City of Astoria
1095 Duane Street
Astoria, OR 97103
Water/Sewer Department: (503) 338-5172

TEMPORARY FEDERAL EMPLOYEE PENALTY AND FEE WAIVER PROGRAM

During a federal government shutdown federal employees residing in Astoria and responsible for paying a water/sewer bill where income is affected by a government shutdown may receive a payment deferral until the shutdown ends.

Federal employees who are City rate payers must contact the City of Astoria Water/Sewer Department if they are experiencing difficulties paying their regular billings during a federal government shutdown. Federal employees must qualify for the payment deferral by showing proof of federal employment status before payment deferral will be approved. Penalties and fees will be waived for billings accumulated during the government shutdown. City staff will work with rate payers on payment plans for past due water/sewer bills incurred during the government shutdown.

Procedures

➢ When residents contact the Water/Sewer Department, an initial phone assessment will be conducted by the Utility Clerk to determine if the resident appears to qualify for the payment deferral. The resident will be provided the requirements to participate in the program.

➢ Residents will be required to provide their current bill, some form of identification, and proof of federal employment.

➢ Residents will sign a form attesting to the information presented to the Water/Sewer Department as proof of eligibility {current bill, identification, proof of federal employment status}.

➢ The Utility Clerk will provide the payment deferral documentation to the Director of Finance and Administrative Services for approval.

➢ If approved, the City will waive penalties and fees and deferred payments beyond the statement due date.

➢ The resident is responsible for and must pay the outstanding balance of their bill when the government shutdown ends.

➢ If a resident does not pay in their bill in full, after the shutdown ends, late fees may be applied to their subsequent bills.

➢ The Utility Clerk will enter the customer name, account number, and date into an Excel spreadsheet to maintain record for deferrals based on this program.