

CITY OF LEWISTON  
UTILITY CUSTOMER  
SERVICE POLICIES &  
PROCEDURES

January 2021



## **PURPOSE**

The City of Lewiston provides municipal Sanitation, Water, and Wastewater utilities. The policies and procedures described herein apply to any customer supplied with one (1) or more of the above-referenced utility services. City regulations relating to these policies and procedures can be found in the Lewiston City Code in Chapters 17 (Garbage, Rubbish, and Weeds), 36 (Water, Wastewater, and Stormwater), and 36.5 (City Services Billing and Collection of Utility Charges). The Lewiston City Code is available on the City's website at [cityoflewiston.org](http://cityoflewiston.org).

It is the policy of the City of Lewiston to provide utility services without discrimination and in accordance with sound business principles. User charges for services are set to cover the full costs of operation, maintenance, and capital improvements of the utilities. Thus, accuracy and timeliness in billing and collecting user charges is important.

These Policies & Procedures are intended to provide guidance to City of Lewiston utility customers and staff to achieve the common goal of efficient and economic utility service. The City's official utility regulations are set forth in the Lewiston City Code.

## **RELEASE OF INFORMATION**

### **CUSTOMER ACCOUNT INFORMATION**

Disclosure of account information is made in accordance with Idaho law. The City of Lewiston may make customer records available to third party credit agencies in connection with the management of delinquent accounts.

### **RECORDS REQUEST**

Public records requests can be submitted through the City website at [cityoflewiston.org](http://cityoflewiston.org).

## **NEW ACCOUNTS**

All utility accounts that have a change of deeded ownership or new construction will initiate utility services as follows:

### **PROPERTY OWNERS USING A TITLE COMPANY WITH A PHYSICAL BUSINESS LOCATION IN LEWISTON**

Properties that are served by City utilities and are sold using a title company that maintains a physical business location in the City of Lewiston will have the utilities transferred into the new owner's name when the deed has been recorded and the title company notifies the utility. The City of Lewiston Utility Billing Division will mail the new owner information regarding their services, billing due dates, and how to avoid shut off or suspension of services. Utility Billing will also send a new owner information form to be completed and returned to the City of Lewiston, Utility Billing Division at P.O. Box 617, Lewiston, Idaho 83501, or via email at [ubinquiries@cityoflewiston.org](mailto:ubinquiries@cityoflewiston.org).

### **PROPERTY OWNERS NOT USING A TITLE COMPANY WITH A PHYSICAL BUSINESS LOCATION IN LEWISTON**

Properties that are served by City utilities and are sold using a title company that does not maintain a physical business location in the City of Lewiston must contact the City of Lewiston Utility Billing Division to establish service and complete the new owner information form. All account balances follow the property and become the responsibility of the new owner. The new owner may contact the utility in

person at City of Lewiston, City Hall, 1134 F St., Lewiston, Idaho 83501; by mail at City of Lewiston Utility Billing, P.O. Box 617 Lewiston, Idaho 83501; by phone at 208-746-3671, extension 0; or by email at [ubinquiries@cityoflewiston.org](mailto:ubinquiries@cityoflewiston.org).

### **LEASED PROPERTY**

The City of Lewiston does not establish utility accounts for renters who lease property. Instead, the property owner is responsible for all utility charges. However, as a courtesy to the property owner, and upon receipt of a fully executed City of Lewiston Owner Tenant Agreement, the City will mail a copy of the utility bill to the current occupant of the property. The property owner will also continue to receive copies of the utility bill.

### **NEW CONSTRUCTION**

A property owner may be eligible to receive City utility services from the City of Lewiston. However, the property owner should be aware that, within the City Limits of Lewiston, there are two (2) water providers, three (3) wastewater providers, and one (1) sanitation provider. It is recommended the property owner contact the City's Public Works Department at 215 D Street, Ste. B, Lewiston, Idaho 83501 or by phone at 208-746-1316 to determine which providers are responsible for providing which utilities.

### **UTILITY BILLS**

Utility bills are sent via U.S. Postal Service or by email (if the property owner has requested paperless statements) to the account mailing or email address on record at the time bills are generated.

- Customers are billed monthly in accordance with the rate structure of the utility
- Bills are generated for services already rendered
- Water meters are read at regular intervals between the 1<sup>st</sup> and 5<sup>th</sup> of each month
- Bills are mailed and/or emailed between the 21<sup>st</sup> and 25<sup>th</sup> day of each month
- Bills delivered by email are sent the same day the bill is generated by the utility
- Bills delivered by U.S. Postal Service are typically received within five (5) business days of billing
- Water consumption, meter fee, wastewater, sanitation, and other fees are billed as separate items on the bill

### **UTILITY BILL PAYMENTS**

Bills are payable upon receipt and must be paid on or before the 15<sup>th</sup> day of the month following the account's billing date. Customers can pay their bills as follows:

- In person at City Hall, located at 1134 F Street, Lewiston, Idaho 83501
- By telephone at 208-746-3671 extension 0
- At City Hall drop box, located on the East side of City Hall, along 12<sup>th</sup> Street
- By U.S. Postal Service mail, addressed to Utility Billing, P.O. Box 617, Lewiston, Idaho 83501
- Automatic monthly payments—enrollment forms can be mailed to the customer by calling 208-746-3671 extension 0, or online at [cityoflewiston.org](http://cityoflewiston.org)
- On-line Bill Pay, which can be accessed at [cityoflewiston.org](http://cityoflewiston.org)

A late fee will be applied on the 21<sup>st</sup> day after the due date on balances of thirty dollars (\$30.00) or more. The late fee amount is established by resolution of the City Council. Additional details regarding utility billings and payments are set forth in § 36.5-16 of the Lewiston City Code.

## **UTILITY RATES**

Utility rates are established by resolution of the City Council. Resolutions relating to City utility rates are available on the City's website at [cityoflewiston.org](http://cityoflewiston.org).

## **SANITATION SERVICE**

Sanitation trucks are extremely large, difficult to maneuver, and have specialized equipment for lifting and dumping sanitation carts. Thus, garbage carts that are located too close to parked vehicles will not be picked up. If your garbage is missed due to contractor error, please contact Sunshine Disposal within one (1) business day of missed scheduled services at 208-743-4075. If your garbage is missed because you did not have the cart present at the time of pick-up, the pick-up service will not be available until your next scheduled pick-up date.

### **RESIDENTIAL**

Residential sanitation carts are picked up once a week, on a regularly scheduled day, dependent upon your address. Residential yard waste carts are picked up on the same weekly schedule as the garbage cart; provided, however, in January and February, yard waste carts are only picked up once each month, during the first week of the month. Residential recycle carts are picked up every other week based on the route schedule and same day schedule as the garbage cart. Residential customers must have their sanitation carts accessible and/or curbside, dependent upon the location, no later than 7:00 AM on their scheduled pick-up day.

### **COMMERCIAL**

Commercial pick-up frequency varies depending upon need, but, at a minimum, occurs weekly, on a regularly scheduled day(s). Arrangements for commercial service are made with the Utility Billing Specialist or Sunshine Disposal upon establishment of service. Commercial customers must have their sanitation containers accessible and/or curbside, dependent upon the location, no later than 5:00 AM on their scheduled pick-up day(s). Commercial customers will be charged additional fees when the lid of the cart or container does not completely shut. There is a fee for replacement of a missing, stolen, or damaged carts (other than normal wear and tear).

Temporary commercial containers are available by contacting Sunshine Disposal at 208-743-4075.

## **WATER SERVICE**

City of Lewiston utility customers' water usage is metered by the cubic foot and billed in hundred-cubic foot increments. Water meters are billed at a flat rate based on the size of the meter. Water meters are read through the City's remote meter read system or manually. In special circumstances, water usage may be estimated. The City of Lewiston has two (2) providers of water service. Depending on where a property is located within the City limits, the water provider would be either the City of Lewiston or the Lewiston Orchards Irrigation District (LOID). LOID's business office is located at 1520 Powers Ave, Lewiston, Idaho 83501; and LOID's phone number is 208-746-8235.

## **TAMPERING WITH WATER SYSTEM**

Tampering with the water system in any way may result in criminal charges. Additionally, tampering fees are established by resolution of the City Council. Regulations governing tampering of the water system is set forth in § 36.5-25 of the Lewiston City Code.

## **WASTEWATER SERVICE**

City of Lewiston utility customers who are connected to the City's wastewater system are billed based on their classification. The City of Lewiston has three (3) providers of wastewater service. Depending on where a property is located within the City limits, the wastewater provider would be the City of Lewiston, the Lewiston Orchards Sewer District (LOSD), or the Central Orchards Sewer District (COSD). LOSD's business office is located at 1106 Idaho St, Lewiston, Idaho 83501; and LOSD's phone number is 208-791-9346. COSD's business office is located at 1522 Powers Ave, Lewiston, Idaho, 83501; and COSD's phone number is 208-746-9689.

## **BILLING ERRORS/ADJUSTMENT OF UTILITY BILLS**

The City of Lewiston makes every effort to ensure that accounts are set up correctly and conducts audits of accounts to identify errors. However, ensuring that the billing is correct is a shared responsibility with utility customers. If you do not receive a current or past due bill, it is your responsibility to contact the City Utility Billing Division at 208-746-3671, extension 0, or email [ubinquiries@cityoflewiston.org](mailto:ubinquiries@cityoflewiston.org) to inquire as to the status of your account. The City of Lewiston is not responsible for delays or lost mail caused by the U.S. Postal Service or email service providers.

The City of Lewiston recommends that you review your bill monthly and discuss any questions or billing discrepancies with a City Utility Billing Specialist. In the event a billing error is discovered, corrections will be calculated for a period of no more than one (1) year.

## **DELINQUENT ACCOUNTS**

To keep costs of operations as low as possible, the City pursues collection of all delinquent accounts. No account shall be written off or reduced, except as provided for in Article II of Chapter 36.5 of the Lewiston City Code.

Delinquent charges and late fees that remain unpaid after thirty (30) days may be certified to the Nez Perce County tax collector and placed upon the tax roll.

## **APPEALS**

Upon written request by a customer, a hearing concerning computation of the amount owed and/or whether a utility service should be terminated shall be held before the City Manager in accordance with § 36.5-20 of the Lewiston City Code.

## **UTILITY ASSISTANCE PROGRAM**

The purpose of the City of Lewiston Utility Assistance Program is to provide essential utility services to qualified property owners at reduced rates. The Utility Assistance Program process is set forth in § 36.5-29 of the Lewiston City Code.

## **LOCATING UNDERGROUND UTILITIES**

Contact 811 (“Call Before You Dig”) to assist excavators and contractors in identifying the existing location underground City utilities.

## **OFFICIAL CITY REGULATIONS**

The City’s official utility regulations are set forth in the Lewiston City Code. The Lewiston City Code is online at [cityoflewiston.org](http://cityoflewiston.org). In the event that any of the statements in this document conflict with the Lewiston City Code, the Lewiston City Code shall control.

## **CONTACT INFORMATION**

### **UTILITY BILLING**

Lewiston City Hall  
1134 F Street  
P.O. Box 617  
Lewiston, Idaho 83501  
Monday to Thursday  
7:30 AM to 5:00 PM  
Friday 8:00 AM to 5:00 PM  
208-746-3671, extension 0

### **PUBLIC WORKS**

Public Works  
215 D Street, Ste. B  
Lewiston, Idaho 83501  
Monday to Thursday  
8:00 AM to 5:00 PM  
Friday 8:00 AM to 4:00 PM  
208-746-1316, extension 8050

### **AFTER BUSINESS HOURS**

Utility Billing messages will be returned next business day.  
208-746-3671, extension 0

### **AFTER BUSINESS HOURS**

Public Works - Water Related Emergency  
208-746-1316