



**Bureau of Environmental Services  
Portland Water Bureau**

PO Box 4216  
Portland, OR 97208-4216

[www.portlandoregon.gov/bes](http://www.portlandoregon.gov/bes)  
[www.portlandoregon.gov/water](http://www.portlandoregon.gov/water)

Telephone: 503-823-7770  
Email: [PWBCustomerService@portlandoregon.gov](mailto:PWBCustomerService@portlandoregon.gov)

**Combined bill for Sewer/Stormwater/Water services**

The Portland Water Bureau found high levels of lead in drinking water in some homes. Lead can cause serious health problems. For more information please call the LeadLine, 503-988-4000 or visit [www.leadline.org](http://www.leadline.org).

**Account Number 297-439-950-0**

Customer Name TAMARA RUBIN  
Service Address [REDACTED]

**Account Activity**

Previous Bill Amount	\$	369.01
Net Adjustments	\$	0.00
Late Fees	\$	18.94
Payments - Thank you	\$	-387.95

Balance Forward	\$	0.00
Current Charges	\$	322.36

**Amount Due \$ 322.36**

**Due Date May 15, 2015**

**Billing Details**

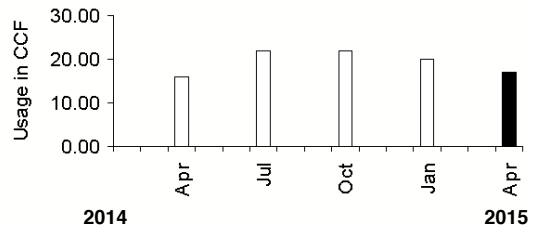
Billing Date	Billing Period	Days of Service	Billing Type
04/24/15	01/22/15 - 04/15/15	84	Single Family/Quarterly

Service	Usage	Rate per CCF	Charges
Water Volume	17 CCF	\$ 3.682	\$ 62.59
Sewer Volume	17 CCF	\$ 9.190	\$ 156.23
Stormwater Off-site			\$ 46.17
Stormwater On-site			\$ 24.86
Portland Harbor Superfund			\$ 1.34
Base Charge			\$ 31.17
<b>Total Current Charges</b>			<b>\$ 322.36</b>

**Meter Usage Detail**

Meter Number	Previous Read	Current Read	Usage
98041801M	1391	1408	17

**Water Use**



Please detach and return this portion with payment payable to: **City of Portland**

Account Number	Address Served	Bill Date	Due Date	Amount Due
[REDACTED]	[REDACTED]	Apr 24, 2015	May 15, 2015	\$322.36

**City of Portland**

PO Box 4216  
Portland, OR 97208-4216

Amount Enclosed \$

Check this box if you have changes or comments.  
Note changes on reverse.

Check here to sign up for GreenBucks  
(please see reverse).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

TAMARA RUBIN

[REDACTED]

Payment Methods

- Mailing Address PO Box 4216, Portland, OR, 97208-4216
Online Payments www.portlandoregon.gov/utilitybill
Checking Account Payment 503-823-7770
Credit or Debit Card Payment 503-823-7770
In Person: 1st floor, 1120 SW Fifth Ave. Portland, OR 97204
Drop Box Payments
The Portland Building 1120 SW Fifth Ave.

Explanation of Billing Details

Water and Environmental Services customers pay a utility license fee that helps fund general city services including but not limited to fire-fighting, police services, and fees for parks.

Bureau of Environmental Services

- Sewer volume charge: pays for sewage treatment and system construction, maintenance and repair. Residential sewer volume charges are based on winter average water use, or actual use, whichever is lower. Commercial sewer volume charges are based on actual water use.
Stormwater charge: Off-site charge pays for repairs, maintenance, and renewal of facilities that manage stormwater runoff from city streets. On-site charge pays for facilities that manage stormwater runoff from private property.
Portland Harbor Superfund charge: Helps fund the city's required participation in the ongoing federal superfund investigation into historic pollution of the Willamette River.

Contact Environmental Services at 503-823-7740 or go to www.portlandoregon.gov/bes

Portland Water Bureau

- Base charge: pays for the meter reading, billing, collection, and customer support. This is a daily fixed charge.
Water volume charge: pays for repairs, maintenance, and renewal of the water system. This charge is measured in units of 100 cubic feet (called CCF) used. One CCF = 748 gallons.

Important Information

Customer Services

Phone Number 503-823-7770
Hours Monday-Friday, 8:00 a.m. to 5:00 p.m.

E-Bill Enrollment

Sign up at www.portlandoregon.gov/utilitybill

Payments

- Paying by check? You are authorizing us to make a one-time electronic funds transfer from your account or to process the payment as a check transaction.
Returned Payments will be subject to a \$35.00 fee.
Deposits made to the drop box after 2:00 pm will be posted to accounts on the next business day.

Having trouble paying your bill?

- Avoid late payment fees by paying the balance in full or by making payment arrangements prior to the due date.
Bills become delinquent if not paid by the due date printed on the initial bill or notice.
Fees may continue to be assessed against any unpaid charges, even after water has been shut off.
Personal information may be used for account management and collection services.

Financial Assistance

- You may qualify for financial assistance. Please contact Customer Service for information.

Typical Billing and Collection Cycle

Table with 2 columns: Day, Description. Rows include Day 0 Bill Date, Day 21 Due Date, Day 28 Carrying Charge (1% penalty), Day 35 Reminder Late Fee (\$5.00 charge), Day 42 Pre Shut Off / Urgent Notice Fee (\$15.00 charge), Day 49 Last Chance Notice Fee (\$15.00 charge), Day 56 Shut Off Authorization Late Fee (\$71.25 charge), Returned Payment (\$35.00 charge).

Your voluntary GreenBucks contribution helps public schools in Portland protect water quality in local rivers and streams.

Select your GreenBucks Contribution Level [ ] \$1 [ ] \$3 [ ] \$5 Contributions will be charged each billing period.

New Mailing Address? Please note changes below and check the box on the reverse side.

New Address
Phone Number
Comments

This change affects your mailing address only and does not close your account.

To close this account and receive a final bill, call Customer Services at 503-823-7770.

Account
297-439-950-0