

Welcome to the City of Longview.....



This pamphlet is designed to give you an overview of some of the services the City has to offer, including information about utilities, recycling, water conservation, and important and often-called phone numbers, as well as information about City Council.

It is the mission of the City to develop and implement strategies that will protect and constantly improve the quality of life here. As a member of our community, we encourage you to take an active role in the City's growth and maturity by serving on a commission, board, or committee.

Visit us on-line at www.mylongview.com for an application, or to learn more about the great community in which we live.

Longview is a great place to live, raise a family, or retire, and we're glad you're here!



Ideally situated between Seattle and Portland, Oregon, Longview offers residents a comfortable, rural lifestyle with opportunities for year-round recreation. Residents are removed from urban congestion and problems, yet are within an easy drive of urban amenities. Longview is 45 minutes north of Portland, Oregon and two hours south of the Seattle metropolitan area.

Incorporated in 1924, our lovely city has strived to preserve its historic past in the midst of modern conveniences and was once designated a *Main Street* city. Flowering trees line the streets of our city, nestled at the confluence of the Cowlitz and Columbia Rivers in southwest Washington. With over 16,000 trees of many varieties, the City of Longview has the distinction of being named a *Tree City U.S.A.* for the past several years. Longview's mild winters and moderately dry summers offer year-round enjoyment of the Pacific Northwest's magnificent beauty. Its location makes it a perfect vacation headquarters. Visitors can trout or bass fish from a mountain lake, deep sea fish in the Columbia River or enjoy beachcombing or storm watching at the Pacific Ocean.

Longview Points of Interest.....

- Lake Sacajawea** – Scenic walking/jogging path, several playgrounds, home to squirrels and ducks.
- R.A. Long Park** – In the heart of the Civic Center, named for founding father Robert A. Long.
- Library Grounds** – Beautiful rose garden, giant squirrel memorial, world-famous Nutty Narrows Bridge.
- Historic Walking Tour of the Civic Center and Downtown** – Enjoy an historic walk through the Civic Center and downtown Longview areas (map and informational guides available through Community Development Department, 442.5081).

Call 442.5063 to request a "100+ Things to Do" brochure for a complete listing of things to see and do in Longview and surrounding areas.

Longview City Council.....

The Longview City Council is composed of seven members elected at large by the citizens of the city. Council members are elected for four-year terms, with four positions being elected first and the other three positions being elected two years later. This ensures some members of the Council have experience at all times. The Council members elect a Mayor from among themselves every two years. City Council meetings are held every month on the second and fourth Thursdays at 7 p.m. in the Council Chambers, second floor of Longview City Hall. Visit us online at www.mylongview.com to find out more about the Longview City Council.

City Departments and Other Information.....

A complete listing of City departments and other important information is available online at www.mylongview.com, or you may request a "Guide to Departments and Services" brochure by calling 442.5063.

Rights and Responsibilities of a Utility Customer

Your Guide to Longview

Deposit Requirements.....

A deposit is required prior to receiving utility services. City ordinance requires a deposit prior to service. No interest will be paid on any such deposit. A larger deposit be required, if certain conditions are not met, the reasons thereof will be specified in writing to the customer.

Refund of a Deposit.....

Deposits shall be refunded under the following circumstances:

- Upon termination of service, the Utility Division will return to the customer the amount of the deposit less any amounts due to the Utility Division, by the customer, for service rendered.
- After three full years (usually in April), providing the customer's credit history is satisfactory.

Discontinuance of Service.....

The customer is required to give notice to the Utility Division in order to discontinue service. The Utility Division may discontinue service for the following reasons:

- Non-payment of bills. The Utility Division requires that bills for service be paid within a specified time (15 days). If still unpaid 30 days after the billing date, the City will issue a reminder notice advising the customer that payment is past due, and that such payment should be made within 10 days after such notice, or service will be discontinued.
- Tampering with the Utility Division's property.
- The willful waste of water by means of improper pipes or fixtures.
- Non-payment of any proper charge, including deposit, as provided per City ordinance.

The Utility Division will make every effort to provide written notice of disconnection served on the customer, either by mail or by personal delivery to the customer's residence. If no person is available to receive the notice, the notice will be deemed served if attached to

the primary door to the residence.

- Once a bill is unpaid for 30 days, payment must be made at City Hall.

If full payment on a utility account has not been received at City Hall within 40 days of the billing date, a \$25 charge shall be assessed. In the event that the utility account remains delinquent beyond the 41st day after the bill date, and after such contact has been attempted by the City, the utility service shall be disconnected or shut off until such time as the balance is paid in full. In accordance with Longview Municipal Code (LMC) section 15.56.010(3), a penalty charge of \$50 shall be assessed if the City is required to turn on the utility service, once the balance including penalty fees are paid in full.

Utility Bill Payments.....

Utility bills are due when rendered and past due 30 days after the due date of the billing. Payments may be made by check to The City of Longview, PO Box 128, Longview, WA 98632. City Hall office hours are from 7 a.m. to 6 p.m., Monday through Thursday. Call our Collection Division for payment arrangements at 442.5099, pay your utility bill online at www.mylongview.com, or sign up for automatic payments by calling 442-5099.

Drop Box in front of City Hall* - **1525 Broadway**
Pay by phone - **1-877-349-8039**

(*Payments to City Hall Drop Box must be by check only.)

City Services

- Welcome to Longview
- Longview City Council
- Recycling: "It's easy!"
- Water Conservation Tips
- Utility Rate Relief Program
- What number do I call?
- Rights and Responsibilities of a Utility Customer



This information provided by



www.mylongview.com

Recycling: "It's easy!"

Welcome to the City of Longview's comingled curbside recycling program. Comingled means you can mix all of your recyclables into your brown recycling container. The materials are brought to the Waste Control Recycling Facility where everything is sorted. By taking an active role in our curbside recycling program, you will help keep garbage costs down, encourage reusing recycled materials, and help save our precious natural resources! Since 2005, our recycling program has captured close to 41 million pounds of recyclable material!

Here's how recycling works.....

Most residents have their own individual 90 gallon brown recycling container, though some parts of the city still have the large "shared" 300-gallon brown tubs. All of these containers have stickers on them that say "Recyclables Only". All recycling containers are emptied on a weekly basis (the same day as your garbage is collected). Please remember to place your

recycling container at your point of collection (curb or alley) either the night before the regularly scheduled collection pickup day or by 6 a.m. on the morning of collection. When your 90-gallon carts are emptied, please remove them from the alley or curb..

What's in and what's out in recycling

Metal cans.



Tips: Empty contents and rinse lightly. Labels may stay on.

Yes: Aluminum, steel and tin cans (including drink, food and even pet food) and clean aluminum foil.

No: Propane cylinders, beach or lawn chairs, pots, pans or other scrap metal, aerosol cans, contaminated aluminum foil and motor oil or other automotive fluid cans.

Glass.



Yes: Only green, brown or clear glass food or beverage container.

No: Window glass or mirrors, ceramics, Corning Ware or Pyrex, drinking glasses, crystal, fluorescent or light bulbs. No blue glass accepted.

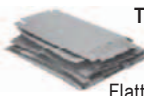
Mixed Paper.

Yes: Newspapers and inserts, phone books and junk mail (even window envelopes), clean and empty food and snack boxes, paperback books, greeting cards and gift wrapping (no foil paper), mail order catalogs and other magazines, paper towel and toilet tissue tubes, household paperboard boxes, paperboard egg cartons, shredded paper (please place in a paper bag), milk cartons, and juice cartons.

No: Food contaminated containers such as Styrofoam or plastic cups or plates, pizza boxes, hardback books (you can remove the cover and recycle the rest), paper towels, tissues, paper cups or plates and any foil-type wrapping.



Cardboard.



Tips: Cardboard recyclables must be clean. Remove all contents from the box including food, plastic liners, waxed paper, or Styrofoam packaging from inside the boxes. Flatten all boxes to conserve space.

Yes: Corrugated cardboard and smaller boxes such as cookie, gift boxes and soda cartons.

No: Styrofoam of any kind, or waxed cardboard.

Plastics.



Tips: Empty contents and rinse lightly. No need to remove labels or flatten.

Yes: Plastic bottles and milk jugs, soda bottles, detergent and shampoo bottles, margarine tubs and yogurt containers, peanut butter containers and salad dressing bottles. Even though plastics range in numbers 1-7, our curbside program only accepts numbers 1 and 2 at this time.

No: Lawn furniture, toys or pet carriers, Styrofoam, plastic packaging peanuts, motor oil or other automotive fluid bottles. Note: you can bring your grocery plastic bags back to the store you received them from - most have a container in front entryway that accepts these bags!

Yard Waste

Presently, the City of Longview does not have a yard waste program for materials such as grass clippings, bush trimmings, etc.. You can either compost these materials or bring them to the Waste Control Transfer Facility. Do not place these materials in your recycling container!



Recycling Questions

If you have any questions about recycling, please contact the Office of Solid Waste & Recycling at 360-442-5222 or visit us online at www.longviewrecycles.com.

What number do I call?

Please also check out our comprehensive "What number do I call?" brochure or other community assistance numbers online at www.mylongview.com.

City Offices.....

Accounts Payable	442.5043
Billing (Water/Sewer/Garbage/Stormwater).....	442-5099
Building Permits	442.5086
Inspection Line.....	442-5090
Bus Service (RiverCities Transit).....	442-5663
Paratransit (RiverCities LIFT)	442-5667
Business & Occupation Taxes	442.5056
City Business Licenses	442.5040
City Clerk	442.5041
City Manager	442.5004
Community Development	442.5086
Court Clerk (Longview Municipal Court)	577.3073
Executive Offices	442.5004
Fire Department	442.5503
Emergency	9.1.1
Golf Course - Mint Valley	442.5442
Library	442.5300
Local Improvement District	442.5036
Nuisance Abatement	442.5093
Parking	442.5817
Parks & Recreation	442.5400
Recreation Registration	442.5400
Building and Park Rental	442-5400
Park Maintenance	442.5421
Human Resources	442.5021
Job Line	442.5026
Police Department	442.5800
Emergency	9.1.1
Satellite Office	442-5850
Pollution Spill/Discharge Hotline.....	578-0900
Public Works/Engineering	442.5200
Racquet Complex	636.4770
Recycling	442.5222
Solid Waste	442.5222
Street Maintenance/Drainage	442.5620
Traffic Signals - Street Lights	442.5640
Utilities Operations Center	
Water Line Breaks/Sewer Problems	442.5700
Public Works After Hour Emergency	
(water, sewer drainage, traffic).....	578-0900
Water Treatment Plant	442.5681

Frequently Called Numbers.....

Animal Services/Licensing (Humane Society)	577.0150
Birth Certificates (Health Department)	414.5599
Chamber of Commerce	423.8400
College - Lower Columbia College	442.2300
Courts	
District Court	577.3073
Municipal Court	577.3073
Superior Court	577.3016
Employment Security Department	577.2250
Food/Clothing/Shelter	
Community Action Program	425.3430
Emergency Support Shelter	425.1176
FISH	636.1100
Information for People for People (group).....	2.1.1
Salvation Army	423.3990
St. Vincent DePaul Society	577.0662
Garbage (Waste Control TransferSite).....	425-4302
Missed Garbage Pickup	425-4302
Hazardous Waste Disposal (Household)	425-4302
Newspaper - Daily News	577.2500
Property Tax Information	577.3010
Senior Citizen Center	636.0210
Social and Health Services	
Alcoholics Anonymous (alcohol & drug treatment) ..	423.2520
American Red Cross	423.7880
Department of Social and Health Services	902.8400
Health Department	414.5599
Hospital - Peace Health	414.2000
Lower Columbia Mental Health	423.0203
Social Security Office	800.772.1213
Utility Services (Local)	
Beacon Hill Sewer District	636.3860
Comcast	888.824.8264
Electricity (Cowlitz PUD)	423.2210
Natural Gas (Cascade Natural Gas)	423.7470
City of Longview Utility Services	
(Water/Sewer/Garbage/Stormwater)	442.5099

Longview Schools.....

Longview School District No. 122 Administration	575.7000
Elementary Schools	
Columbia Heights (2820 Parkview Drive)	575.7641
Columbia Valley Gardens (2650 30th Avenue)	575.7502
Kessler (20th & Kessler Boulevard)	575.7580
Mint Valley (2745 38th)	575.7581
Northlake (2210 Olympia Way)	575.7630
Olympic (1324 30th)	575.7084
Robert Gray (46th Avenue & Ohio)	575.7302
St. Helens (27th & Beech).....	575.7362
Middle Schools	
Cascade (2821 Parkview Drive)	575.7772
Monticello (28th & Hemlock)	575.7050
Mt. Solo (5300 Mt. Solo Road)	577-2800
High Schools	
Mark Morris (1602 Mark Morris Court)	575.7770
R.A. Long (2903 Nichols Boulevard)	575.7156
Other Schools	
Structured Learning Center (3602 Memorial	
Park Drive)	575.7870
Broadway School (1410 Eighth Ave.)	575.7429
College	
Lower Columbia College (1600 Maple)	442.2300

Water Conservation Tips

Indoors.....

- Turn the faucets off tightly after each use.
- Do full loads of laundry or dishes only.
- Take quick showers as opposed to baths.
- Keep showers to less than five minutes, to use only a little water in the bathtub.
- Flush the toilet only when necessary, and check it for leaks. Drop a coloring or a leak-detection tablet in the toilet tank. If color appears in the bowl, there is a leak that requires immediate attention. Reduce the water level per flush by installing a water displacement device in the toilet tank.
- Don't allow water to run between dishes while rinsing, or while shaving or brushing teeth. Don't let the water run when you are lathering your hands.
- Install approved conservation aerators on all faucets. Install water-saving shower heads or flow restrictors, which are available at local hardware stores and other retail outlets.
- Keep a pitcher of water in the refrigerator to prevent the need to run the tap to get a glass of cool water.

Outdoors.....

- Water only as rapidly as the soil can absorb water, or irrigate them minimally and only at night.
- Adjust sprinklers to make sure that only the lawn or plants gets watered.
- Water root areas of your plants to establish hardiness. Shallow roots are likely to withstand drought conditions.
- Use a layer of organic mulch around plants to reduce evaporation and save hundreds of gallons of water a year.
- Adjust lawn mowers to higher settings. Longer grass shades root systems and holds soil moisture better than a closely clipped lawn.

- Refrain from washing down homes, decks, patios, or driveways with the garden hose during shortages.
- Avoid car washing at home. It is best to use a commercial car wash that recycles water. If home car washing is necessary, make sure there is a shutoff nozzle on the hose to prevent excess water loss, and wash the car on an area of grass that needs watering.
- Turn off ornamental water features and fountains that spray water into the air. Trickling or cascading fountains lose less water to evaporation.
- Avoid filling swimming pools or using water recreation toys that require running water.
- Wash your pet outdoors in an area in need of water.
- Notify the City of any suspected water leaks in your area. Daytime: 442.5700; after hours: 578-0900

Get to know your water meter.....

Learn how to read your water meter. Meters read straight across like the odometer on a car. Knowing how to read your meter can help you understand your water bill, detect a leak, or measure the amount of water your family uses.

Water meters can be used to detect a leak in your water system. Just follow these simple steps:

1. Locate your water meter. It is usually found in a meter box in a small concrete vault near the street or in the alley.
2. Turn off all faucets in and around the home.
3. Check the meter reading.
4. Wait 15 minutes.
5. Read your meter again. If the reading has changed, you have a leak that needs immediate attention.

Call 442.5700 if you have questions about water conservation.

Utility Rate Relief Program.....



The City offers a utility discount for qualified low-income seniors disabled citizens who receive sanitary sewer or garbage collection service from the City. Qualifying residents could receive up to a 50% reduction in sanitary sewer service, free garbage collection and an exemption from storm water utility charges. The relief program is available to both homeowners and those citizens living in multiple-family dwellings and mobile home courts. To request an application, or if you have additional questions, please call the Utilities Division at 442.5099.