

FYI Forest Grove . . .

The Community Enhancement Program (CEP) is open to non-profit groups, committees or organizations interested in undertaking projects to enhance Forest Grove. Eligible projects must meet one or more of the following criteria:

- Enhance appearance and cleanliness of the area within the Urban Growth Boundary (UGB).
- Preserve or improve natural, cultural or recreational resources for public enjoyment within the UGB.
- Improve public safety within the UGB.
- Improve transportation including pedestrian and bike routes within the UGB.
- Improve viability of commercial, industrial, and residential areas within the UGB.

Applications must be completed and returned to City Hall, 1924 Council Street, by 5 pm on March 31, 2011.

City Council will hold a special meeting on April 19, 2011, to hear sponsor presentations of project proposal. Meeting will be held in the Community Auditorium, 1915 Main Street. Presentations should be limited to 4 minutes.

Applications and information is online at www.forestgrove-or.gov/CEPGrants. For more information or questions, please call Paul Downey, Administrative Services Director, at 503-992-3200. The program is funded by a 50¢ per ton charge collected by Metro at the Forest Grove Transfer Station.

HEARD AT THE ANNUAL TOWN MEETING...

WHY DO WE HAVE TWO LOGOS?

Answer: The Economic Development Commission established the *Where Oregon pinot was born* tagline and grape logo image as the City's overall **branding** program to use in tourism and economic development marketing. The brand states what sets Forest Grove apart and is used as a community marketing tool. The City's Communication Team incorporated the oak leaves logo and the **slogan**, *A place where families and businesses thrive*, into the recent website revision. As an internal City government slogan, it replaced the previous line "A great place to live, learn, work, and play." This current slogan and logo supports the goal of City Council and departments to provide high quality services and livability for citizens.

David Hill Urban Reserve Concept Plan Community Workshop

**March 19, 9:00 AM – 12:00 Noon
at the Community Auditorium**

As Forest Grove grows, what is the community's vision for the future of David Hill's urban reserve? This community workshop is a way for you to engage in the planning process. Findings from this workshop will inform recommendations for the David Hill Urban Reserve Concept Plan. For more information please visit website: www.davidhillconceptplan.com



One of the largest Earth Day events in the nation takes place in Oregon. Thousands of volunteers converge on approximately 200 sites and work together to **SOLV IT!** Join us.

On April 16, 2011, 9:00 a.m. – 12:00 p.m., the City of Forest Grove is partnering with SOLV to host volunteer service projects at Thatcher Park and Forest Glen Park. Light refreshments will be provided.

Pull harmful invasive species such as ivy, holly, and Himalayan blackberry. You'll protect native trees, help restore habitat for native wildlife, and improve park trails for City residents.

To request additional information or to register to volunteer, please visit www.solv.org, call SOLV at 503.844.9571, or call Kari Middleton at (503) 992.3302. Volunteers should be at least twelve years old.

DATES TO REMEMBER:

Household Hazardous Waste Round-up
Saturday, April 2, 9 am to 2 pm
Forest Grove Transfer Station

Spring Clean-up Events

May 2 - 6 Curbside Collection

May 7 Bulky Waste, Tires, Appliances
Forest Grove Transfer Station

May 7 Shredding Event, 9 am to 1 pm
City Parking Lot between Council and Ash Streets

FYI Forest Grove . . .

PAYING YOUR UTILITY BILL: The City accepts cash, checks, cashiers checks, money orders, electronic funds transfer and VISA and MasterCard. You can mail in your payment using the self-addressed envelope that comes with your bill, or you can drop it in the drop box located across the street from the entrance to City Hall. Please do not mail cash or place cash in the drop box. You can also come to the Utility Office at City Hall to pay to your bill.

LOOKING FOR A HASSLE-FREE WAY TO PAY YOUR BILL EACH MONTH? Have your utility bill **paid automatically** on the due date. The City offers a convenient way to pay by automatic electronic funds transfer from your bank account or by authorizing the bill to be automatically charged to your VISA or MasterCard each month. There's no cost. It's Free! Sign up for Utilicheck by completing the form on the back of your utility bill, stop by City Hall and request a form, or download the Utilicheck application form at <http://www.forestgrove-or.gov/city-hall/utility-billing.html> under Payment. Contact the Forest Grove Utility Office at 503.992.3221 for more info.

UB ONLINE PAYMENTS AND INQUIRIES: Utility Billing is available online, at <http://www.forestgrove-or.gov/city-hall/utility-billing.html>. It's a quick and easy way to pay your bill online and look up account information 24 hours a day. Initial set-up will require you create an account and enter the amount of your last payment for security purposes. Each payment transaction costs \$1.25 to maintain website and keep data secure.

PAYMENT POLICY: Please arrange to pay your bill by the due date indicated. If your bill remains unpaid after the due date on your bill, a reminder notice will be mailed and will provide the date your service is subject to disconnection. If no payment is received after the reminder notice, the City will mail you a cut-off notice, notifying you that your service will be cut-off for non-payment. If the City still does not hear back from you, the City may attempt to reach you by phone as a courtesy to remind you to pay your bill before service is disconnected. If your account remains unpaid at that point, a Door Hanger may be placed on your door as a last reminder that your service will be disconnected the following day, and a fee of \$11.50 will be assessed (\$23.00 if outside City limits). If the City still does not receive payment from you the same day the Door Hanger has been placed, or by 9:00 am the day after the Door Hanger is placed, your service will be disconnected. For your service to be restored, you will need to pay the past due bill in full, plus the Door Hanger fee, plus an additional reconnection service fee. If your service is reconnected during regular business hours, a \$42.00 reconnection service fee will be assessed, if after hours, this fee increases to \$135.00.

The City makes every effort to work with customers to avoid service disconnections. The City offers multiple payment options, including the ability to pay over the internet 24 hours a day. The City understands that in some instances, due to unusual or severe circumstances, residential customers may need additional time to pay. The City is willing to consider payment arrangements prior to the disconnection date. Please stop by City Hall or call the Utility Office at 503.992.3221 to inquire about a payment arrangement if you are having difficulty paying your bill by the due date.

PAYMENT ASSISTANCE FOR RESIDENTIAL CUSTOMERS: The City understands that some residential customers may need a little financial help to pay bills from time to time. If you are having trouble paying your electric bill due to financial hardship, it is important to call the Utility Billing office at 503.992.3221 to discuss options. To assist customers in need, the City of Forest Grove and the Community Action Organization offer ways to help. For additional information about **The City of Forest Grove Customer Assistance Program for Energy (C.A.P.E.)**, call 503.992.3221. For additional information about **Washington County Community Action (L.I.E.A.P.)**, call the Hillsboro office at 503.615.0771 or visit their website at www.caowash.org and click on "how we help".