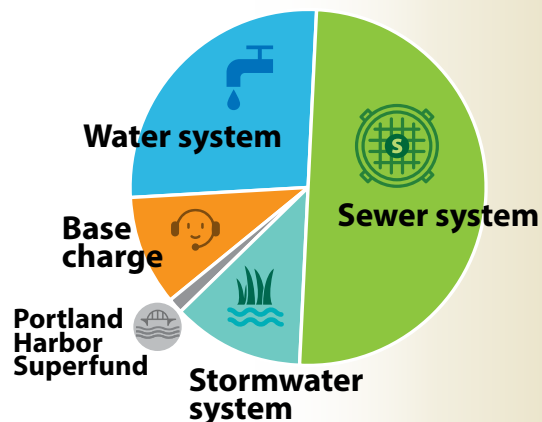


Where does your money go?



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 503-823-7770

Customer Service

- Billing and financial assistance questions: **503-823-7770**
- Online payment: 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
503-823-7770
(TTY: 503-823-6868, Relay Service: 711)



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



Portland Water Bureau
503-823-7404
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

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

Total Current Charges

\$ 380.96

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