

Payment Methods

- Mailing Address PO Box 4216, Portland, OR, 97208-4216
Online Payments www.portlandoregon.gov/utilitybill
Payment via Phone 503-823-7770
In Person 111 SW Columbia St., Suite 660 Portland, OR 97201
Drop Box Payments 111 SW Columbia St. Portland, OR 97201

Sign Up for AutoPay online at www.portlandoregon.gov/utilitybill

Explanation of Billing Details

Water and Environmental Services customers pay a utility license fee that helps fund general city services including but not limited to fire-fighting, police services, and fees for parks.

Bureau of Environmental Services

- Sewer volume charge: pays for sewage treatment and system construction, maintenance and repair. Residential sewer volume charges are based on winter average water use, or actual use, whichever is lower. Commercial sewer volume charges are based on actual water use.
Stormwater charge: Off-site charge pays for repairs, maintenance, and renewal of facilities that manage stormwater runoff from city streets. On-site charge pays for facilities that manage stormwater runoff from private property.
Portland Harbor Superfund charge: Helps fund the city's required participation in the ongoing federal superfund investigation into historic pollution of the Willamette River.

Contact Environmental Services at 503-823-7740 or go to www.portlandoregon.gov/bes

Portland Water Bureau

- Base charge: pays for the meter reading, billing, collection, and customer support. This is a daily fixed charge.
Water volume charge: pays for repairs, maintenance, and renewal of the water system. This charge is measured in units of 100 cubic feet (called CCF) used. One CCF = 748 gallons.

Important Information

Customer Services

Phone Number 503-823-7770
Hours Monday-Friday, 8:00 a.m. to 5:00 p.m.

Paperless Billing Enrollment

Sign up at www.portlandoregon.gov/utilitybill

Payments

- Paying by check? You are authorizing us to make a one-time electronic funds transfer from your account or to process the payment as a check transaction.
Returned Payments will be subject to a \$35.00 fee.
Deposits made to the drop box after 2:00 pm will be posted to accounts on the next business day.

Having trouble paying your bill?

- Avoid late payment fees by paying the balance in full or by making payment arrangements prior to the due date.
Bills become delinquent if not paid by the due date printed on the initial bill or notice.
Fees may continue to be assessed against any unpaid charges, even after water has been shut off.
Personal information may be used for account management and collection services.

Financial Assistance

- You may qualify for financial assistance. Please contact Customer Service for information.

Typical Billing and Collection Cycle

Table with 2 columns: Day, Description. Rows include Bill Date, Due Date, Carrying Charge (1% penalty), Reminder Late Fee (\$5.00 charge), Pre Shut Off / Urgent Notice Fee (\$10.00 charge), Last Chance Notice Fee (\$25.00 charge), Shut Off Authorization Late Fee (\$90.00 charge), Returned Payment (\$35.00 charge).

Your voluntary GreenBucks contribution helps public schools in Portland protect water quality in local rivers and streams.

Select your GreenBucks Contribution Level \$1 \$3 \$5 Contributions will be charged each billing period.

New Mailing Address? Please note changes below and check the box on the reverse side.

New Address

Phone Number

Comments

This change affects your mailing address only and does not close your account.

Account 223-456-789-0

To close this account and receive a final bill, call Customer Services at 503-823-7770.