

CITY NEWS



Better Together

Exciting Changes for Utility Billing: New location & new website in the New Year!



New Utility Billing location at 2245 Ashland St. Open Mondays and Fridays, from 9 a.m. to 1 p.m. —Photo courtesy our GIS team!

We have relocated our Finance Division, including Utility Billing, to **a new South Ashland location, at 2245 Ashland St!** The new location will offer customer service hours for Utility Billing on Mondays and Fridays, from 9a.m. to 1 p.m.

In the New Year, we will launch a brand-new website/payment portal for Utility Billing! What does this mean for our customers? It means an improved experience with enhanced features such as:

- Easy access to account information
- Streamlined autopay management
- The ability to make one-time payments without logging in
- Automatic enrollment for current customers in the new system
- Convenient payment scheduling
- Insights into your electric and water usage
- And much more!

Learn more about Utility Billing at ashlandoregon.gov/UtilityBilling, email utilitybilling@ashlandoregon.gov or call 541.488.6004.

Utility Billing Assistance

Are you behind on your bill, or know someone who is? We can help! The City has funds available for the Ashland Low Energy Assistance Program or ALIEAP. For more information and to apply, visit ashlandoregon.gov/UtilityAssistance. Applications will be accepted through January 31, 2025.

What's Inside...

- Council Outcomes
- City Staff
- Stay Connected

City newsletter content is collaboratively developed by all City Departments.

CIVIC EDUCATION TOOLKIT

Learn more about your local government with the Civic Education Toolkit provided by OCCMA (Oregon City/County Management Association), ashlandoregon.gov/Civics101.



OCCMA
Oregon City/County
Management Association
A State Affiliate of ICMA



Tonya Graham
Mayor

Dylan Bloom
Councilor

Jeff Dahle
Councilor

Gina DuQuenne
Councilor

Eric Hansen
Councilor

Bob Kaplan
Councilor

Doug Knauer
Councilor

COUNCIL OUTCOMES DECEMBER 2024 highlights

— Our newly elected officials were sworn in at a special ceremony in Council Chambers on December 16. Their new terms begin on January 1, 2025:



MAYOR TONYA GRAHAM



**COUNCILORS JEFF DAHLE,
GINA DUQUENNE
& DOUG KNAUER (L to R)**



COUNCILOR DYLAN BLOOM



**PARKS COMMISSIONERS
DANIEL WEINER
& MIKE GARDINER (L to R)**



— In December 2024, we said goodbye to **Councilor Paula Hyatt** and Ashland Parks & Recreation Commissioners **Jim Lewis** and **Stefani Seffinger**.
Thank you for your service - You will be missed!

Council bids farewell to Paula Hyatt, third from left.

— Unanimously approved the roll-out of a USDA loan and the related Rural Energy Savings Program to provide low interest loans to Ashland residents for investment in energy efficiency and renewable energy options for their homes.

— Voted unanimously to reallocate a grant for \$55K from the Ashland Affordable Housing Trust Fund to Sunstone Housing Collaborative from property acquisition to predevelopment costs.

— Approved Ordinance 3253 that amends Ashland Municipal Code 10.120 ELEA (Enhanced Law Enforcement Area) to add CAP (controlled areas of patrol) East.

— Unanimously approved the purchase agreement with Hughes Fire Equipment to purchase a Pierce Enforcer 107' Ascendant Aerial BN1182.

— Approved Option No. 1, "Rehabilitate as planned," presented by the Community Center Management Advisory Committee to rehabilitate the Center. The estimated cost is \$978,490* and the estimated time is three (3) months. **This option will require additional funds for electrical, doors and footing.*

— Approved Ordinance 3244 that amends Ashland Municipal Code 2.10 to Establish Uniform Policies and Operating Procedures for Advisory Committees and Commissions.

For more information on meetings, agendas, minutes and how to contact our elected officials, visit ashlandoregon.gov/PublicMeetings.

SHINING STARS of 2024 Celebrating Our Employees of the Year



ANGEL VALDEZ —
Representing Police



CHAD WOODWARD —
Representing Electric/Conservation



COLTON COCHRAN —
Representing Finance



DENA ADAME —
Representing Innovation & Technology



FERNANDO RENDON —
Representing Parks & Recreation



KATIE ROOT —
Representing Public Works



KELLY BURNS —
Representing City Manager's Office



LINDA REID —
Representing Community Development



TODD STUBBS —
Representing Fire & Rescue

Ashland Police Officer Steve MacLennan retires after 34 years of service *Thank You Steve!*



WONDERING HOW TO INTERACT WITH US?

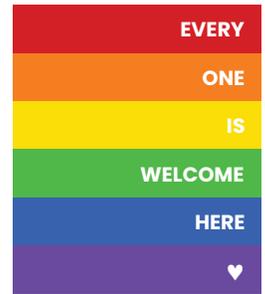
Stay Connected

Visit ashlandoregon.gov/StayConnected to stay informed...

- Ask a "Curiosity" question
- View current City news
- Subscribe for notifications
- Follow us on social media
- and more

Contact us at citymanageroffice@ashlandoregon.gov, 541.488.6002.

Mark your calendars for **Town Hall 2025** at Southern Oregon University on Wednesday, January 22, 5:30 to 7 p.m. - Details at ashlandoregon.gov/TownHall.



We celebrate diversity in Ashland!

Report a Problem for a Better Ashland with SeeClickFix

Discover SeeClickFix... This platform allows residents to submit non-emergency requests and reports, which are then automatically routed to the appropriate department for review.

Report a variety of issues, including graffiti, parking violations, streetlight outages, abandoned vehicles, intersection visibility concerns, street surface issues, water leaks, park facility concerns and more.

Empowering You to Help Make Ashland a Better Place, Together!
ashlandoregon.gov/SeeClickFix

Get Connected.
Get Involved.
Get Results.

SeeClickFix is the fastest, easiest way for you to submit non-emergency requests to your community, stay updated, and initiate change in your community.

Available on the App Store and Google Play.

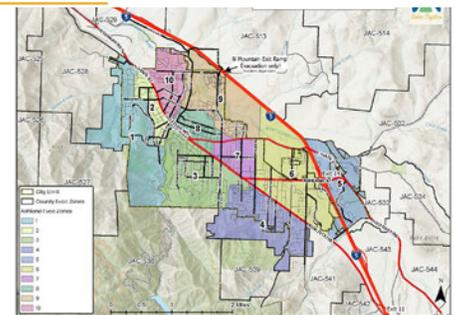
SeeClickFix

Let us help you be Better Prepared for an Emergency

Don't be caught off guard—Let us help you stay prepared for the unexpected!

- Know Your Evacuation Zone
- Know Your Evacuation Levels
- Sign up for Emergency Alerts
- Get Ready—Pack a Go Bag!

ashlandoregon.gov/BetterPrepared



Sign up for classes with Parks & Recreation

To view all-age activities and events offered by Ashland Parks & Recreation, as well as register for classes, visit AshlandParksandRec.org.

View senior activities at AshlandSeniorServices.org.

