



CITY OF ORTING

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Frequently Asked Questions - Utility Billing

Q. When is my payment due?

A. Your monthly bill is due by the 25th of the month.

Q. What if I did not receive my bill in the mail?

A. Your account is billed every month. If you do not receive your bill, you should call our office immediately. You are responsible for the bill whether it is received or not.

Q. What happens if my water is turned off for non-payment?

A. Service will be restored upon payment of the bill, placing a deposit on your account (if applicable) and payment of a \$25.00 processing fee.

Q. Can I turn my meter on or off?

A. No. A City employee will do this for you at no cost. The water meter is the property of the City and damages to the meter could be charged to you. Call City Hall at 360-893-2219.

Q. What if I think my bill is too high?

A. You can easily check for an error in the meter reading used to calculate your bill. Simply read your water meter to see if the reading is higher or lower than the reading on your bill. If it is lower, call Customer Service immediately and we will make the necessary adjustments. If the reading is higher, you should check for a leak in your house plumbing or service line.

Q. What are the City's responsibilities for water line repairs?

A. The City is responsible for the main line and meter up to the point of the customer's service line connection to the meter.

Q. Does the City issue an adjustment for leaks?

A. Adjustments are made one time only. If you should discover a leak, contact City Hall immediately and the matter will be investigated.

Q. Do I have any other responsibilities as a City water user?

A. Yes, you are required to keep your water meter clear and accessible for reading and maintenance purposes. This includes those meters located in utility easements.

For any other questions related to your utility bill please call City Hall at (360) 893-2219.