

## Frequently Asked Questions - Utilities

### **Where is the Utility Department located and what are the business hours?**

We are located on the first floor in City Hall at 380 A Avenue, Lake Oswego. Our Business Hours are 8 a.m.- 5 p.m., Monday through Friday, subject to holiday closures and inclement weather.

### **How do I set up Online Services to view my account balances and pay my bill?**

Please go to [www.lakeoswego.city/pay](http://www.lakeoswego.city/pay).

### **What are my Payment Options?**

There are several options:

#### **Easy Pay (automatic repeat-payment from your bank account)**

Please go to [www.lakeoswego.city/easypay](http://www.lakeoswego.city/easypay), print off the EasyPay form, fill it out and mail to:

Utility Department  
City of Lake Oswego  
PO BOX 369  
Lake Oswego OR 97034-0369

#### **Online (individually authorized payment on the Internet)**

Please go to [www.lakeoswego.city/pay](http://www.lakeoswego.city/pay) and follow the steps.

#### **By Mail (payment by check or money-order)**

Please send your utility bill payment voucher with a check or money order to:

City of Lake Oswego  
PO Box 589  
Lake Oswego, OR 97034-0289

#### **Drop it off (check or money-order)**

There is a secure drop box inside the first set of doors at the back entrance of City Hall in downtown Lake Oswego. Please, enclose your remittance voucher with the payment. Payments left in the drop box will be picked up at 8:00 a.m. the next business day.\*

*\* Please note that all payments must be received in our office by the due date to avoid penalties and/or service interruption.*

#### **In Person (check, cash, money order, credit card)**

You may make a payment in person at the Finance Counter at City Hall. We accept cash, checks, money orders, and Visa and Master Card credit cards. Business Hours are 8 a.m. - 5 p.m. Monday through Friday, subject to holiday closures and inclement weather.

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### **Over the Phone (credit card) – Sorry, limited service**

We do **not** accept over-the-phone credit card payments except in hardship cases and emergencies.

### **What do I need to do to avoid late fees and interruption of service?**

All payments must be received in our office by the due date to avoid penalties and/or service interruption.

### **How are rates calculated?**

Please visit [www.lakeoswego.city/finance/master-fees-and-charges](http://www.lakeoswego.city/finance/master-fees-and-charges) for a complete list.

### **How do I Establish Service?**

Please go to [www.lakeoswego.city/service](http://www.lakeoswego.city/service) and fill out the Service Form to Establish Service.

### **How do I Discontinue Service?**

Please go to [www.lakeoswego.city/service](http://www.lakeoswego.city/service) and fill out the Service Form to Discontinue Service.

### **How can I set up Automatic Payments?**

Please go to [www.lakeoswego.city/easypay](http://www.lakeoswego.city/easypay) print off the EasyPay form, fill it out the form and Mail to:

Utility Department  
City of Lake Oswego  
PO BOX 369  
Lake Oswego OR 97034-0369

### **How do I update my Automatic Payment Information?**

Please call the Utility Department at 503-635-0265 or go to [www.lakeoswego.city/easypay](http://www.lakeoswego.city/easypay) print off the EasyPay form, and mail it to Utility Department City of Lake Oswego PO BOX 369 Lake Oswego, OR 97034.

### **Where can I update my account information?**

Email the Utility Department at [Utilitypayments@lakeoswego.city](mailto:Utilitypayments@lakeoswego.city)

### **How can I get a credit on my account for a Leak?**

Please fill out our leak adjustment form at [http://www.lakeoswego.city/sites/default/files/fileattachments/finance/webpage/13273/leak\\_adjustment\\_application\\_feb\\_2014\\_fillable.pdf](http://www.lakeoswego.city/sites/default/files/fileattachments/finance/webpage/13273/leak_adjustment_application_feb_2014_fillable.pdf)

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### How do I sign up for E-mail Statements?

Please go to <https://www.lakeoswego.city/finance/webforms/email-statement> - fill in the form and click on submit to sign up.

### Who do I call if I notice gushing water or other harmful water flow?

Call 503-635-0265 during regular business hours; or police dispatch 503-635-0238 after regular business hours; or send an email to [utilitypayments@lakeoswego.city](mailto:utilitypayments@lakeoswego.city).

**Source URL (retrieved on 12/18/2017 - 2:19pm):**

<http://ci.oswego.or.us/finance/frequently-asked-questions-utilities>