



Water and Sewer Rates

Effective as of July 1, 2024

3.2% Increase for Water

6.9% Increase for Sewer

Inside

City Limits (base rate)

\$ 62.81 Base Water Rate
+68.63 Base Sewer Rate
\$131.44 Monthly Minimum

Outside

City Limits (base rate)

\$94.22 per EDU

In addition to the minimum service charges above, additional charges shall be made as follows:

Water

Inside City Limits Consumption Rate:

0-500 cubic feet	\$4.04 per 100cf
Over 500 cubic feet	\$5.85 per 100cf

Outside City Limits Overage Rate:

0-500 cubic feet	\$6.05 per 100cf
Over 500	\$8.77 per 100cf

Sewer

Residential

\$7.91 per 100 cf based on a 3-month winter averaging* of water consumption

Non-Residential

\$7.91 per 100 cf based on actual monthly water consumption

*Winter averaging - is calculated using the water consumption totals for the months of December, January, and February. That average is then used the rest of the year as the "sewer consumption" rate for your bill.

Per city code 13.08.090.040 new customers will be billed at the system-wide average of 600 cubic feet, until an accurate winter average can be calculated.

Utility Billing Details

Utility payments are due by the 15th of each month. If payments are not received by the following business day, a \$5 late fee will be applied to your account.

If the city has not received payment by the 5th of the following month, a \$10 fee will be added to your account. You will also receive a Shut-Off Notice listing the date and time, the bill must be paid to avoid service disconnection.

In the event payment is not received by the date and time listed on the Shut-Off Notice, a \$45 shut-off fee will be assessed. The account will need to be paid in full to have services reconnected.

How to Pay Your Bill

1. Online
 - a. Sign up for automated payments! There is no convenience fee and the bill will be automatically deducted from your entered card each month. Simply register for an online account by visiting <https://cityofcarltonpay.merchantransact.com/Login>.
 - b. If you prefer not to sign up for an account, visit the link above and click "One Time Payment". From there, you can make a one-time payment for a convenience fee of \$2.40.
2. Over the phone
 - a. You can call 503-476-9620 toll-free, 24 hours a day, and pay using a debit or credit card. Please have our account number ready.
3. In-office
 - a. There is a drop slot to the right of City Hall's front door where check or money order payments can be deposited during or after hours.
 - b. You can visit City Hall Monday-Friday from 8 am to 4 pm and pay with cash, check, debit card, or credit card.

If you have any questions, please don't hesitate to call City Hall at 503-852-7575, Monday through Friday from 8 am to 4 pm. We also have some very helpful information on the City's website at <https://www.ci.carlton.or.us/wsb>.

Customers Helping Customers

Some community members are struggling to make ends meet and still be able to pay for important services like utilities. For many of us, this is a hard situation to imagine. However, for some families, it is a hard reality.

If you are interested in helping a neighbor in need of water bill assistance, simply include your donation with your monthly utility bill payment, and indicate the amount in the provided space on your payment coupon. For questions or more information, please contact City Hall.