

## 5 Easy Ways to Pay

- 1. Online:** Visit <http://Hillsboro-Oregon.gov/FeelInfo> to access your account, pay your bill, and enroll in our free direct withdrawal service to have funds deducted directly from your savings or checking account.
- 2. Phone:** Pay your bill 24/7 using a convenient automated phone payment system. Call **503-681-6163** and have your account and customer number ready.
- 3. Mail:** Mail a check or money order with your bill payment stub to **City of Hillsboro Utility Billing, PO Box 3838, Portland, Oregon 97208-3838**.
- 4. Drop Box:** At the Hillsboro Civic Center's south parking lot off **SW Washington Street between S 1st and SE 2nd Avenues**. Include your payment stub.
- 5. In-Person:** Monday through Friday, from 8am to 5pm, you can take your payment to the first floor of the **Hillsboro Civic Center at 150 E Main Street**. Utility Billing accepts cash, checks, money orders, and most major credit cards.

## We Are Here To Help

### City of Hillsboro Utility Billing Office

#### Hours and Location:

#### Monday-Friday

8 am - 5 pm (except Holidays)

### City of Hillsboro Civic Center

150 E Main Street, First Floor  
Hillsboro, OR 97123-4028

#### Phone:

**Utility Bill Information: 503-681-6163**

- General Questions
- Start/Stop/Transfer Service
- Payment Assistance
- Affordability Resources

**After Hours/Emergency: 503-615-6775** (pager)

**Fax: 503-681-6213**

#### E-Mail:

[UB@Hillsboro-Oregon.gov](mailto:UB@Hillsboro-Oregon.gov)

#### Website:

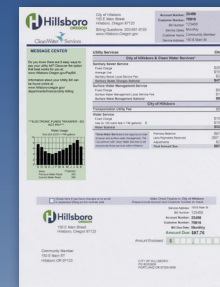
<http://Hillsboro-Oregon.gov/FeelInfo>



TAKE A **CLOSER LOOK.**



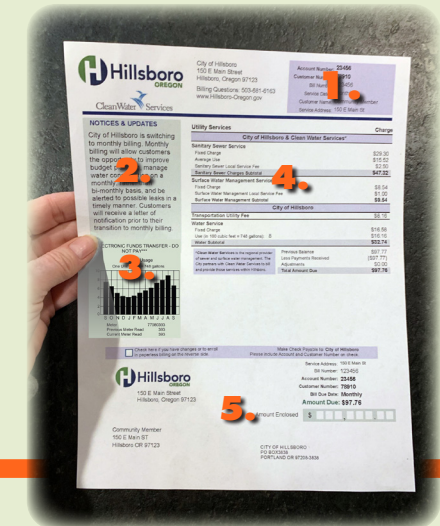
# UNDERSTANDING your City of Hillsboro UTILITY BILL



## Reading Your Utility Bill

The **City of Hillsboro Utility Bill** includes charges and fees based on sanitary sewer, surface water, transportation, and water services provided by the City and Clean Water Services. Here is information to help explain the investments you're making to utility infrastructure in Hillsboro.

- 1. Account Summary:** View your unique account, customer and bill numbers, service address, and billing date range.
- 2. Message Center:** Stay up to date with important messages about your Utility Bill and notification of City of Hillsboro events and services.
- 3. Water Use Trends:** Track and monitor your water use patterns over time with the monthly history graph.
- 4. Billed Utility Services:** Includes Sanitary Sewer, Surface Water Management, Transportation, and Water charges. See inside for details.
- 5. Bill Payment Stub:** Include with payment if paying via mail, dropbox, or in person; or disregard if paying by phone or online.



## Sanitary Sewer Service

- **Fixed Charge:** Based on the customer's Equivalent Dwelling Units (EDUs) or number of fixtures (sinks, toilets, drains, etc). Most single-family residential customers are billed a minimum of one EDU.
- **Average Use Charge:** Based on the amount of water supplied to a property as it typically exits through a drain leading to the sanitary sewer system. For most customers, this fee is based on their average water use between November and April. This average is adjusted each July/August to establish the next year's billing.
- **Local Service Fee:** Based on the customer's EDUs. Funds the repair and replacement of Sanitary Sewer infrastructure systems in Hillsboro.

### Sanitary Sewer Fixed and Use Charge

- Set by Clean Water Services
- Billed by City of Hillsboro
- City of Hillsboro keeps 16%, and Clean Water Services receives 84%

### Sanitary Sewer Local Service Fee

- Set and Billed by City of Hillsboro
- City of Hillsboro keeps 100%

## Transportation Service (Utility)

- **Fee:** Based on the estimated number of roadway trips generated by a property. For single-family residential customers, the fee is a flat rate per dwelling unit. For other properties, the fee is determined by multiplying the square footage of the structures on their property by a billing rate associated with type of use.

### Transportation Utility Fee

- Set and Billed by City of Hillsboro
- City of Hillsboro keeps 100%

## \* UTILITY CHARGES:

① Sanitary Sewer Service

③ Transportation Service

② Surface Water Mgmt Service

④ Water Service



City of Hillsboro  
150 E Main Street  
Hillsboro, Oregon 97123  
Billing Questions: 503-681-6163  
www.Hillsboro-Oregon.gov

Account Number: **23456**  
Customer Number: **78910**  
Bill Number: 123456  
Service Dates: Monthly  
Customer Name: Community Member  
Service Address: 150 E Main St

Clean Water Services

### MESSAGE CENTER

Do you know there are 5 easy ways to pay your utility bill? Discover the option that best works for you at: [www.Hillsboro-Oregon.gov/PayBill](http://www.Hillsboro-Oregon.gov/PayBill).

Information about your Utility Bill can be found online at: [www.hillsboro-oregon.gov/departments/finance/utility-billing](http://www.hillsboro-oregon.gov/departments/finance/utility-billing).

### Utility Services

Charge

#### City of Hillsboro & Clean Water Services\*

① Sanitary Sewer Service	
Fixed Charge	\$29.30
Average Use	\$15.52
Sanitary Sewer Local Service Fee	\$2.50
<b>Sanitary Sewer Charges Subtotal</b>	<b>\$47.32</b>

② Surface Water Management Service	
Fixed Charge	\$8.54
Surface Water Management Local Service Fee	\$1.00
<b>Surface Water Management Subtotal</b>	<b>\$9.54</b>

#### City of Hillsboro

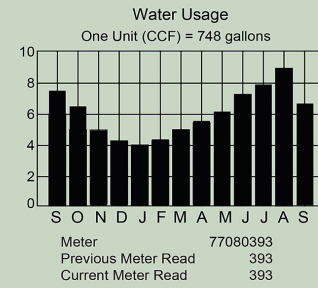
③ Transportation Utility Fee	\$8.16
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### Water Service

Fixed Charge	\$16.58
Use (in 100 cubic feet = 748 gallons): 8	\$16.16
<b>Water Subtotal</b>	<b>\$32.74</b>

\*Clean Water Services is the regional provider of sewer and surface water management. The City partners with Clean Water Services to bill and provide those services within Hillsboro.

Previous Balance \$97.77  
Less Payments Received (\$97.77)  
Adjustments \$0.00  
**Total Amount Due \$97.76**



\* Billed rates are used for demonstrative purposes, and are not applicable to all customers; for more information on current rates visit: <http://Hillsboro-Oregon.gov/FeelInfo>.

Check here if you have changes or to enroll in paperless billing on the reverse side.

Make Check Payable to: City of Hillsboro  
Please include Account and Customer Number on check.



150 E Main Street  
Hillsboro, Oregon 97123

Service Address: 150 E Main St  
Bill Number: 123456  
Account Number: **23456**  
Customer Number: **78910**  
Bill Due Date: **Monthly**  
**Amount Due: \$97.76**

Amount Enclosed \$

## Surface Water Management Service

- **Fixed Charge:** Based on the customer's Equivalent Service Unit (ESUs) or size of the impervious (or water-resistant) surface area on their property. Impervious surfaces increase runoff into the storm drainage system. One ESU equals 2,640 square feet of impervious surface. Most single-family residential customers are billed a minimum of one ESU. All other properties pay based on their measured impervious area.
- **Local Service Fee:** Based on the customer's ESUs. Funds the repair and replacement of Surface Water Management infrastructure systems in Hillsboro.

### Surface Water Management Fixed Charge

- Set by Clean Water Services
- Billed by City of Hillsboro
- City of Hillsboro keeps 75%, and Clean Water Services receives 25%

### Surface Water Management Local Service Fee

- Set and Billed by City of Hillsboro
- City of Hillsboro keeps 100%

## Water Service

- **Fixed Charge:** Based on the size of the customer's water meter that is responsible for measuring water usage.
- **Use Charge:** Based on the amount of water a customer uses during the billing period. Usage is measured in units of 100 cubic feet (ccf). One ccf is equal to 748 gallons.

### Water Fixed and Use Charge

- Set and Billed by City of Hillsboro
- City of Hillsboro keeps 100%