



CUSTOMER NOTICES

In an ongoing effort to protect our customers and employees, the Sunriver Utilities office is closed to the public until further notice.

If you need assistance with a Sunriver Utilities account or your water and/or sewer service, we can be reached by phone at 541-593-4197 during regular business hours, Monday - Friday, 7:00 am - 3:00 pm (closed for lunch 12:00 - 1:00), or 541-419-6469 after hours (for emergencies).

Notice of resumption of disconnection of water service for non-payment and imposition of late fees on past due bills

Due to the COVID-19 pandemic, we suspended disconnection of water service for non-payment and imposition of late fees on past due bills. As authorized by the Public Utility Commission (PUC), we will resume disconnection of water service for non-payment and imposition of late fees on past due bills effective December 1, 2020.

Beginning with December statement charges, which will be due in January 2021, late fees will be assessed on February 1, 2021. The next date of disconnection of water service for non-payment will be February 25, 2021. In order to avoid disconnection of water service, we must receive any past due balance by 10:00 AM on February 25, 2021 or customers may enter a time payment arrangement (TPA) with us.

Per the PUC, "each Utility will offer TPAs of up to 12 months for residential customers and up to three months for non-residential customers. For residential customers, no down payment is required. For non-residential customers, a minimum 10 percent down payment may be required. A Utility may provide flexibility on the length of a TPA based on a customer's circumstances relating to the pandemic, balancing the customer's circumstances and prudent utility operating practices."

We are giving this notice in order to allow you time to bring your account current or enter a time payment arrangement with us. If you would like to set up a time payment arrangement, please contact us at 541-593-4197 by February 24, 2021.

Payments can be made by several methods:

mail to us at PO Box 3699, Sunriver OR 97707

drop box at our office at 57850 West Cascade Road, between circles 5 and 6

credit card over the phone at 541-593-4197

credit card online at www.sunriverwater.com

auto pay can be set up online at www.sunriverwater.com

Please contact us at 541-593-4197 if you have any questions. Our office hours are Monday through Friday from 7:00 AM to 3:00 PM. You may contact the Public Utilities Commission at 800-522-2404 with any concerns.