



## UNDERSTANDING YOUR UTILITY BILL

Utility bills are sent out monthly. For helpful information, visit our website at:

[www.lakeoswego.city/finance/understanding-utility-bill](http://www.lakeoswego.city/finance/understanding-utility-bill)

## UTILITY RATES

For information on past and current Utility Rates see our Master Fees & Charges booklets at:

[www.lakeoswego.city/fees](http://www.lakeoswego.city/fees)

## INCREASE IN WATER USE?

How to check for a leak instructions are at:

[www.lakeoswego.city/leakcheck](http://www.lakeoswego.city/leakcheck)

## MOVING?

**Online Form** – [www.lakeoswego.city/service](http://www.lakeoswego.city/service)

**In Person** – Visit City Hall at 380 “A” Avenue

## GENERAL INFORMATION

- **Email us** – [utility@lakeoswego.city](mailto:utility@lakeoswego.city)
- **Call us** – 503-635-0265
- **Visit our website** – [www.lakeoswego.city/finance](http://www.lakeoswego.city/finance)
- **Stop by City Hall**  
380 “A” Ave, Lake Oswego, OR 97034

## SEND A LETTER

PO Box 369, Lake Oswego, OR 97034-0289

## GO GREEN!

### E-Statements Available - Receive Bills by Email

Visit [www.lakeoswego.city/estatement](http://www.lakeoswego.city/estatement) and submit the completed authorization form.

## PAYMENT OPTIONS

**EasyPay:** automatically withdraws from your checking account, MasterCard or VISA. To sign up today, go to [www.lakeoswego.city/easypay](http://www.lakeoswego.city/easypay)

**Online Bill Pay:** UtilityOnline allows online bill pay with MasterCard or VISA. You can also review your utility account, history, and consumption. To sign up, go to [www.lakeoswego.city/pay](http://www.lakeoswego.city/pay) then click on Online Payment Services for the log-on screen. First time users will need their account number and dollar amount of last payment.

**By Phone:** Have your account number and credit/debit card information ready. Call 1-855-546-1359

**In Person:** drop your payment off in the City’s secure 24 hour drop box - located inside the double doors on the back (parking lot) side of City Hall, 380 “A” Avenue.

**By Mail:** you can also mail your payment to:  
City of Lake Oswego PO Box 35147 #5890 Seattle, WA 98124-5147

## LATE FEES

\$5.00 is assessed for utility bills not paid by the due date. If the total bill is \$200 or more, the late fee is 2.5% of the total amount due.