

Sample B: 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
		Total Usage		12

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 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
Pay By Phone (Toll Free): (844) 331-8344
Make check payable to:
 TVWD / CWS • P.O. Box 4780 • Portland, OR 97208-4780

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

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 () _____

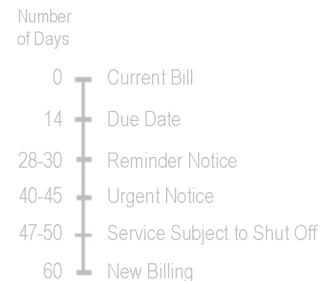
Cell () _____

Other () _____

Your E-mail address _____

Typical Billing Collection Cycle

Billing is every other month.



Sample B: 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	183.30
	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		43
		Total Usage		43

Bill estimated at 33 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 43 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)

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 for details.

How Payments are Applied

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

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Revised 12/18

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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 () _____

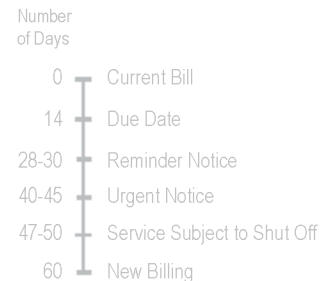
Cell () _____

Other () _____

Your E-mail address _____

Typical Billing Collection Cycle

Billing is every other month.



Sample B: 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.)	-183.30
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.)	122.20
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	122.20
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	2828	76
Total Usage				76

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 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
 43 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

***38 CCF water volume charge for January billing period**

Sewer Base Charge: Pays for sewage piping and for construction and operation of Clean Water Services' wastewater treatment facilities. Single family

***38 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 overestimated difference:
 38 CCF (March read) - 43 CCF (Jan. Estimation) = -5 CCF
 5 CCF x \$12.22 = \$61.10 less.**

Surface Water Management (SWM)

Surface Water Charge: Pays for drainage and water quality programs

***2828 CCF (March read) - 2752 CCF (Nov. read) = 76 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.

Right-of-Way Use Fee (if applicable)

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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.

