

## Payment Options and Statements



The Finance Department sends out utility bills every month, collects payments, and administers water, sewer, stormwater, water and street maintenance finance processes. It also administers two very easy ways to pay your utility bill: EasyPay and UtilityOnline.

Below are the various ways to get your utility bill and to pay it. If you need assistance in understanding the contents of your utility bill, please go to [Understanding the Utility Bill](#) and [Rate Changes Impacting Monthly Utility Bills](#).

### **Getting a Statement**

Signing up for Utility Services through the City (water, sewer) will initiate the process to get services and a statement for your residence or business. To sign up for or change the location of your service go to the [Establish or Disconnect Service](#) page. Bills will be sent to the mailing address provided on your utility account. If you prefer to go paperless and get a statement through email follow the below instructions for E-Statements.

If you want to access past statements, please sign up for Utility Online (read more in the next section below).

### **"E-Statements" - Email Notification of Utility Bills**

You can have your utility bill sent directly to your email instead of by regular mail.

[Click here](#) to fill out an easy sign up form, and get started with environmentally friendly paperless billing with your next utility bill.

### **Updating Contact information**

If your contact information for your phone number(s) and/or email address changes you may update that through an online [form](#) and the utility department will be notified by email. *(Change of address is updated with the Service Form instead when moving.)*

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### Paying Your Utility Bill

There are a few ways to pay your utility bill to the City. The two easiest and most convenient ways to pay your utility bill are **EasyPay** and **Utility Online**.

#### Easy Pay

The easiest way to pay your utility bill is by signing up for the City's program called [EasyPay](#). This program automatically withdraws the amount due on your monthly utility bill from your bank account. Note: Utility bills do vary seasonally and generally go up in the summer months or due to changes in the fees charged. As the program automatically withdraws the amount, customers who use EasyPay need to plan for the amount of the bill to be different each month and also for a higher bill for the summer months.

#### Utility Online

Utility Online is a program where you can review your utility account, pay bills, see past bill amounts and payments, water consumption history over two years and make credit card payments online from the convenience and security of your home computer. You can pay online with your MasterCard or VISA credit card using Utility Online. To create an account you will need your utility account number (including dashes) and your last payment amount. To learn about all of our [Online Bill Pay](#) options or to get account creation and password reset options go to our Online Bill Pay page. Click on [UtilityOnline](#) to get directly to Utility Billing Online.

#### Payment by Mail

The PO Box number for utility payments is different than the PO Box number used for the City's regular mailing address. You can send your utility bill payment with a check or money order to:

City of Lake Oswego  
PO Box 589  
Lake Oswego, OR 97034

#### Drop off Payment

There is a secure drop box inside the first set of doors at the back entrance of City Hall in downtown Lake Oswego. That payment will be picked up at 8:00 a.m. the next business day. Location: **City Hall - 380 A Avenue**.

Note: If you come to the finance counter at City Hall to hand deliver your bill, you will likely be directed to the secure drop box to deposit your payment. This ensures that your payment gets to the right person.

#### Web Links

[Understanding Your Utility Bill](#)[Online Bill Pay Information](#)[EasyPay](#)[Sign up for E-Statements](#)[What Services Do I Pay and Get When Paying My Utility bill?](#)

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