



# Understanding Your Utility Bill

Water | Sewer | Stormwater | Streets | Parks & Recreation

## 1 Billing Summary Where does the money go?

### Water



We provide high quality drinking water and a resilient system of delivery to every customer. Your water from the Clackamas River is treated and delivered via a system of pipes, pumps, reservoirs and wells.

### Sewer & Surface Water



We partner with Clean Water Services to collect, pump, and treat wastewater to some of the highest standards in the nation. We also return treated water to the environment in the Tualatin River or reuse it for irrigation on golf courses, parks and fields.



We provide stormwater infrastructure and partner with Clean Water Services on a surface water management (SWM) program. The programs collects, moves, and treats stormwater—or rain and snowmelt—before releasing it into local waterways.

### Other Charges



**Street Maintenance Fee:** We keep your roads in the best possible condition (at an affordable price) through the Pavement Management Program.



**Parks & Recreation:** We acquired new parkland and open space through the voter approved 2010 Parks Bond. The Parks & Rec fee is used to maintain the parkland and to provide recreation programming. The fee covers about half the cost to provide parks and recreation services.

## 2 Service Dates shows how many days the bill covers.

## 3 Rates change on July 1 every year.

**Due to COVID-19**, the 2020 rate increases have been delayed until Jan. 1, 2021.

## 4 Compare Your Water Usage Shows the amount of water used (measured in Centum Cubic Feet) in the past year. A CCF equals 748 gallons.

**City of Tigard**  
UTILITY BILLING  
13125 SW Hall Blvd. | Tigard, OR 97223 | 1-888-826-7211  
TIGARD'S STRATEGIC VISION: "The most walkable community in the Pacific Northwest where people of all ages and abilities enjoy healthy and interconnected lives."

Service Type: RESIDENTIAL  
Meter Size: 5/8"  
Service Dates: 01/16/2019 to 02/19/2019  
DUE DATE: March 20, 2019

**1 Billing Summary** For an explanation of each charge, please see the reverse side of this bill.

**WATER CHARGES:**  
Water Consumption 5 CCF (Current Meter Read 3,214 Previous Meter Read 3,209)  
Customer Base Charge  
Booster Charge  
**TOTAL TIGARD WATER CHARGES:** \$19.00

**SEWER AND SURFACE WATER CHARGES:**  
Sewer Usage Charge Based on your Winter Average of 4 CCF  
Sewer Base Charge  
Surface Water Management Charge  
**TOTAL SEWER AND SURFACE WATER CHARGES:** \$29.36

**OTHER CHARGES:**  
Residential Street Maintenance  
Residential Parks & Recreation Fee  
**TOTAL OTHER CHARGES:** \$5.15

**Compare Your Water Usage**  
CCFs Water consumption is charged per 100 cubic feet (or CCF). Each CCF = 748 gallons.  
Last year's water usage in same billing period: 5 CCF

TOTAL CURRENT BILLING:	\$11.00
PRIOR BILLING:	\$116.34
Previous balance (as of February 19, 2019):	
Adjustments:	\$108.16
Payments received- thank you:	\$0.00
TOTAL PRIOR BILLING:	-\$108.16
<b>TOTAL DUE:</b>	<b>\$0.00</b>
	<b>\$116.34</b>

**Due to COVID-19**, financial assistance has been expanded. More info: [www.tigard-or.gov/aid](http://www.tigard-or.gov/aid)

### Financial Assistance

We partner with St. Vincent de Paul to aid individuals and families in the Tigard Water Service Area. More info: [www.tigard-or.gov/ub](http://www.tigard-or.gov/ub)

### Customer Service

Pay by Phone: 1-888-826-7211  
Pay online: [www.tigard-or.gov/ub](http://www.tigard-or.gov/ub)

**Mailing Address**  
Tigard Utility Billing  
PO Box 3129, Portland, OR 97208  
Email: [ubonlinepay@tigard-or.gov](mailto:ubonlinepay@tigard-or.gov)

**Physical Address**  
City Hall, 13125 SW Hall, Tigard

**Business Hours**  
Mon-Thurs: 8 a.m. – 6 p.m.  
Utility Billing: 503-718-2460



**TODOS SOMOS TIGARD.**  
**chúng ta là tất cả Tigard.**  
**МЫ ВСЕ Tigard.**  
**WE ARE ALL TIGARD.**

Usted tiene el derecho de pedir que se le traduzca o interprete esta información.  
Puede pedir este servicio llamando al 503-718-2742.

Bạn có quyền yêu cầu thông tin này được dịch hoặc giải thích.  
Bạn có thể yêu cầu dịch vụ này bằng cách gọi 503-718-2742.

Вы имеете право потребовать, чтобы эта информация была переведена или интерпретирована.  
Вы можете запросить эту услугу, позвонив по телефону 503-718-2742.

You have the right to request translation or interpretation of this information.  
Request these services by contacting 503-718-2742.

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