

City of Wilsonville Utility Billing

Office hours: Monday - Friday from 8:00 am - 5:00 pm, excluding holidays

Phone: (503) 570-1610 or Email utility@ci.wilsonville.or.us

Before you dig call 811

UTILITY RATES

Vacant homes will be charged base fees even if the water service is off.

Water Base Fees (includes the first 2 units)

Meter Size	1/1/2018	1/1/2019
5x8" or 3/4"	20.45	20.45
1"	22.58	22.58
1 1/2"	25.40	25.40
2"	33.18	33.18
3"	67.14	67.14
4"	111.70	111.70
6"	161.21	161.21
8"	217.80	217.80
10"	269.09	269.09
Bulk Water	33.18	33.18

Sewer Base Fees (includes the first 2 units)

Water Meter Size	1/1/2018	1/1/2019
Residential/Multifamily	19.84	19.84
Commercial 5x8" or 3/4"	31.94	31.94
1"	50.08	50.08
1 1/2"	80.33	80.33
2"	116.60	116.60
3"	201.25	201.25
4"	322.21	322.21
6"	624.53	624.53
8"	987.34	987.34
10"	1761.37	1761.37

Water Consumption Fees (per unit)

1 unit = 100 cubic feet or approximately 748 gallons

	1/1/2018	1/1/2019
Residential		
Tier I	3.44	3.44
Tier II	5.76	5.76
Multifamily	3.70	3.70
Commercial	3.59	3.59
Industrial	3.65	3.65
Irrigation	5.76	5.76
Bulk Water	4.52	4.52

Residential water charges are billed a base fee plus tier I rates for Nov. through March consumption. During April through Oct. the tier I rate includes the units up to the winter average plus 3 additional units. All additional units are billed at the tier II rate.

Additional Sewer Units

	1/1/2018	1/1/2019
Additional units	8.85	8.85

Residential sewer charges are based on the winter average water use. The winter average is based on the November through March consumption as this most accurately reflects indoor water use. New customers are based on system wide residential average. Averages are re-calculated each April.

Multifamily and Commercial is based on monthly water use as irrigation is separately metered.

Road Maintenance Fee: used to maintain existing streets

	1/1/2018	1/1/2019
Residential	7.62	7.96
Multifamily	4.95	5.17

Road fee subject to change Nov. 1st of each year.

Multifamily: (rate) x (# of dwelling units)

Commercial is based on the # of trips per the Institute of Transportation Engineers Manual divided by 9.45 trips to determine the rate group and then multiplied by the residential rate.

Street Light Fee: is based on the type of fixture in the surrounding area

Residential	Mast & Arm	0.80
	Cobra Head	1.04
	Town & Country	2.89
	Shoe Box	3.15
	Acorn	5.01
Multifamily	(Fixture) x (The # of dwelling units)	
Commercial	(Fixture) x (The # of FTEs)	
	FTE= Full Time Equivalent Employees	

Storm Water Fee: supports the storm water system to comply with state and federal environmental protection laws

	1/1/2018	1/1/2019	1/1/2020	1/2/2021
Residential	9.95	10.60	11.25	11.90

All other accounts: Are equal to (the impervious surface area ÷ 2750 sqft) and then multiplied by the residential rate.

Delinquent accounts bear interest of 9% per annum with a minimum of \$5.00 per month.

PAYMENT OPTIONS

In Person: The City accepts cash, check, Visa, or Mastercard for utility billing payments.

Drop Box: At City Hall in the round-about for drive by access.

Mail: Payments with remittance stub should be mailed to City of Wilsonville, PO Box 5310, Portland, OR, 97228-5310.

Auto Pay by Checking or Savings: Submit an ACH form & the City will deduct the payment on the last day of the month.

Auto Pay by Credit Card: Sign on our website & the City will bill your credit card on the last business day of the month.

On-Line Payments: www.ci.wilsonville.or.us Choose online payments and then utility bill. Payments can be made by Visa or Mastercard. The payment will post immediately to your account.

Personal On-line Banking: If you use your bank's bill pay option please reference the first 8 digits of your customer number and have the payment mailed to City of Wilsonville, 29799 SW Town Center Loop E, Wilsonville, OR, 97070. Please be aware your bank will deduct the amount from your account before the payment is received and processed by the City.

By Phone: Call 1-877-212-3067 with your account # and credit card. We accept Visa, MasterCard, or Discover.

If you need to make an address change please send a separate note in writing.