



DEPARTMENT OF PUBLIC WORKS – ADMINISTRATION

CITY OF SWEET HOME
1140 12th AVENUE
SWEET HOME, OREGON 97386
541-367-6243
FAX 541-367-5113

To Our Valued Customers:

The Sweet Home City Council has recently formalized an official procedure that our water, sanitary, and/or stormwater sewer customers can use in the event they desire to dispute their utility bill. In an effort to ensure our customers receive this information we are including it here for your information.

PROCEDURE:

1. If you desire to dispute a water and/or sewer utility bill with the City of Sweet Home, please contact one of our Utility Billing Specialists in City Hall during normal operating hours at (541) 367-5128.
2. If dispute is not (or can not be) resolved satisfactorily as identified above, you may contact the Public Works Director at (541) 367-6243 ext 244 and request to be heard.
3. If the dispute continues to remain unresolved as identified above, you may contact the City Manager at (541) 367-8969 ext 230 and request to be heard.
4. If no satisfactory resolution to disputed bill is forthcoming from the City Manager, you may request to present any/all disputed bill objections to the Sweet Home City Council at a regular scheduled meeting (the second and fourth Tuesday of each month).

To be placed on the City Council agenda for an upcoming meeting you need to contact the office of City Manager at (541) 367-8969 on or before the Wednesday before the next regular scheduled meeting.

The decision of Sweet Home City Council on the disputed bill shall be final.

Should you have any questions regarding this information I encourage you to contact one of our dependable staff at City Hall, (541) 367-5128, during normal business hours. We will be glad to assist you in any way we can!

Sincerely,

Public Works Director
City of Sweet Home