
S. Oregon	5.5%
Gorge	5.3%
C. Oregon	3.0%
SC Oregon	NA
NE Oregon	14.8%
E. Oregon	18.4%
TOTAL	9.4%

Table 5: Rate Service Increases by Population and Region

Among the cities that responded, most utilize a drinking water rate structure that includes a base or flat rate (based on a certain quantity threshold of water use), with an additional rate based on additional water use beyond that threshold amount. This rate structure is commonly referred to as an inclining block rate structure. The LOC provided a hypothetical water service scenario in which a residential customer was billed for 5,000 gallons (6.684 CCFs) with a 3/4'' meter size. Cities were asked to provide calculated amounts that would be charged based on their methods and rate. As water rates can vary based on quantity of water consumed and the meter size, this exercise was intended to provide for a more consistent mechanism to compare water rates. Table 6 shows the average across all cities at $52.90, an increase from the average in 2019 of $41.23 and from $44.17 in 2021 and 52.81 in 2023. This means water rates charged on the same hypothetical water use increased by 28% in the last eight years. Much of this dramatic increase appears to be in cities with a population less than 3,275.

For water services, what dollar amount would you bill them?		
Quintile		
1st Quintile	$	65.42
2nd Quintile	$	57.85
3rd Quintile	$	57.64
4th Quintile	$	42.95
5th Quintile	$	49.50
TOTAL	$	52.90
Region		
N. Coast	$	58.58
Metro	$	53.82
N. Willamette	$	79.51
S. Willamette	$	60.65
C. Coast	$	39.44
S. Coast	$	29.66
S. Oregon	$	42.07
Gorge	$	48.48
C. Oregon	$	35.48
SC Oregon	NA	
NE Oregon	$	35.66
E. Oregon	$	53.37
TOTAL	$	52.90

Table 6: For water services, what dollar amount would you bill them, including the base rate?

Wastewater Rates and Methods

Eighty-two percent of cities charge for wastewater services, consistent with previous surveys. This is more common in cities with a population of more than 10,800, as well as cities in Metro and the South Willamette regions. It can be assumed that populations residing within cities that do not provide public/municipal wastewater service either depend on residential septic systems or are served by another municipality, such as a county or special service district.

On average, 2024 was the last year when wastewater rates were changed. Nearly all regions and populations have adjusted wastewater rates in the last five years. This indicates that drinking water rates may change more frequently than wastewater rates. As was true for drinking water, all respondents noted an increase in wastewater rates. On average, the increase was 8.8%, a decrease from the 9.6% increase found in 2023.

While many cities noted increases of less than 3%, many reported much higher increases. Eight cities noted double digit increases. The LOC asked cities to describe the reason for these increases. Again, most increases are due to CPI and inflation adjustments. Five cities listed state and federal mandates as reasons for rate increases.

The Rate % Increase for Wastewater Services	
Quintile	
1st Quintile	20.63%
2nd Quintile	15.91%
3rd Quintile	6.50%
4th Quintile	5.12%
5th Quintile	5.47%
TOTAL	8.81%
Region	
N. Coast	6.63%
Metro	6.30%
N. Willamette	4.80%
S. Willamette	3.58%
C. Coast	5.00%
S. Coast	11.86%
S. Oregon	5.84%
Gorge	5.67%
C. Oregon	4.00%
SC Oregon	NA
NE Oregon	18.63%
E. Oregon	32.83%
TOTAL	8.81%

Table 7: Wastewater Rate Service Increases by Population and Region

Among the cities that responded, most charge for wastewater based on a base or flat rate with an additional rate for amount consumed afterward. The LOC provided a hypothetical water service scenario in which a residential customer was billed for 5,000 gallons (6.684 CCFs) with a 3/4'' meter size, the same scenario as requested for drinking water. Table 8 shows the average across all cities at $62.77. This is a 23% increase since 2021 (average in 2021 was $51.14).

For wastewater services, what dollar amount would you bill them?	
Quintile	
1st Quintile	$ 39.07
2nd Quintile	$ 60.64
3rd Quintile	$ 67.07
4th Quintile	$ 62.55
5th Quintile	$ 67.35
TOTAL	$ 62.77
Region	
N. Coast	$ 66.62
Metro	$ 70.86
N. Willamette	$ 75.23
S. Willamette	$ 76.46
C. Coast	$ 63.76
S. Coast	$ 60.49
S. Oregon	$ 53.05
Gorge	$ 57.06
C. Oregon	$ 37.03
SC Oregon	NA
NE Oregon	$ 45.28
E. Oregon	$ 43.95
TOTAL	$ 62.77

Table 8: For wastewater services, what dollar amount would you bill them, including the base rate?

Stormwater Rates and Methods

Fifty percent of cities charge for stormwater services. This is a significant increase from the previous three surveys, which all found between 39% and 41% of those respondent cities charging for stormwater. These services are present almost exclusively in cities with a population greater than 3,275 and those in the Metro and Valley regions, and now commonly in Southern Oregon. Again, this likely reflects those cities that are required by the EPA to have a Municipal Separate Storm Sewer System permit (commonly known as a MS4 permit).

For stormwater, 2023 was the last year on average in which rates were changed. Nearly all regions and populations have made such adjustments in the last five years. All respondent cities noted that this adjustment was an increase. Rate increases averaged just 6.1%, which is far less than the increase was 31% in 2023 and is more consistent with the 2019 and 2021 found averages. This year's rate changes were most significant in cities in the North Coast region as well as in cities under 490 population. Only two cities (Dallas and Wheeler) reported double digit increases in 2025, partially due to a lack of increases in recent years.

The Rate % Increase for Stormwater Services	
Quintile	
1st Quintile	40.0%
2nd Quintile	NA
3rd Quintile	3.0%
4th Quintile	4.0%
5th Quintile	5.0%
TOTAL	6.1%
Region	
N. Coast	20.5%
Metro	5.3%
N. Willamette	7.2%
S. Willamette	2.7%
C. Coast	5.0%
S. Coast	NA
S. Oregon	4.4%
Gorge	3.0%
C. Oregon	3.0%
SC Oregon	NA
NE Oregon	NA
E. Oregon	NA
TOTAL	6.1%

Table 9: Stormwater Rate Service Increases by Population and Region

Most respondent cities charge for stormwater as a separate utility fee on a dollar per month basis. Table 8 shows the average across all cities at $12.33, which is $3.72 higher than the previous survey's figure of $8.61. So, not only have more cities adopted charges for Stormwater services, but these cities have increased average charge by more than 3 dollars. However, those cities that previously had Stormwater rates increased only modestly.

For Stormwater services, what dollar amount would you bill them?	
Quintile	
1st Quintile	$5.00
2nd Quintile	$2.50
3rd Quintile	$6.66
4th Quintile	$8.04
5th Quintile	$16.01
TOTAL	$12.33
Region	
N. Coast	$12.43
Metro	$17.73
N. Willamette	$13.17
S. Willamette	$4.08
C. Coast	$9.28
S. Coast	$3.00
S. Oregon	$7.98
Gorge	$11.03
C. Oregon	$9.03
SC Oregon	NA
NE Oregon	NA
E. Oregon	NA
TOTAL	$12.33

Table 10: For stormwater services, what dollar amount would you bill them on a per month basis?

Service Population, Consumption, and Infrastructure

Cities provide water services to residents but may also provide service to individuals outside city limits. The average service population for respondent cities was proportional to the size of each city. While this is no shock, the more interesting insight is the proportion of customers receiving drinking water services outside of city limits. On average, the number of serviced residential accounts with drinking water outside of city limits was 43% of the number of accounts inside the city proper, up from 31% in 2023. Still, the proportion of accounts outside of city limits increases as city population increases. This may reflect urbanization and population growth occurring within urban growth boundaries. This iteration of the survey also has an overrepresentation of 5th quintile cities, which would account for a larger proportion of accounts outside city limits. Larger cities mean larger UGBs.

This high demand and high consumption translate into an increased need for water infrastructure. The table below shows the average number of pumps and lift stations, zones and water levels, and the total miles of water pipe (not including laterals). Comparing regions is far less useful in this case as regional geographic differences influence city water infrastructure. However, there is an obvious trend in the water infrastructure by population. Each column in Table 10 shows that as a city grows, even with regional variation, infrastructure expands and becomes more complex.

City Infrastructure Averages				
	Drinking Water Pumps and Lift Stations	*Zones and Levels*	*Total Miles of Water Pipes*	*Total Miles of Sewer Lines*
Quintile				
1st Quintile	2	1	3	3
2nd Quintile	2	1	7	8
3rd Quintile	4	4	17	11
4th Quintile	3	3	48	41
5th Quintile	21	20	324	348
TOTAL	10	10	155	170
Region				
N. Coast	3	5	28	23
Metro	26	24	376	394
N. Willamette	10	7	184	241
S. Willamette	2	2	31	23
C. Coast	3	3	68	72
S. Coast	3	2	32	25
S. Oregon	9	12	103	78
Gorge	3	4	43	31
C. Oregon	1	NA	NA	NA
SC Oregon	NA	NA	NA	NA
NE Oregon	5	3	31	21
E. Oregon	1	1	4	3
TOTAL	10	10	155	170

Table 11: Averages for City Water Infrastructure

On average, the last major update for city drinking water systems was in 2011, same as in the 2023 survey. Most responding cities were within 10 years of this average. Despite recent updates, additional expansion may be needed for water infrastructure systems. Respondent cities noted daily production would exceed the design of their water systems by 2041, which is consistent with surveys. Wastewater systems, on average, are due to reach design capacity by 2031, which is significantly less time than the average forecast of 2038 from the 2021 survey. While some have noted they are projected to have surpluses in their water infrastructure far into the future, others noted that they are already exceeding capacity.

Water Conservation, Management, and Reclamation

Seventy-four percent of cities have a water management and conservation plan (WMCP), which is a decrease of 83% from 2021 and 86% in 2024. The reason for these decreases is unclear. These plans can be adopted voluntarily but are often a required condition associated with state-issued water right permits. Cities with a WMCP tend to have a population greater than 10,800. Eighty-eight percent of respondents measure their water loss. This is also more likely to occur in 5th quintile cities.

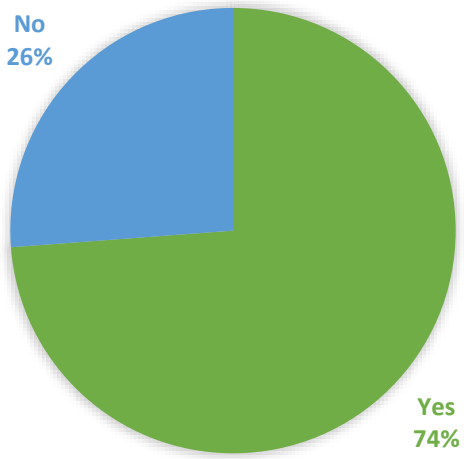


Figure 5: Does your city have an approved water conservation and management plan?

Seventeen percent of cities utilize or provide reclaimed water for irrigation on public or private property, which is dramatically less than the 42% found in 2023. This is most likely to still occur in the Willamette Valley, and South Coast regions. On average, 3.7% of reclaimed water is reused and applied to these properties, which is also a decrease from 22.9% in 2023. While this may be due to the survey sample this year, it also indicates a trend away from using reclaimed water.

Twenty-eight percent have such a program for biosolids on public and private property, which is consistent with previous years. On average landfill 84.2% of biosolids. Nearly identical biosolid reuse coupled with decreases in water reclamation indicates that the water reclamation numbers are not a response bias. It may indicate that either cities are less committed to water reclamation, or that there is less water to reclaim.

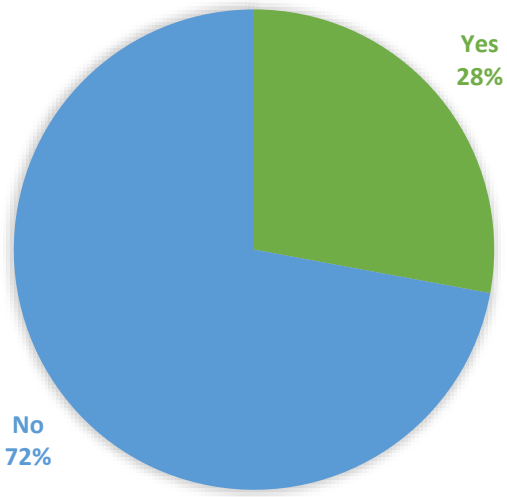


Figure 6: Does your city apply biosolids to public/ private property?

Appendix A: Invitation to Participate

The League needs your help – please complete this survey by Friday, October 10th.

For over two decades, the LOC has sent members a water-rate survey every two years. This information is gathered and framed into report that has been helpful to municipalities across Oregon. The data that is collected provides an excellent source of detail to better understand city drinking water and wastewater city rates.

Please take time to fill out the survey. It will be useful to you and other cities across Oregon. The target date for completion is October 10th at 5PM.

NOTE: Please submit all answers using the online form. Please use the attached PDF only for information and guidance.

Survey Link Below:

https://orcities.co1.qualtrics.com/jfe/form/SV_85OidDCqbsfLWbY

Please don't hesitate to contact us if you have any questions regarding the survey at jpierce@orcities.org or 503-588-6550.

Thank you in advance for taking the time to fill out this survey.

Michael Martin, *Lobbyist*
cell: 971-382-2069 office: 503-588-6550
1201 Court St. NE, Suite 200, Salem, OR 97301-4194
www.orcities.org

Appendix B: Survey Instrument

Water Rates Survey 2025

Q1 **Water Rates Survey 2025**

***Note**: Unless otherwise stated, the following questions pertain to residential (non-commercial) water, wastewater, and stormwater rates.*

Q2 Respondent Information:

- City Name: (1) _____
- Your Name: (2) _____
- Your Job Title: (3) _____
- Your Email Address: (4) _____
- Your Phone Number: (5) _____

Q3 **UTILITY BILLING**

This section asks questions about city billing including rates and methods. All questions relate to residential utility billing.

Q4 How often are bills issued?

- Monthly (1)
- Bi-Monthly (2)
- Quarterly (3)
- Other (Please Specify) (4) _____

Q5 What methods of payment are accepted? (Check all that apply)

- ☐ Cash (1)
- ☐ Check (2)
- ☐ Credit/Debit (3)
- ☐ Money Order (4)
- ☐ Direct Deposit (5)
- ☐ e-check (6)

Q6 Do you provide paperless billing?

- ❍ Yes (1)
- ❍ No (2)

Q7 What methods of enforcement are used for late or nonpayments? (Check all that Apply)

- ☐ Late Fee (1)
- ☐ Late Fee and Interest (2)
- ☐ Disconnect Water Service (3)
- ☐ Collections (4)
- ☐ Lien on Property (5)
- ☐ Other (Please Specify) (6) _____

Display this question:
If What methods of enforcement are used for late or nonpayments? (Check all that Apply) = Late Fee
Or What methods of enforcement are used for late or nonpayments? (Check all that Apply) = Late Fee and Interest

Q8 What is the late fee rate?

_____

Display this question:
If What methods of enforcement are used for late or nonpayments? (Check all that Apply) = Late Fee and Interest

Q9 What is the interest rate?

_____

Display this question:
If What methods of enforcement are used for late or nonpayments? (Check all that Apply) = Late Fee

Q10 How many days past due date are allowed before the late fee is assessed?

_____

Display this question:
If What methods of enforcement are used for late or nonpayments? (Check all that Apply) = Late Fee and Interest

Q11 What is the penalties amount and interest rate?

- Penalties Amount (1) _____
- Interest Rate (2) _____

Display this question:
If What methods of enforcement are used for late or nonpayments? (Check all that Apply) = Disconnect Water Service

Q12 How many days after due date before you disconnect water service?

_____

Display this question:
If What methods of enforcement are used for late or nonpayments? (Check all that Apply) = Collections

Q13 What dollar amount or number of days late triggers collections?

- Dollar Amount (1) _____
- Days (2) _____

Q14 Does the city provide waivers, discounts or reductions to certain utility customers?

- Yes (1)
- No (2)

Display this question:
If Does the city provide waivers, discounts or reductions to certain utility customers? = Yes

Q15 Please describe these waivers, discounts and reductions:

_____
_____
_____
_____
_____

Q16 Does your city provide credit or make any billing adjustments for leaks or billing errors?

- ❍ Yes, water leaks (1)
- ❍ Yes, billing errors (2)
- ❍ Yes, both (3)
- ❍ No (4)

Display this question:
If Does your city provide credit or make any billing adjustments for leaks or billing errors? = Yes, water leaks
Or Does your city provide credit or make any billing adjustments for leaks or billing errors? = Yes, both

Q17 For what services are adjustments made for customer water leaks

- ☐ Water (1)
- ☐ Wastewater (2)

Q18 If a leak is detected, how far back does the city make adjustments to the water bill?

- ❍ Days (1) _____
- ❍ Other Comments (2) _____

Display this question:
If For what services are adjustments made for customer water leaks = Wastewater

Q19 Please describe what you do for wastewater adjustments.

_____
_____
_____
_____
_____

Q20 Please email copies of your city **Water/Wastewater Shutoff Policy** and the city **Water Rate Schedule** to research@orcities.org.

Q21 **RATES & CHARGES**

This section asks questions about debt services, asset management, and types of rates charged for water, wastewater, and stormwater.

Q22 What percentage of rate revenue is obligated to debt services for the following systems?

	Rate Revenue	Not Applicable
	% (1)	N/A (1)
Water (1)		☐
Wastewater (2)		☐
Stormwater (3)		☐

Q23 Does your city maintain an asset management system for the following services?

	Yes (1)	No (2)	N/A (3)
Water (1)	❍	❍	❍
Wastewater (2)	❍	❍	❍
Stormwater (3)	❍	❍	❍

Q24 What was the last year you did a Rate Study for the following services?

- ❍ Water (1) _____
- ❍ Wastewater (2) _____
- ❍ Stormwater (3) _____

Q25 What was the last year you did a Methodology Update for the following services?

- ❍ Water (1) _____
- ❍ Wastewater (2) _____
- ❍ Stormwater (3) _____

Q26 Does your city require accounts to be in the name of the property owner?

- ❍ Yes (1)
- ❍ No (2)

Q27 How does your city handle billing for vacant properties?

- ❍ Close accounts with no charges until opened by next occupant (1)
- ❍ Our city does not handle billing for vacant properties (5)
- ❍ Charge a vacant rate upon request of the owner. (Please Explain) (2)
  _____
- ❍ Other (Please Specify) (4) _____

Q28 What other account fees or charges are included on the utility bill? (Check all that apply)

- ☐ Backflow (1)
- ☐ New Account (2)
- ☐ Shutoff (3)
- ☐ Tampering (4)
- ☐ None (5)
- ☐ Other (Please Specify) (6) _____

Q29 Is stormwater included in the utility bill?

- ❍ Yes (1)
- ❍ No (2)
- ❍ Unsure (3)

Q30 What general government fees are included on the utility bill? (Check all that apply)

- ☐ Streets & Streetlights (1)
- ☐ Parks & Recreation (2)
- ☐ Police (3)
- ☐ Fire (7)
- ☐ Library (4)
- ☐ Surface Water Management (8)
- ☐ Other (Please Specify) (6) _____

Q31 Does city ordinance have an automatic CPI/Income adjustment for the following services?

	Yes (1)	No (2)	N/A (3)
Water (4)	❍	❍	❍
Wastewater (5)	❍	❍	❍
Stormwater (6)	❍	❍	❍

Q32 Does your city charge for drinking water service?

- ❍ Yes (1)
- ❍ No (2)

Skip To: End of Block If Does your city charge for drinking water service? = No

Q33 What was the last effective date of your city's most recent rate change for water services? (Please respond with the year only)

_____

Q34 Overall, did the rate increase or decrease at the most recent rate change? Please also include the percent (%) change.

- ❍ Increase (% Increase) (1) _____
- ❍ Decrease (% Decrease) (2) _____

Q35 Why did the city change water rates? (Check all that apply)

- ☐ State/ Federal Mandate (1)
- ☐ Inflation/ CPI (2)
- ☐ Treatment Costs (3)
- ☐ Labor Costs (4)
- ☐ Capital Improvement (5)
- ☐ Unknown (6)
- ☐ Other (Please Specify) (7) _____

Q36 What is the rate structure for your city's water service?

- ❍ Flat Rate (Monthly Lump Sum) (1)
- ❍ Uniform Rate (Monthly Rate based on Number of Gallons Used) (5)
- ❍ Inclining Block Rate (2)
- ❍ Flat + Inclining Rate (6)
- ❍ Declining Block Rate (3)
- ❍ Flat + Declining Rate (7)
- ❍ Other (Please Specify) (4) _____

Q37 For water services, if you were to bill a residential customer for 5,000 gallons (6.684 CCFs) with a 3/4'' meter size, what dollar amount would you bill them, including the base rate?

_____

Q38 Does your city charge for wastewater service?

- ❍ Yes (1)
- ❍ No (2)

Skip To: End of Block If Does your city charge for wastewater service? = No

Q39 What was the last effective date of your city's most recent rate change for wastewater services? (Please respond with the year only)

_____

Q40 Overall, did the rate increase or decrease at the most recent rate change? Please include percent (%) change.

- ❍ Increase (% Increase) (1) _____
- ❍ Decrease (% Decrease) (2) _____

Q41 Why did the city change wastewater rates? (Check all that apply)

- ☐ State/ Federal Mandate (1)
- ☐ Inflation/ CPI (2)
- ☐ Treatment Costs (3)
- ☐ Labor Costs (4)
- ☐ Capital Improvement (5)
- ☐ Unknown (6)
- ☐ Other (Please Specify) (7) _____

Q42 What is the rate structure for your city's wastewater service?

- ❍ Flat Rate (1)
- ❍ Winter average water consumption used in summer months (2)
- ❍ Winter average water consumption used all year (3)
- ❍ Other (Please Specify) (4) _____

Q43 For wastewater services, if you were to bill a residential customer for 5,000 gallons (6.684 CCFs) with a 3/4'' meter size, what dollar amount would you bill them, including the base rate?

_____

Q44 Does your city charge for stormwater service?

- ❍ Yes (1)
- ❍ No (2)

Skip To: End of Block If Does your city charge for stormwater service? = No

Q45 What was the last effective date of your city's most recent rate change for stormwater services? (Please respond with the year only)

_____

Q46 Overall, did the rate increase or decrease at the most recent rate change? Please include the percent (%) change.

- ❍ Increase (% Increase) (1) _____
- ❍ Decrease (% Decrease) (2) _____

Q47 Is your city subject to an MS4 Phase I or Phase II (DEQ Issued Stormwater) Permit?

- ❍ Yes (1)
- ❍ No (2)
- ❍ Unsure (3)

Q48 Why did the city change stormwater rates? (Check all that apply)

- ☐ State/ Federal Mandate (1)
- ☐ Inflation/ CPI (2)
- ☐ Treatment Costs (3)
- ☐ Labor Costs (4)
- ☐ Capital Improvement (5)
- ☐ Unknown (6)
- ☐ Other (Please Specify) (7) _____

Q49 What is the rate structure for your city's stormwater service?

- ❍ Stormwater fees are included in wastewater rates (1)
- ❍ Stormwater fees are a separate utility fee (2)
- ❍ Stormwater fees are paid to a joint district within the county (3)
- ❍ Other (Please Specify) (5) _____

Q50 Does your city offer stormwater fee reductions or credits for onsite stormwater management?

- ❍ Yes (1)
- ❍ No (2)

Display this question:
If Does your city offer stormwater fee reductions or credits for onsite stormwater management? = Yes

Q51 Please describe the reduction or credit (including the amount for onsite stormwater management)

_____
_____
_____
_____
_____

Q52 What does the average house pay for stormwater services (dollars per month)?

_____

Q53 **DRINKING WATER SERVICES**

This section asks questions about water services characteristics such as connections, facilities, water sources, system age and condition, conservation, water loss, and metering.

Q54 Does your city provide drinking water services?

- ❍ Yes (1)
- ❍ No (2)

Skip To: End of Block If Does your city provide drinking water services? = No

Q55 What is the service population in 2024?

	Inside City Limits (1)	Outside City Limits (2)
Service Population (Permanent Residents) (1)		
Service Population (Including Peak Seasonal) (2)		

Q56 Please list the number of connections for the following:

	Inside City Limits (1)	Outside City Limits (2)
Residential (1)		
Commercial (2)		
Other (3)		

Q57 What is the annual average water consumption for residential customers (in gallons)?

_____

Q58 Please provide the following facility and water source information:

- Total miles of water lines (all sizes), not including service laterals (1)

_____

- Total number of pumps and lift stations in your city (2)

_____

- How many levels or zones based on elevation do you have? (3)

_____

- How far away is the water source from the city (miles)? (4)

_____

Q59 Please provide the following system age and capacity information:

- Year of original system construction completion (1)
_____
- Year of last major update (2) _____
- What is the capacity of your water source? (3) _____
- What is the design capacity of your water plant(s) (MGD)? (4)
_____
- What was the average daily production in 2024 (MG)? (5)
_____
- How much of your daily average production is sold (not including city use)? (6)
_____
- What was the peak flow of water treated in a 24-hour period in 2024 ? (7)
_____

Q60 Please list the amount of raw and treated water storage you have for the different types of applicable storage:

	Raw Water Storage (MG) (1)	Treated Water Storage (MG) (2)
Closed Tanks (1)		
Covered Urban Reservoirs (2)		
ASR Reservoir (3)		
Other (Please Specify) (4)		

Q61 In what year will your daily production exceed design capacity?

_____

Q62 Does your city have an approved water conservation and management plan?

- ❍ Yes (1)
- ❍ No (2)

Q63 Do you measure water loss?

- ❍ Yes (1)
- ❍ No (2)

Q64 What method is used to determine water loss in the system?

- ❍ IWA/AWWA water loss methodology (2)
- ❍ Comparison of productions meters and customer metered volumes (3)
- ❍ Other (Please Specify) (4) _____
- ❍ Unsure (5)

Q65 What percentage of the system does each type of meter represent?

- ❍ Radio (%) (1) _____
- ❍ Touch (%) (2) _____
- ❍ Manual Read (%) (3) _____

Q66 Do you have any additional comments on water services?

_____
_____
_____
_____
_____

Q67 **WASTEWATER SERVICES**

This section asks questions about water services characteristics such as connections, facilities, treatment, system age and condition, and city wastewater programs.

Q68 Does your city provide wastewater services?

- ❍ Yes (1)
- ❍ No (2)

Skip To: End of Block If Does your city provide wastewater services? = No

Q69 What is the service population in 2024?

	Inside City Limits (1)	Outside City Limits (2)
Service Population (Permanent Residents) (1)		
Service Population (Including Peak Seasonal) (2)		

Q70 Please list the number of connections for the following:

	Inside City Limits (1)	Outside City Limits (2)
Residential (1)		
Commercial (2)		
Other (3)		

Q71 What is the annual average wastewater base (volume) for a residential customer (x1000 gal. or 1.337 CCFs)?

_____

Q72 Please provide the following facility, lines, and treatment information:

- Total miles of sewer lines (all sizes), not including service laterals (1)
_____
- Total number of pumps and lift stations in your city (2)
_____
- Total number of treatment plants (3) _____
- What percent of city wastewater lines also serve stormwater (i.e. combined sewer)? (4)
_____

Q73 What level of wastewater treatment is provided to city wastewater (Check all that apply)?

- ☐ Primary (1)
- ☐ Secondary (2)
- ☐ Advanced Treatment/ Tertiary (3)
- ☐ Nitrogen Removal (4)
- ☐ Phosphorous Removal (5)
- ☐ Other (Please Specify) (6) _____

Q74 Please provide the following system age and capacity information:

- Year of original plant construction completion (1) _____
- Year of last major plant update (2) _____
- What is the design capacity of your treatment plant(s) in dry weather (MGD)? (3) _____
- What is the design capacity of your treatment plant(s) in peak wet weather (MGD)? (4) _____
- What is the total amount of wastewater treated in 2024 (MG)? (5) _____
- What was the peak wet weather flow in 2024 (MGD)? (6) _____
- What was the peak dry weather flow in 2024 (MGD)? (7) _____

Q75 At what percent (%) capacity is the entire wastewater system operating?

_____

Q76 In what year will the wastewater system be at maximum capacity?

_____

Q77 In what year will your daily production exceed design capacity?

_____

Q78 Does your city administer an industrial wastewater pre-treatment program?

- ❍ Yes (1)
- ❍ No (2)

Q79 Does your city apply or provide reclaimed water to public/private property?

- ❍ Yes (1)
- ❍ No (2)

Q80 What percentage (%) of total reclaimed water is reused/applied?

_____

Display this question:
If Does your city apply or provide reclaimed water to public/private property? = Yes

Q81 Where does this reuse and application occur (i.e. city park, private golf course, industrial cooling tower, etc.)?

_____
_____
_____
_____
_____

Q82 Does your city apply biosolids to public/ private property?

- ❍ Yes (1)
- ❍ No (2)

Display this question:
If Does your city apply biosolids to public/ private property? = Yes

Q83 Where does this biosolid application occur (i.e. city park, private golf course, etc.)?

_____
_____
_____
_____
_____

Q84 Does your city landfill biosolids?

- ❍ Yes (1)
- ❍ No (2)

Display this question:
If Does your city landfill biosolids? = Yes

Q85 What percentage (%) of biosolids are landfilled?

_____

Q86 Do you have any additional comments on wastewater services?

_____
_____
_____
_____
_____

Q87 **STORMWATER SERVICES**

This section asks questions about water services characteristics such as number of customers, piped system, open channel, etc.

Q88 Does your city provide stormwater services?

- ❍ Yes (1)
- ❍ No (2)

Skip To: End of Block If Does your city provide stormwater services? = No

Q89 Please list the number of accounts for the following:

	Inside City Limits (1)	Outside City Limits (2)
Residential (1)		
Commercial (2)		
Other (3)		

Q90 Please provide the following facility and water source information:

- ❍ Total miles of piped system (1) _____
- ❍ Total miles of open channels, ditches, and swales (2) _____

Q91 What is the average Equivalent Dwelling Unit (EDU) for residential in square feet?

_____

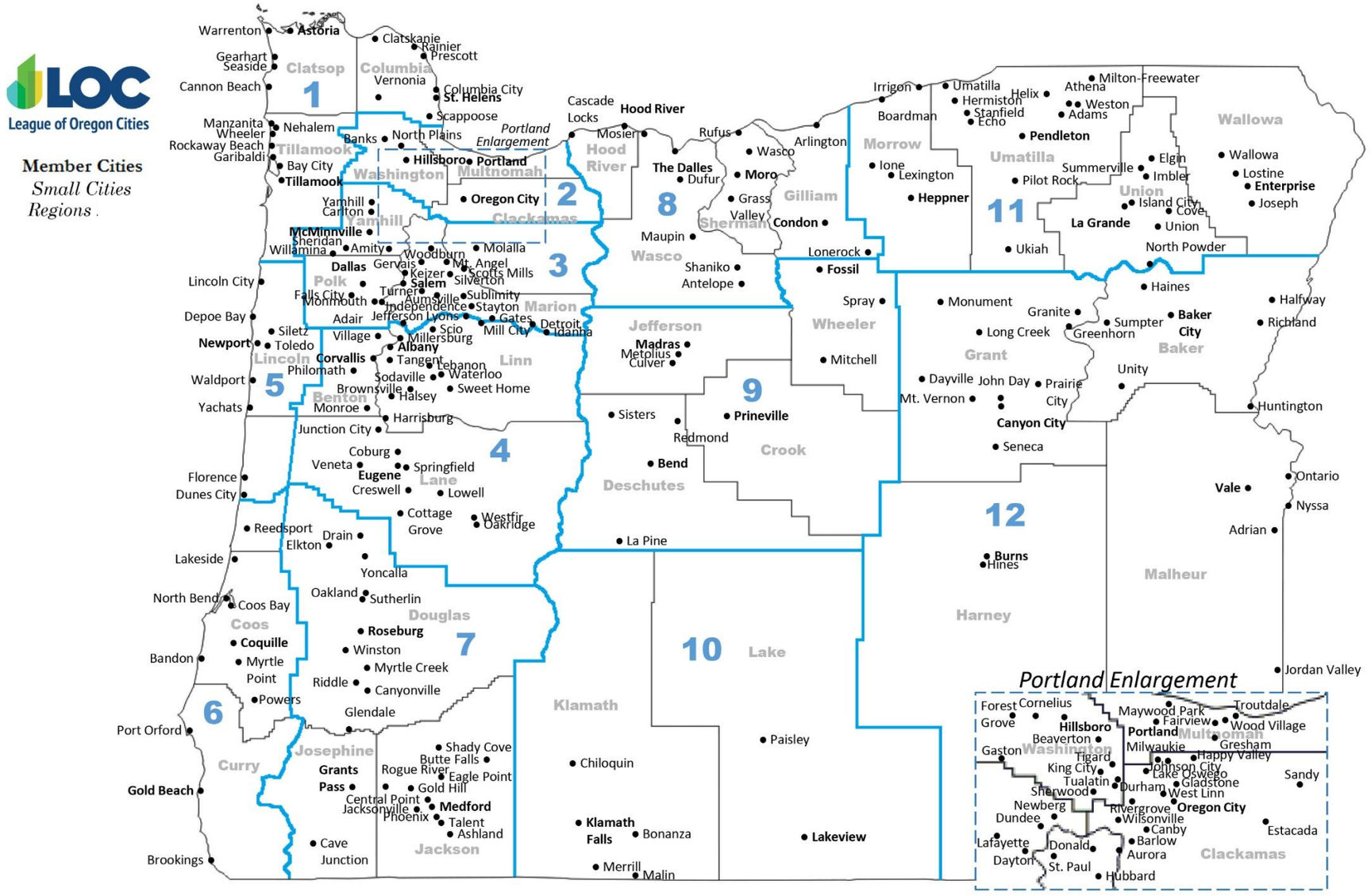
Q92 Do you have any additional comments on stormwater services?

_____
_____
_____
_____
_____

Q93
Thank You for participating in this survey.
Do you have any additional comments on any topic in this survey?

_____
_____
_____
_____
_____

Appendix C: Map of Small Cities Regions


League of Oregon Cities
Member Cities
Small Cities
Regions
Clatsop
Columbia
Tillamook
Washington
Multnomah
Clackamas
Yamhill
Polk
Marion
Linn
Benton
Lincoln
Lane
Douglas
Coos
Curry
Josephine
Jackson
Klamath
Lake
Deschutes
Jefferson
Crook
Wheeler
Grant
Harney
Malheur
Baker
Union
Wallowa
Umatilla
Morrow
Gilliam
Sherman
Wasco
Hood River
1
2
3
4
5
6
7
8
9
10
11
12
Portland Enlargement

Appendix D: Population Quintile and Regional Breakdowns

Quintile Ranges		# Cities	% Cities
1st Quintile	<490	48	19.8%
2nd Quintile	491-1,350	48	19.8%
3rd Quintile	1,351-3,275	48	19.8%
4th Quintile	3,276-10,800	48	19.8%
5th Quintile	>10,800	49	20.2%
Small Cities	<5,000	161	66.5%
Top 5 %	>45,000	12	5.0%

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	
	N. Coast	Metro	N. Willamette	S. Willamette	C. Coast	S. Coast	S. Oregon	Gorge	C. Oregon	SC Oregon	NE Oregon	E. Oregon	TOTALS
1st Quintile	3	1	4	3	0	0	2	9	3	2	8	13	48
2nd Quintile	2	4	5	6	2	2	6	3	1	3	10	4	48
3rd Quintile	8	2	9	5	3	3	5	1	2	1	5	4	48
4th Quintile	5	5	9	6	4	5	6	1	2	0	3	2	48
5th Quintile	1	19	8	6	0	1	5	1	3	1	3	1	49
TOTALS	19	31	35	26	9	11	24	15	11	7	29	24	241
	8%	13%	15%	11%	4%	5%	10%	6%	5%	3%	12%	10%	100%