Bend discontinues door hangers for past-due utility accounts

by Bend_Weekly_News_Sources

Beginning April 8, 2008, the City of Bend will no longer hang door tags for delinquent water utility accounts. The move is a cost-effective measure for the Cityâ€™s customer service utility program.

"The City of Bend has been using the door hanger program for a number of years to assist in the collection of delinquent water and sewer accounts. The program has served us well,â€• said Paul Rheault, Interim Public Works Director. â€œHowever, the cost of maintaining this program has reached a point where it exceeds the revenue collected from the program. As our city has grown, it has become increasingly apparent that our staff and resources used to conduct the door hanging program are now needed to conduct operations and maintenance functions on our water infrastructure.â€• A delinquent notice will be mailed to customers, serving as the final notice to avoid shut-off. The Finance and Public Works Departments are currently exploring various other alternatives to the door hanger program, which will be more efficient and effective for City of Bend customers.

The Cityâ€™s Utility Billing Division is responsible for providing customer service and processing monthly statements and payments for all water and storm drainage consumers. The City appreciates all of its customers who pay their water and sewer bills in a timely manner. Customers with questions or in need of additional information about their utility bill should contact the Utility Billing Division at 541-388-5515.