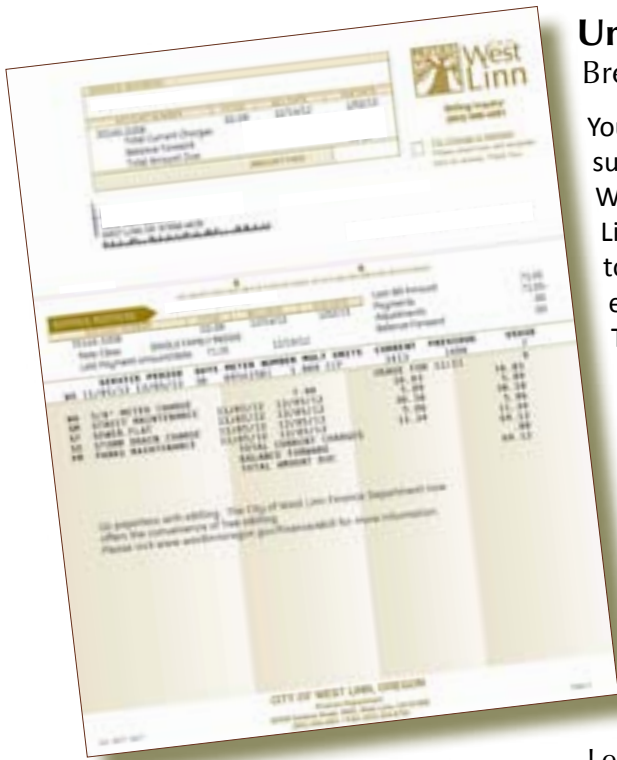




WEST LINN

UPDATE

February 2013



Understanding Your Monthly Bill

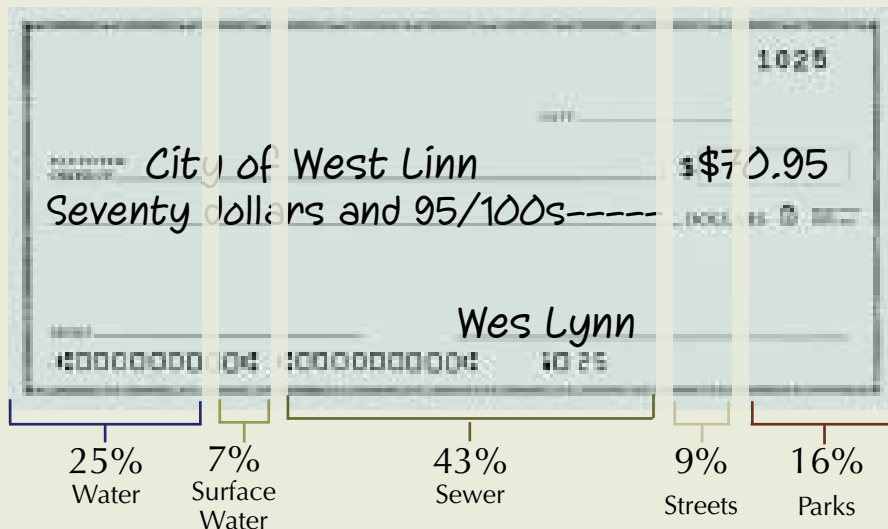
Breaking down the service charges included in your monthly bill!

Your monthly utility bill includes charges for five municipal services - water, sewer, surface water, streets, and parks. The City purchases **water** from South Fork Water Board, a wholesale water provider to the cities of Oregon City and West Linn. The City of West Linn's water rate structure is as follows: consumption up to the first 7 CCF (5,236 gallons) is included in the fixed base monthly rate, and each CCF used over 7 is an additional charge. **Sewer** charges include City and Tri-City Service District sewer costs. Tri-City is the separate entity that treats City of West Linn sewage and the City passes through their charges to West Linn citizens. **Surface water** charges provide for removal of pollutant loads from street/gutter systems to avoid surface water contamination, meet community objectives for clean streets and keep streams, wetlands, and waterways clean. The **street** maintenance fee is a stable source of revenue to ensure that West Linn can continue to maintain and improve the quality of its existing public street system. The **parks** maintenance fee allows for the City to provide timely maintenance to the City's park assets, protects the City's investment in parks, and makes it possible for these assets to be used by residents. The Master Fees Schedule consolidates all City fees and charges, adopted by City Council resolution, for the various services that the City provides.

Learn more online at: <http://westlinnoregon.gov/finance/fees-and-charges>.

Where Does My Money Go?

Your monthly bill funds five municipal services - water, sewer, surface water, streets, and parks. The bill for the average West Linn homeowner is \$71 per month. This the lowest utility bill in the Portland Metro area:



First Quarter Financial Report

The fiscal year 2013 first quarter financial report is now available online for your review:



The City-wide and each respective Fund's financial activity for the first quarter of fiscal year 2013 is now available for the three months ended September 30, 2012. Budgeted data for the fiscal year is also presented in a Flexible Budget format showing how each Fund is tracking against budget for the fiscal year 2013 and the 2012-2013 biennium.

Say "NO" to Junk Mail

One of the best ways to reduce junk mail is with Catalog Choice, which offers a free, easy, online service to help stop the clutter of unwanted phone books, catalogs and mail. To get started, visit <https://oregonmetro.catalogchoice.org>.

If you prefer to opt out offline, request a kit that helps you say "NO" to junk mail - one phone call or postcard at a time. Contact the Metro Recycling Hotline at 503.234.3000 to have a kit sent to you or visit www.oregonmetro.gov/junkmail.

Take these steps to help stop junk mail before it starts. Many households receive close to 1,000 pieces of direct mail each year and businesses and organizations don't want to use their resources sending you mailings you won't use.

- Ask companies you've done business with and organizations you've donated to not to sell or exchange your address.
- Don't use a store's "buyer's club" cards when making purchases or submit product registration cards.
- Avoid participating in sweepstakes or contests unless you can prevent your information from being shared.

This information provided to the City of West Linn from the Clackamas County Office of Sustainability, 503-557-6363, www.clackamas.us/sustainability.

Looking for Help with Comcast?

Cable television services in West Linn are offered by Comcast. If you are having issues regarding billing or service, please contact Comcast or Frontier first and give them an opportunity to resolve the issue. Call Comcast at 1-888-824-8264 or visit their web site at www.comcast.com.

If problems persist, the Metropolitan Area Communications Commission (MACC) is the local government authority for cable systems in the Tualatin Valley. MACC can assist you in resolving cable television disputes with Comcast. Customer service standards, technical (performance) standards and construction standards are some of the major areas where MACC offers consumer protection. MACC is legally prohibited from regulating programming issues, such as the networks or channels offered by Comcast, and most rates. However, MACC has lots of experience in getting cable companies to treat their customers better and improve customer service.

MACC's website (www.maccor.org) has helpful information about both companies and useful links to other cable and communications websites. MACC can also help you evaluate the various cable television offers and options available.

To submit a complaint or question, you can fill out a complaint form on the MACC website, email them at macc@maccor.org, or call MACC at 503-645-7365.

Utility Billing Mailing Address

The utility bill payment mailing address to the City's secure banking lockbox service which the City's utilizes for processing payments is changing. The lockbox service, offered through the Bank of Cascades, processes the utility payment checks and deposits the payments directly into the bank. This has increased efficiencies and security of our check processing system.

City of West Linn
PO Box 2330
Portland, Oregon 97208

Lockbox services are designed to expedite the collection of paper-based payments and improve the internal controls of check processing by automating this process through an independent third-party processor (usually a bank). Lockbox service is a Best Practice recommendation from the Government Finance Officers Association.



Bolton Reservoir construction in 1913. View this historic photograph and many others at WL100.org.

Scenes From the City Council Swearing-In Ceremony:



by: VERN UYETAKE - Judge Heather Karabeika swears in John Kovash as mayor.



by: VERN UYETAKE - Thomas Frank kisses his daughter, Aubrey, after being sworn into office. With them is Frank's wife, Jenny.



by: VERN UYETAKE - Jenni Tan brought her two children and a friend, from left, fourth-grader Ty Park, Summer Tan, 8, and AJ Tan, 6, as she took her oath of office as a city councilor Monday evening.