



## IMPORTANT INFORMATION FOR OUR UTILITY CUSTOMERS

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### Billing Procedures

- Water, sewer and storm drain services are billed monthly. Bills are mailed on or about the last day of the month.
- **Payment is due on the 20<sup>th</sup> of each month.**
- Payments can be mailed to PO Box 958, Estacada, OR 97023. You can pay in person or via the night drop box at 475 SE Main Street (located on the corner of City Hall & the parking lot). You may also sign up for direct debit to have your bill automatically deducted from your checking or savings account on the due date. Call 503.630.8270 if you have any questions about your bill.
- If you fail to make a payment, you will be sent a past due notice on a pink billing card and a \$2.90 late fee will be added to your balance. This past due notice will give you 5 additional days to pay your bill. If payment is not received by the date given your water will be shut off.
- If we disconnect your water, you must pay a \$54.00 reconnect fee. You will not be reconnected until all charges and fees are paid in full.
- **If you are having a problem paying your bill on time, please contact City Hall at 503.630.8270 immediately to make a reasonable payment arrangement. This can keep you from incurring reconnection fees and disruption of service.**
- Please also note, we charge \$27.00 for any returned checks.

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### Keep Water Meter Boxes Accessible

Your water meter box needs to be accessible for accurate billing and in case an emergency shutoff is needed. During an emergency such as a waterline break, boxes that are buried, overgrown or hidden by landscaping may prevent City crews from shutting you off quickly. This could result in otherwise preventable damage to your property. We appreciate your understanding and ask for your cooperation in maintaining a readily accessible water meter box.

**PHONE NUMBERS TO REMEMBER**  
**Water Department/City Hall - 503.630.8270**  
**AFTER HOURS EMERGENCIES - 503.849.9951**