


Understanding your bill

- 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
 - Sanitary Sewer** - Residential customers are billed a standard rate per dwelling unit. Commercial and institutional sewer rates are based on a 12 month water consumption average
 - Surface Water** - Surface water rates are billed on impervious surface area with 2,500 square feet equaling 1 unit
 - On-Site Maintenance** - On-site maintenance fees are billed to residents in subdivisions where additional detention is required
 - Right-of-Way Fee** - These fees are charged by your city when utilities provide services within its streets
- 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. 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

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

ACCOUNT SUMMARY

PREVIOUS BALANCE	63.89
PAYMENTS – THANK YOU	- 63.89
ADJUSTMENTS	0.00
PENALTIES	0.00
BALANCE FORWARD	0.00

CURRENT CHARGES

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

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



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150 Beaver Creek Road
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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

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