

**Sample A: November 2023 Actual Read****Account # 1234567 Transaction Detail**

11/16/23	Water Residential Volume	85.34
	Block 1 12 @ 7.11 / CCF	
11/16/23	Water Residential Fixed Charge	42.99
11/16/23	Sewer Base Charge	67.90
11/16/23	Sewer Usage Charge	26.78
11/16/23	Surface Water Charge	21.10

Meter #	Type	Previous Read	Current read	Usage
	Residential	2740	2752	12
		<b>Total Usage</b>		<b>12</b>

**Explanation of Charges****Water**

Fixed charge: Pays for a portion of general system maintenance and service costs.

Volume charge: Based on your meter reading, pays for the cost of water purchased, transmission lines, storage, water treatment and a portion of the operation and replacement costs of the system.

**Sewer**

Base Charge: Pays for sewage piping and for construction and operation of Clean Water Services' wastewater treatment facilities. Single family residences are 1 Equivalent Dwelling Unit (EDU).

Use Charge: An average of your actual winter water consumption is used to calculate the sewer use charge. The winter average (Nov. - Apr.) is a good indication of your indoor water use that enters the sewer system. This average is updated annually to establish the next year's billing. New customers are billed the "system average" until winter usage is established.

**Surface Water Management (SWM)**

Surface Water Charge: Pays for drainage and water quality programs including street sweeping, ditch maintenance, storm drain cleaning, emergency flood response, education and erosion control enforcement. Equivalent Service Units (ESUs) is measurement of impervious surface (rooftop, driveway, patio, etc.) of average single family dwelling lot or parcel. Most single family residences are 1 ESU.

**Right-of-Way Use Fee (if applicable)**

Pays for the right-of-way use fee charged by your city. Calculated as a percentage of the total of your Fixed and Volume water charges, plus applicable fees. See [www.tvwd.org/rowfee](http://www.tvwd.org/rowfee) for details.

**How Payments are Applied**

Payment of less than the total amount due will be applied proportionately among the charges. Notations on checks with the intent of affecting the application of payment or waiving of water district, city, or sewer/swm district rights shall have no meaning. If you believe there is an error on your account please call as indicated below.

**Pay Online:** [www.tvwd.org/MakeAPayment](http://www.tvwd.org/MakeAPayment)  
**Pay By Phone (Toll Free):** (844) 331-8344  
**Make check payable to:**  
 TVWD / CWS • P.O. Box 4780 • Portland, OR 97208-4780

**Billed 12 CCF for actual use in November.****For Water Information**

District Office: (503) 848-3000  
 Billing Questions: (503) 848-3000  
 Hearing Impaired TDD: (503) 848-3000

**For Sewer and Surface Water Information**

District Office: (503) 681-3600  
 Billing Questions: (503) 681-4400  
 Hearing Impaired TDD: (503) 681-3601

**Changes in your billing information? Call us or visit [www.tvwd.org](http://www.tvwd.org)**

Revised 12/18

**If you are NEW to this account please call TVWD Customer Service at (503) 848-3000.**

Type of change:  Mailing address only  Sold property  Tenant move in

Other \_\_\_\_\_

Date these changes take effect \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

New owner/renter (if known) \_\_\_\_\_

Your phone number Home ( ) \_\_\_\_\_

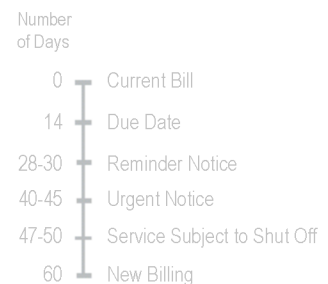
Cell ( ) \_\_\_\_\_

Other ( ) \_\_\_\_\_

Your E-mail address \_\_\_\_\_

**Typical Billing Collection Cycle**

Billing is every other month.



**Sample A: January 2024 Estimated Read**

Account # 1234567 Transaction Detail

01/17/24	Water Residential Volume	240.24
	Block 1 28 @ 8.58 / CCF	
01/17/24	Water Residential Volume	122.20
	Block 2 10 @ 12.22 / CCF	
01/17/24	Water Residential Fixed Charge	51.86
01/16/24	Sewer Base Charge	67.90
01/16/24	Sewer Usage Charge	18.00
01/17/24	Surface Water Charge	21.10

Meter #	Type	Previous Read	Current read	Usage
	Residential	2752		38
			<b>Total Usage</b>	<b>38</b>

**Bill estimated at 38 CCF in January 2024**

**Current read is blank because TVWD couldn't read meters due to inclement weather**

Explanation of Charges

Water

**Charge for estimated 38 CCF of use**

Volume charge: Based on your meter reading, pays for the cost of water purchased, transmission lines, storage, water treatment and a portion of the operation and replacement costs of the system.

Sewer

Base Charge: Pays for sewage piping and for construction and operation of Clean Water Services' wastewater treatment facilities. Single family residences are 1 Equivalent Dwelling Unit (EDU).

Use Charge: An average of your actual winter water consumption is used to calculate the sewer use charge. The winter average (Nov. - Apr.) is a good indication of your indoor water use that enters the sewer system. This average is updated annually to establish the next year's billing. New customers are billed the "system average" until winter usage is established.

Surface Water Management (SWM)

Surface Water Charge: Pays for drainage and water quality programs including street sweeping, ditch maintenance, storm drain cleaning, emergency flood response, education and erosion control enforcement. Equivalent Service Units (ESUs) is measurement of impervious surface (rooftop, driveway, patio, etc.) of average single family dwelling lot or parcel. Most single family residences are 1 ESU.

Right-of-Way Use Fee (if applicable)

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Revised 12/18

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 Other \_\_\_\_\_

Date these changes take effect \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

New owner/renter (if known) \_\_\_\_\_

Your phone number Home ( ) \_\_\_\_\_

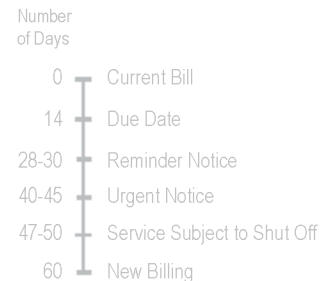
Cell ( ) \_\_\_\_\_

Other ( ) \_\_\_\_\_

Your E-mail address \_\_\_\_\_

Typical Billing Collection Cycle

Billing is every other month.



**Sample A: March 2024 True-up Bill**

Account # 1234567 Transaction Detail

03/20/24	Water Residential Volume Block 1 -28 @ 8.58 / CCF (Rec.)	-240.24
03/20/24	Water Residential Volume Block 2 -10 @ 12.22 / CCF (Rec.)	-122.20
03/20/24	Water Residential Volume Block 1 28 @ 8.58 / CCF (Rec.)	240.24
03/20/24	Water Residential Volume Block 2 15 @ 12.22 / CCF (Rec.)	183.30
03/20/24	Water Residential Volume Block 1 28 @ 8.58 / CCF	240.24
03/20/24	Water Residential Volume Block 2 15 @ 12.22 / CCF	183.30
03/20/24	Water Residential Fixed Charge	51.86
03/19/24	Sewer Base Charge	67.90
03/19/24	Sewer Usage Charge	18.00
03/20/24	Surface Water Charge	21.10

Meter #	Type	Previous Read	Current read	Usage
	Residential	2752	2838	86
Total Usage				86

**The January estimated bill is reversed and the March bill was charged based on the current read from November 2023 and the current read from March 2024.**

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**For Water Information**



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 Billing Questions: (503) 848-3000  
 Hearing Impaired TDD: (503) 848-3000

**For Sewer and Surface Water Information**



District Office: (503) 681-3600  
 Billing Questions: (503) 681-4400  
 Hearing Impaired TDD: (503) 681-3601

**Explanation of Charges**

**Reversed charge from January estimated bill  
38 CCF estimated usage**  
*Volume charge:* Based on your meter reading, pays for the cost of water purchased, transmission lines, storage, water treatment and a portion of

**\*43 CCF water volume charge for January billing period**  
*Base Charge:* Pays for sewage piping and for construction and operation of Clean Water Services' wastewater treatment facilities. Single family

**\*43 CCF water volume charge for March billing period**  
*Use Charge:* An average of your actual winter water consumption is used

**Note: \$61.10 is for the underestimated difference:  
43 CCF (March read) - 38 CCF (Jan. Estimation) = 5 CCF  
5 CCF x \$12.22 = \$61.10 more.**

**Surface Water Management (SWM)**  
*Surface Water Charge:* Pays for drainage and water quality programs

**\*2838 CCF (March read) - 2752 CCF (Nov. read) = 86 CCF for two billing cycles. The total usage is split between the January and March billing cycles.**

parcel. Most single family residences are 1 ESU.  
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Date these changes take effect \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

New owner/renter (if known) \_\_\_\_\_

Your phone number Home ( ) \_\_\_\_\_

Cell ( ) \_\_\_\_\_

Other ( ) \_\_\_\_\_

Your E-mail address \_\_\_\_\_

