

## Application for Utility Service

The City of Independence provides water and sewer service inside City Limits. To connect your home to one or both services, please fill out the Application for Utility Service and bring it to City Hall with your initial deposit. A list of other utility (internet, phone, power, etc.) providers can be found [here](#).

Payment for water and sewer service is due at the first of every month. The first missed payment will result in a door hanger notifying the resident that they are behind in their payments, and if payment is not received after two months the water is shut off. Customers can also avoid shut-offs by completing a Utility Service Agreement specifying when payment will be made. The agreements contain policies which should be reviewed closely prior to signing.

### **Pay Your Bill Online**

The City now has online bill paying - please [click here](#) for more information.

### **Auto Pay for Utility Bills**

Beginning in April 2013, the City of Independence will offer direct debit payments from your bank account to ours for payment of your city utility bill. Simply complete the Authorization Agreement, and bring or mail it to City Hall, 555 South Main St., PO Box 7, Independence 97351. Once you are set up, your monthly utility bill will be automatically deducted from your account. (Please allow 2 weeks for processing.) For more information, please call City Hall - 503.838.1212.

### **Payment Arrangements**

Customers wishing to avoid shut-offs for non-payment may be eligible to make payment arrangements. Due to rising concerns of property owners, the City of Independence will no longer accept payment arrangements from renter accounts. The property owner(s) are ultimately responsible for unpaid utility account(s); therefore, if a renter needs to make payment arrangements the property owner must give prior approval.

### **Utility Bill Rounding Program**

The City has entered into an agreement with the Monmouth Independence Community Foundation which allows citizens to round up their utility bills to the nearest dollar and donate the excess to the Community Foundation to support various community projects and programs. For more information and to apply for the program, please review the Utility Rounding Program Flier.

For more information, please review the [Water and Sewer FAQ](#). The City is also committed to protecting the identity of its customers. The City's [identity theft prevention policies and practices](#) explain how the City works to protect customers' identities.

### **Supporting Documents**



[Application for Utility Service](#)



[Application for Termination of Utility Services](#)



[Utility Rounding Program Flier](#)



[Auto Pay Agreement](#)



[Payment Arrangement Form](#)



[Utility Construction Permit Application](#)

## Application for Utility Service

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### Web Links

[Local Utility and Service Providers](#)

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