

## Understanding the Utility Bill



Have a question about how to read your Utility Bill? The [Utility Bills Made Easier handout](#) may be helpful. Other questions including where we are located, how to pay a bill, and how to establish/discontinue service may be answered by visiting [Frequently Asked Questions](#). The [Utility Bill Information](#) is another helpful link.

The City strives to have a bill that is as easy to read and understand. If any information can be improved on this website please [contact us](#). If you need to talk to a person about a specific issue on your bill or service, please contact [Utility Billing](#) or the [Citizen Information Center](#) for general inquiries.

### Below is a detailed explanation of your Utility Bill



| Water Charge | Previous Meter Read | Current Meter Read |
|--------------|---------------------|--------------------|
| 10.00        | 10,000 gals         | 10,000 gals        |

Does your bill look different or appear higher than expected, first look at the Water consumption and the Meter Read Dates (C on the handout). The City of Lake Oswego has a tiered water billing structure. A tiered water billing structure was adopted as a way to encourage conservation of a precious resource - water.

The Water consumption section of your bill (D on the handout) lists how much water you used in each tier. Do you have usage in Tier 3? If so, this water is charged at a rate more than double the water consumed in Tier 1. Many times when people wonder about their bill, the answer may be that they consumed more water in Tier 2 and Tier 3 than previous months.

If you would like to see the rates by consumption and how water consumption amount impacts a Utility Bill, play around with the [water calculator](#).



The Water Usage Graph (J on the handout) provides consumption for the last 24 months - from the current billing month to the same month the previous year. It is important to compare your consumption level to the same billing cycle since some people may use more water in the summer months.

Is your consumption double in the summer months? Triple? If so, do you suspect a leak? The chart just reflects your consumption, not the cost, so if the usage level is unexpectedly higher than a last similar billing month, review the [How to Detect a Leak](#) information.

