



625 CENTER ST  
 PO BOX 3040  
 OREGON CITY, OR 97045-0304  
 (503) 657-8151

**Service Period: 10/31/23 To 11/30/23**  
**Due Date: 1/22/2024**  
**Amount Due: \$7,785.17**

Previous Read	Current Read	Consumption	Meter #
33,172	33,247	75 HCF	63016504
46,126	46,196	70 HCF	1464777

MESSAGE CENTER	ACCOUNT ACTIVITY	UNITS	CURRENT	AMOUNT	
<p><b>Pay Your Bill Online and Sign up to Go Paperless</b>                      Thank you for signing up for Online Bill Pay. You may access your account by going to <a href="http://www.orcity.org">www.orcity.org</a> and click on the 'Online Bill Pay' Button to log in and make a payment.</p> <p>The following rate adjustments will go into effect January 1, 2024: Water is adjusted annually by 3% to account for inflation per Resolution No. 14-32 of City Commission. Stormwater is adjusted by 8% to account for inflation and meet the capital needs as per Resolution No. 21-18 of City Commission</p>	Previous Balance			\$7,924.28	
	Payment - Thank you			(\$7,924.28)	
	Adjustments - Credits			\$0.00	
	Beginning Balance			\$0.00	
	<b>CURRENT SERVICES AND NEW ACTIVITY FOR SERVICE PERIOD 10/31/23 TO 11/30/23</b>				
	Water Treatment (South Fork Water Board)			\$170.27	
	Water Distribution	66.00		\$1,280.22	
	Stormwater Management	66.00		\$835.56	
	Pavement Maintenance	66.00		\$719.40	
	Public Safety Facility (Temporary)	66.00		\$429.00	
Wastewater Collection	66.00		\$2,393.82		
Wastewater Treatment (Clackamas County)	66.00		\$1,956.90		
	<b>Total Current Services and New Activity:</b>			\$7,785.17	
	<b>Amount Due:</b>			\$7,785.17	

AC 5100	Water	1,404.27
AC 5101	Mgr Water	29.36
AC 5102	Com. Area Wate	0.04
AC 5110	Sewer	4,287.21
AC 5111	Mgr Sewer	63.51
AC 5114	Storm Water	822.90
AC 5124	Mgr St. Water	12.66
AC 5182	Mgr Pub Sfty Fac	6.50
AC 5190	Other Utility Exp	16.82
AC 5198	Public Sfty Facilit	422.50
AC 5702	Pavement Maint	708.82
AC 5703	Mgr Pavemt Mnt	10.58
<b>Total</b>		<b>7,785.17</b>

EXPLANATION OF SERVICES AND ADDITIONAL INFORMATION  
 1 portion with your remittance.

[www.orcity.org/billpay](http://www.orcity.org/billpay)

Due Date:	1/22/2024
<b>Amount Due:</b>	<b>\$7,785.17</b>
Amount Enclosed:	

OREGON CITY  
 UTILITY BILLING  
 PO BOX 3530  
 PORTLAND OR 97208-3530

## IMPORTANT INFORMATION CONCERNING YOUR BILL

### Explanation of Charges:

There are five services paid by customers: 1) Water, 2) Wastewater (sanitary sewer), 3) Stormwater, 4) Pavement Maintenance, and 5) Community Safety. However, the services are broken out into seven charges because the City also collects money on behalf of South Fork Water Board for water treatment and Clackamas County / Tri-City (Water Environment Services) for wastewater treatment. The charges are explained below:

**Water Treatment (South Fork Water Board)** – The City purchases treated drinking water from South Fork Water Board for distribution to customers. Charges pay for water from South Fork's treatment plant based on the amount of usage recorded on your water meter each month. [www.sfwb.org](http://www.sfwb.org)

**Water Distribution** – The City maintains approximately 154 miles of waterline pipes along with the reservoirs, pump stations, meters, and hydrants. The system delivers water to homes and businesses. Charges pay for operation, maintenance and replacement of the system.  
[www.orcity.org/publicworks/water-division](http://www.orcity.org/publicworks/water-division)

**Stormwater Management** – During storm events, rainwater that does not soak into the ground becomes surface water runoff, which either flows directly into surface waterways or is channeled into storm sewers. Stormwater management helps control the volume of runoff water, reduces localized flooding and helps prevent contaminants from flowing into our environmental habitats. Charges pay for environmental compliance, operation and maintenance of the system.  
[www.orcity.org/publicworks/stormwater-division](http://www.orcity.org/publicworks/stormwater-division)

**Pavement Maintenance** – The City maintains 134 miles of streets along with walkways and bike paths. One hundred percent of the pavement maintenance charge is used to repair and overlay streets to keep roadway surfaces maintained to the maximum extent possible.  
[www.orcity.org/publicworks/pavement-maintenance-utility-fee](http://www.orcity.org/publicworks/pavement-maintenance-utility-fee)

**Public Safety Facility (temporary)** - This charge funds the Community Safety Advancement Fund (C-SAF). One hundred percent of this fund is used to pay for a new public safety facility and improvements to the public space at the site. The charge will end once the building is paid for.  
[www.orcity.org/community/community-safety-advancement-fund](http://www.orcity.org/community/community-safety-advancement-fund)

**Wastewater Collection** – Through over 138 miles of pipes along with 22 pump stations, the City collects wastewater from home and business toilets, baths, washing machines, and sink drains and transports it to the Tri-City plant for treatment. Charges pay for operation, maintenance and replacement of the collection systems.  
[www.orcity.org/publicworks/wastewater-sanitary-division](http://www.orcity.org/publicworks/wastewater-sanitary-division)

**Wastewater Treatment (Clackamas County/Tri-City Service District)** – Clackamas County, under the name Water Environment Services (WES), manages and operates the Tri-City Water Pollution Control Plant. The Clackamas County Board of Commissioners establishes the rates that customers pay to treat wastewater. Treatment removes harmful bacteria and other pollutants from the wastewater. [www.clackamas.us/wes](http://www.clackamas.us/wes) or 503-742-4567.

### Billing:

Because of inclement weather, weekends, holidays or unusual circumstances, your meter reading dates may vary. All bills are due and payable on or before the due date on the statement.

### Delinquent / Disconnected Accounts:

When utility services are discontinued for non-payment, the total bill plus a \$50 delinquent fee must be paid in full before the service can be restored. To ensure the service is restored within the same day, payment must be received prior to 2PM.

### Returned Checks:

A \$25 fee will be assessed for each returned check. The amount of the returned check plus the fee must be paid in cash, certified check, or cashier's check.

### Final Billing:

Final bills are due 10 days from the date of the billing. Any unpaid balance will be sent to collections. The collection agency may impose fees and interest on top of the unpaid balance due.

### Deposits:

Deposits are required for delinquent accounts and accounts with a history of returned checks.

### Policies:

Customers agree to abide by all rules, regulations, and rates now in force or that may later be legally established. The City has the right to discontinue service for nonpayment of bills after a specified amount of time. For complete policies, please visit the City's website.

### Relief Policy:

The City offers reduced rates for income qualifying residents, including disabled or senior citizens. Visit our website or call Customer Service for additional details.

## CONTACTING THE CITY

### For Billing and Payment Questions

Please call Utility Customer Service at (503) 657-8151  
Monday – Friday 8:00 a.m. - 5:00 p.m.

Moving? Please notify Utility Customer Service before you move. Meters will not be read on weekends or holidays. Please allow sufficient time to schedule the reading of your meter(s).

### For information regarding Water Quality

Please call the Public Works – Water Division at (503) 657-8241  
Monday – Friday 7:00 a.m. - 4:00 p.m.

City website: [www.orcity.org](http://www.orcity.org)

REV:5-09/11/18

## PAYMENT INFORMATION

### Paying your bill:

**Mail:** Send a check or money order in the enclosed envelope with the bottom portion of your bill payable to Oregon City. Do not send cash, Mail to:  
PO Box 3530, Portland, OR 97208-3530

**In Person:** We accept cash, checks, money orders, VISA/MasterCard, and debit cards with the VISA or MasterCard logo. City Hall is located at 625 Center Street.

**Drop Box:** There is also a payment drop box at City Hall available 24 hours a day. Place your check or money order in an envelope and clearly label it with your name and account number. Please do not place cash in the drop box.

**Online:** Log onto [www.orcity.org](http://www.orcity.org) and click on the Online Bill Pay link. From there you will be directed to register your account to allow you 24-hour access to view and manage your account as well as pay your bill.

**By Phone:** Check your balance and pay your utility bill over the phone by calling (503) 657-8151 and selecting option 1.

**Auto Pay:** The City offers automatic monthly payments to pay your bill. To sign up, please visit <http://www.orcity.org/finance/utility-customer-service> and complete and submit the Automatic Payment Application form, or complete this form and return with your payment.



Jet Communications  
 PO Box 12155  
 Salem, OR 97309

**Invoice Information**

Invoice Date: 12/15/2023  
 [Redacted]  
 Due Date: 01/12/2024  
 Total Due: \$656.70

**Need To Contact Us?**

Local 503.585.4040  
 Toll Free 800.828.6403

[Redacted]

**Balance Forward**  
 Previous Balance \$656.70  
 Payments Applied \$656.70CR  
 Credits and Debits \$ .00

**Balance Forward \$ .00**

**New Charges**  
 Service Charges \$656.70  
 Other Services \$ .00  
 Adjustments \$ .00  
 Taxes and Surcharges \$ .00  
 Late Charges \$ .00

**Total New Charges \$656.70**

**Account Aging**  
 Current \$656.70  
 31-60 Days \$ .00  
 61-90 Days \$ .00  
 91-120 Days \$ .00  
 121+ Days + \$ .00  
**Total Due: \$656.70**

Email customerservice@jetutilities.net for speedy, friendly service!

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Want to GO PAPERLESS and set your account up on autopay?  
 Give us a call or send us a message and we'll get you set up!

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Thank you for choosing Jet for your communications and utility  
 submetering needs. We appreciate and greatly value your business.

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Jet Communications  
 PO Box 12155  
 Salem, OR 97309

**Remit Slip**

Invoice Date: 12/15/2023  
 [Redacted]  
 Due Date: 01/12/2024  
 Total Due: \$656.70

Amount Enclosed:

[Redacted]

[Redacted]



New Address

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Invoice Date:

12/15/2023

Page Number:

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**PAYMENTS AND ADJUSTMENTS**

Post Date	Effective Date	Transaction Type	Amount
<u>Payments</u>			
12/04/2023	12/04/2023	Payment Received	\$656.70CR
Total Payments			\$656.70CR
Total All Adjustments			\$656.70CR



Invoice Date:

12/15/2023

Page Number:

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**SERVICE CHARGES**

<u>Charge Type</u>	<u>Qty</u>	<u>Item</u>	<u>Description</u>	<u>Dates</u>	<u>Price</u>	<u>Amount</u>
Charges	66	Reading And Billing Fee	- Monthly	12/15/23-01/14/24	\$9.95	\$656.70
						\$656.70
		Total				\$656.70