

Your bill reflects charges based on the cost of basic sewer, stormwater and water services provided by the City of Portland.

The Bureau of Environmental Services and the Portland Water Bureau are rate-financed, non-profit municipal utilities.

Your bill identifies the charges from these two separate utilities. This brochure explains charges for a typical residential account .

City of Portland Customer Service

Phone: 503-823-7770

Office: Portland Building Lobby
1120 SW Fifth Avenue, Portland, OR 97204

Hours: Monday - Friday, 8:00 am - 5:00 pm

After-hours Depository

Located at the entrance of 1120 SW Fifth Avenue

Online Payment

www.portlandoregon.gov/utilitybill

Pay by Phone

With your Visa, Mastercard or Discover. 503-823-7700, press 1.

AutoPay

Pay your bill automatically by deducting from your bank account or charging to your credit/debit card. Sign up online at www.portlandoregon.gov/utilitybill

Paperless Billing

Go green and sign up for Paperless Billing at www.portlandoregon.gov/utilitybill

Financial Assistance

Accounts that are income-eligible may qualify for financial assistance. Contact us for more information.

For more information:

City of Portland Customer Service

503-823-7770 • www.portlandoregon.gov/utilitybill

Water Line - 503-823-7525 *For questions regarding water quality.*

Water Bureau Security - 503-823-6084 *To report a security issue associated with a Water Bureau property. Please call 911 for emergencies.*

After-hours Emergency Line - 503-823-4874

Portland Water Bureau Efficiency Program

503-823-4527 • www.portlandoregon.gov/water/efficiency

Bureau of Environmental Services

503-823-7740 • www.portlandoregon.gov/bes



ENVIRONMENTAL SERVICES
CITY OF PORTLAND
working for clean rivers

Bureau of Environmental Services

1120 SW Fifth Ave., Room 1000
Portland, OR 97204
503-823-7740
www.portlandoregon.gov/bes



Portland Water Bureau

1120 SW Fifth Ave., Room 600
Portland, OR 97204
503-823-7404
www.portlandoregon.gov/water

To help ensure equal access to City programs, services, and activities, the City of Portland will provide translation, reasonably modify policies/procedures and provide auxiliary aids/services/alternative formats to persons with disabilities. For accommodations, translations and interpretations, complaints, and additional information, contact 503-823-7770, use City TTY 503-823-6868, or use Oregon Relay Service: 711

Understanding Your

Sewer, Stormwater and Water Bill



What's New?

Important information about your sewer and water service.

Activity on your account since the last bill

The amount you owe and the due date. Bills not paid by the due date are subject to additional fees and collection action.

Bill I.D. Number



Bureau of Environmental Services

Portland Water Bureau

PO Box 4216
Portland, OR 97208-4216

www.portlandoregon.gov/bes
www.portlandoregon.gov/water

Telephone: 503-823-7770

Email: PWBCustomerService@portlandoregon.gov

Combined Sewer and Water Bill

- Bureau of Environmental Services
- Portland Water Bureau

11062012 183002 291

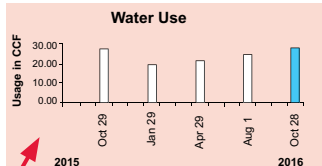
Account Number	223-456-789-0		
Customer Name	John E. Raindrop		
Service Address	12345 Main St.		
Account Activity			
Previous Bill Amount	\$		370.39
Net Adjustments	\$		0.00
Collection Charges	\$		0.00
Payments - Thank you	\$		- 370.39
Balance Forward	\$		0.00
Current Charges	\$		421.23
Amount Due	\$	421.23	
Due Date		Nov 27, 2016	

Billing Details

Service	Billing Date	Billing Period	Days of Service	Billing Type
	11/06/16	08/01/16 - 10/28/16	89	Single Family/Quarterly
Service	Usage	Rate per CCF	Charges	
Water Volume	29 CCF	\$ 4.216	\$	122.26
Sewer Volume	21 CCF	\$ 9.82	\$	206.22
Stormwater Off-site			\$	52.19
Stormwater On-site			\$	28.10
Clean River Rewards (100% of On-Site Stormwater Charge)			\$	-28.10
Portland Harbor Superfund			\$	2.73
Base Charge			\$	37.83
			\$	421.23

Meter Usage Detail

Meter Number	Previous Read	Current Read	Usage
30495409M	1000	1029	29



Please detach and return this portion with payment payable to: **City of Portland**

Account Number	Address Served	Bill Date	Due Date	Amount Due
223-456-789-0	12345 MAIN ST.	Nov 06, 2016	Nov 27, 2016	\$421.23

City of Portland

PO Box 4216
Portland, OR 97208-4216

JOHN E. RAINDROP
12345 MAIN STREET
PORTLAND OR 97206-3662

Amount Enclosed \$

Check this box if you have changes or comments. Note changes on reverse.

99 00002234567890700000000042123

Explanation of Billing Details

Customers of all utility services within Portland pay a utility license fee that helps fund general city services including, but not limited to, fire fighting, parks and police. This fee is factored into each of the following charges:

Bureau of Environmental Services Charges and Rewards

Sewer Volume Charge: Pays for sewage treatment and sewer system construction, maintenance and repair.

Residential sewer volume charges are based on winter average water use, or actual water use, whichever is lower. Winter average review periods are based on bills issued between the following dates:

- For QUARTERLY accounts: February 1 – April 30
- For BI-MONTHLY accounts: January 1 – April 30
- For MONTHLY accounts: December 1 – April 30

Commercial sewer volume charges are based on actual water use.

Stormwater Off-site Charge: Pays for the construction, operation and maintenance of facilities that manage stormwater runoff from city streets. Until 2007, stormwater off-site and on-site charges were shown as a single stormwater management charge.

Stormwater On-site Charge: Pays for the construction, operation and maintenance of facilities that manage stormwater runoff from private property.

Clean River Rewards: Managing stormwater on your property can earn you a discount of up to 100% of the stormwater on-site management charges. Go to www.CleanRiverRewards.com or call 503-823-1371 for more information.

Portland Harbor Superfund Charge: Helps fund the city's participation in the ongoing federal superfund investigation in the Willamette River. This charge has been calculated into sewer rates since 2001. It was first itemized on the bill in July 2007.

Green Bucks: Voluntary contributions from ratepayers help public schools in Portland maintain green stormwater management facilities on school property. For more information visit: www.portlandoregon.gov/bes

Portland Water Bureau Charges

Water Volume Charge: Pays for the construction, operation and maintenance of Portland's water system. Actual water use is measured in CCF (100 cubic feet, one CCF = 748 gallons).

Base Charge: Pays for account services such as meter reading, billing, collection and customer support. This is a daily fixed charge.

Typical Billing and Collection Cycle

Avoid collection charges and fees by paying the balance in full or by making payment arrangements by the due date. Personal information will be used for account management.

CHARGE	AMOUNT	DAYS AFTER BILLING DATE
Carrying Charge	1% of current charges	28 days
Reminder Late Fee	\$5 charge	35 days
Pre-Shut Off/Urgent Late Fee	\$10 charge	42 days
Last Chance Late Fee	\$20 charge	49 days
Shut Off Authorization Late Fee	\$80 charge	56 days

Rates and charges subject to change annually on July 1.

Water Use

- Shows past water use
- See if your use is increasing and what time of year you use the most water