



UNDERSTANDING YOUR UTILITY BILL

The bill for utilities is monthly. Surface water and street maintenance are fixed rates. The sewer rate is the same from August to July and consists of both a flat rate and the average winter water consumption. Water service includes both a fixed rate and a fee based on usage. Water usage is measured in 100 cubic feet (CCF) and due to the City of Lake Oswego's tiered water rate structure, the cost for water is lowest in Tier 1 and highest in Tier 3. 1 CCF = 748 gallons of water.

- Tier 1 = usage between 0-8 CCF
- Tier 2 = usage between 9-16 CCF
- Tier 3 = water usage at or above 17+ CCF

For information on current rates, refer to the Master Fees & Charges booklet www.ci.oswego.or.us/finance/master-fees-and-charges.

WATER CONSERVATION

The tiered water structure is intended to support conservation efforts. Water conservation saves money, preserves wildlife habitat and makes sure there is enough water for all uses. For more conservation tips and links, please visit www.ci.oswego.or.us/publicworks/water-conservation-program.

LATE FEES

\$5.00 is assessed for utility bills not paid by the due date. If the total bill is \$200 or more, the late fee is 2.5% of the total amount due.

After three late payments in a year, the account may be considered for shut off due to non-payment. Please respond immediately to any past due notices to avoid discontinued services. All accounts scheduled for water shut off due to non-payment are assessed an additional non-refundable \$60.00 fee.

FOR MORE INFORMATION

Finance Department
Phone: (503) 635-0265
www.ci.oswego.or.us/finance
380 A Avenue, Lake Oswego OR 97034

PLEASE RETURN THIS BOTTOM PORTION WITH YOUR PAYMENT making sure that City of Lake Oswego address appears through the window of the return envelope provided

WAYS TO PAY YOUR UTILITY BILL

Automatic Withdrawals: The *EasyPay* program automatically withdraws the amount due on your monthly utility bill from your bank account, VISA, or MasterCard. Go to www.ci.oswego.or.us/easypay or call the Finance Department at 503-635-0265 to sign up for *EasyPay*.

Online Bill Pay: *UtilityOnline* allows on-line bill pay by VISA or MasterCard. You can also review your utility account, history and consumption. Go to www.ci.oswego.or.us/pay. Click on Online Payment Services for the logon screen. Have your account number and the dollar amount of your last payment available to sign up.

In Person: Drop your payment off in the secure Drop Box located inside the double doors on the back (parking lot) side of City Hall located at 380 A Avenue.

MAIL PAYMENTS TO:

City of Lake Oswego
PO BOX 589
Lake Oswego OR 97034-0289

E-STATEMENTS AVAILABLE

If you would like your bill emailed, send an email to utilitypayments@ci.oswego.or.us with your account name, account number, phone number, and an email address or visit www.ci.oswego.or.us/finance/webforms/utility-bill-email-notification-authorization and submit the completed authorization form.

FREQUENTLY ASKED QUESTIONS

Please visit our website at: www.ci.oswego.or.us/finance/frequently-asked-questions-utilities.

MAIL CORRESPONDENCE TO:

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

ATTENTION: UTILITY PAYMENTS
CITY OF LAKE OSWEGO
PO BOX 589
LAKE OSWEGO OR 97034-0289

