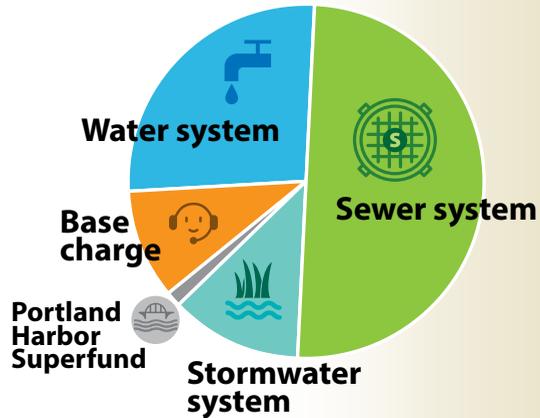


# Where does your money go?



**Water system**, including water treatment, protection of drinking water sources, pipes, tanks, and fire hydrants



**Sewer system** and sewage treatment, including pipes that keep sewage out of Portland's rivers



**Stormwater system**, which manages water runoff from hard surfaces like streets, roofs, and parking lots



**Portland Harbor Superfund**, helping clean up the Portland Harbor



**Base charge**, to provide customer service, billing, and water meter reading

## Financial assistance

Financial assistance is available to qualifying customers. Learn more: [portlandoregon.gov/water/financialassistance](http://portlandoregon.gov/water/financialassistance)  
503-823-7770

## Customer Service

- Billing and financial assistance questions: **503-823-7770**
- Online payment: [portlandoregon.gov/utilitybill](http://portlandoregon.gov/utilitybill)
- Walk-in Center and after-hours payment box: 664 N. Tillamook St.
- Walk-in hours: 7:30 a.m. to 4:30 p.m. Monday-Friday



Please contact us for translation or interpretation, or for accommodations for people with disabilities.

More information · Más información  
Дополнительная информация · Thêm thông tin  
欲了解更多信息 · Mai multe informații  
Macluumaad dheeri ah  
Подробиці · Tichikin Poraus · अधिक सूचना

[portlandoregon.gov/water/access](http://portlandoregon.gov/water/access)  
**503-823-7770**

(TTY: 503-823-6868, Relay Service: 711)



**Bureau of Environmental Services**  
503-823-7740  
[portlandoregon.gov/bes](http://portlandoregon.gov/bes)  
1120 SW Fifth Ave., Room 1000  
Portland, Oregon 97204  
(Mailing address only)



**Portland Water Bureau**  
503-823-7404  
[portlandoregon.gov/water](http://portlandoregon.gov/water)  
1120 SW Fifth Ave., Suite 405  
Portland, Oregon 97204  
(Mailing address only)

# Understanding Your Sewer · Stormwater · Water Utility Bill



# Understanding your bill

## Billing Details

**Billing Date** 11/06/20    **Billing Period** 07/31/20 - 10/28/20    **Days of Service** 4 90    **Billing Type** Single Family/Quarterly

1 Service	2 Usage	3 Rate per CCF	4 Charges
Water Volume	17 CCF	\$ 5.593	\$ 95.08
Sewer Volume	15 CCF	\$ 11.55	\$ 173.25
Stormwater Off-site			\$ 57.81
Stormwater On-site			\$ 31.10
Clean River Rewards (100% of On-Site Stormwater Charge)			\$ -31.10
Portland Harbor Superfund			\$ 4.07
Base Charge			\$ 50.75
<b>Total Current Charges</b>			<b>\$ 380.96</b>

## 1 Service Charges



**Water volume** is the amount of water your household used during the time covered by this bill. This charge pays for Portland's water system.



**Sewer volume** charges pay for Portland's sewer system. Sewer charges are based on how much water goes into the sewer pipes.



**Stormwater off-site** charges pay for managing stormwater (runoff) from streets. Stormwater charges are based on the amount of hard surface on a property.

**Stormwater on-site** charges pay for managing stormwater from private property.

**Clean River Rewards** is a discount program for customers who can show that they safely manage their property's stormwater on site.



**Portland Harbor Superfund** charge pays for the City's participation in the Portland Harbor Superfund cleanup.



**Base charge** is a per-day charge for account services such as meter reading, billing, collection, and customer service. This is a charge all customers pay.

**2 Usage** shows how much water you used. Your water use is measured in CCF, or Centum (100) Cubic Feet. One CCF is 748 gallons, so 17 CCF is 12,716 gallons.

**3 Rates** change on July 1 every year.

**4 Days of service** shows how many days this bill covers. City employees read most customers' water meters once every three months, and the City sends bills every three months too.

Learn more:

[portlandoregon.gov/water/yourbill](http://portlandoregon.gov/water/yourbill)