

Sign up for our new online payments system on July 1



CLACKAMAS
WATER
ENVIRONMENT
SERVICES

Clackamas Water Environment Services is committed to protecting your health and our shared environment by providing sanitary sewer and surface water management services.



Now available!

We have a new and improved online payments system that will give you access to your account 24 hours a day, 365 days a year. It's a secure and convenient way to pay your bills on your own time. Register on July 1 for this new system to take advantage of these enhanced features:

- View real time balances, payment amounts and bill due dates
- Make one-time or recurring payments
- Review transaction history
- Optimized for mobile devices

Already online? Upgrade from ePay


Current ePay customers who choose to continue making payments online need to register for the new online payments system beginning **July 1**. To protect financial information, ePay customer accounts **will not** automatically transfer to the new system. Learn more and register at clackamas.us/wes.


Now and in the future


We are dedicated to projects that will strengthen our ability to serve you in the future, including expansion and upgrades at our wastewater treatment facilities that together clean more than seven billion gallons of wastewater each year.

We are also focused on improving all of the ways we engage with you, our valued customer, with a brand new look, ongoing flexibility, and advancements in how you can easily reach us and manage your account in ways that work best for you.


Your bill, your way

 Learn more about our new online system and how to register at clackamas.us/wes


 Mail your payment to us

 Call 503-742-4567 and select Pay-by-Phone any time, day or night

 Use our afterhours drop box at 150 Beaver Creek Rd near the front door

 Arrange for automatic payments from your bank account at clackamas.us/wes

During this time of transition, our friendly and knowledgeable customer service team is available to answer your questions about our new billing and payment options at wescustomerservice@clackamas.us.

 Sign up for paperless e-billing to get your bills and our messages emailed to you!

Welcome to your new bill

Designed for you to easily find the information you need while providing valuable account details

1 Account Info - account number, service address, name, how much you owe and when it's due

2 Account Summary - prior balance and account activity

3 Current Charges - detailed breakdown of current charges

4 Message Center - important account information, news or announcements

5 Contact Us - flexible options to help you reach us

6 Last Payment Detail - date received and amount of your last payment

7 Payment Coupon and Ways to Pay - choose from our many easy payment options

 CLACKAMAS WATER ENVIRONMENT SERVICES 150 Beaver Creek Road #430 Oregon City, OR 97045	VALUED CUSTOMER 1234 MAIN STREET HAPPY VALLEY, OR 97086	SANITARY SEWER AND SURFACE WATER BILL <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #0070C0; color: white;">TOTAL DUE</td> <td style="text-align: right;">\$ 63.89</td> </tr> <tr> <td style="background-color: #0070C0; color: white;">DUE DATE</td> <td style="text-align: right;">7/20/2020</td> </tr> <tr> <td>ACCOUNT NUMBER</td> <td style="text-align: right;">01-12345-01</td> </tr> <tr> <td>SERVICE ADDRESS</td> <td style="text-align: right;">1234 MAIN ST</td> </tr> <tr> <td>ACCOUNT NAME</td> <td style="text-align: right;">VALUED CUSTOMER</td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>BILL DATE</td> <td style="text-align: right;">6/30/2020</td> </tr> <tr> <td>SERVICE PERIOD</td> <td style="text-align: right;">6/01/2020 to 6/30/2020</td> </tr> </table> ACCOUNT SUMMARY <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>PREVIOUS BALANCE</td> <td style="text-align: right;">63.89</td> </tr> <tr> <td>PAYMENTS – THANK YOU</td> <td style="text-align: right;">- 63.89</td> </tr> <tr> <td>ADJUSTMENTS</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>PENALTIES</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>BALANCE FORWARD</td> <td style="text-align: right;">0.00</td> </tr> </table> CURRENT CHARGES <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>DESCRIPTION</th> <th>QTY</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>SANITARY SEWER</td> <td style="text-align: center;">1</td> <td style="text-align: right;">50.55</td> </tr> <tr> <td>SURFACE WATER</td> <td style="text-align: center;">1</td> <td style="text-align: right;">7.30</td> </tr> <tr> <td>ON-SITE MAINTENANCE</td> <td style="text-align: center;">1</td> <td style="text-align: right;">3.00</td> </tr> <tr> <td>RIGHT-OF-WAY FEE</td> <td></td> <td style="text-align: right;">3.04</td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>TOTAL CURRENT CHARGES</td> <td style="text-align: right;">63.89</td> </tr> <tr> <td style="background-color: #0070C0; color: white;">ACCOUNT BALANCE</td> <td style="text-align: right;">\$ 63.89</td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>DATE LAST PAYMENT RECEIVED</td> <td style="text-align: right;">6/10/2020</td> </tr> <tr> <td>AMOUNT OF LAST PAYMENT</td> <td style="text-align: right;">\$ 63.89</td> </tr> </table>	TOTAL DUE	\$ 63.89	DUE DATE	7/20/2020	ACCOUNT NUMBER	01-12345-01	SERVICE ADDRESS	1234 MAIN ST	ACCOUNT NAME	VALUED CUSTOMER	BILL DATE	6/30/2020	SERVICE PERIOD	6/01/2020 to 6/30/2020	PREVIOUS BALANCE	63.89	PAYMENTS – THANK YOU	- 63.89	ADJUSTMENTS	0.00	PENALTIES	0.00	BALANCE FORWARD	0.00	DESCRIPTION	QTY	AMOUNT	SANITARY SEWER	1	50.55	SURFACE WATER	1	7.30	ON-SITE MAINTENANCE	1	3.00	RIGHT-OF-WAY FEE		3.04	TOTAL CURRENT CHARGES	63.89	ACCOUNT BALANCE	\$ 63.89	DATE LAST PAYMENT RECEIVED	6/10/2020	AMOUNT OF LAST PAYMENT	\$ 63.89
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Please detach and return this portion with your payment.

ACCOUNT NUMBER	01-12345-01
SERVICE ADDRESS	1234 MAIN ST
DUE DATE	7/20/2020
TOTAL DUE	\$ 63.89
AMOUNT PAID	






Mail payment to:

CLACKAMAS WATER ENVIRONMENT SERVICES
PO BOX 6940
PORTLAND, OR 97228-6940

4 IMPORTANT INFORMATION
Please remember to toss all hand wipes, baby wipes and other wipes in the trash instead of flushing them down the toilet. These so-called "flushable" wipes do not disintegrate in water like toilet paper.

5 How to contact us:
 Online: Clackamas.us/WES
 Email: wescustomerservice@clackamas.us
 Customer Service: 503-742-4567
 Monday – Thursday, 7:30am to 5:30pm
 After-Hours Sewer Emergencies: 503-655-8211

CLACKAMAS WATER ENVIRONMENT SERVICES
 150 Beaver Creek Road
 #430
 Oregon City, OR 97045
 503-742-4567

5 EASY WAYS TO PAY
 **Automatic payments**
 Set up at Clackamas.us/WES
 **Online**
 Visit Clackamas.us/WES
 **By Phone**
 24/7 Automated system: 503-742-4567
 **By Mail**
 Please use the payment slip provided
 **In Person**
 Monday – Thursday, 7:30am – 5:30pm

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