



City of Medford Office
 Utilities Services, 2nd Floor
 200 S. Ivy Street
 Medford, OR 97501

RECEIVED

AUG 24 2016
 FINANCE DEPT.

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CITY OF MEDFORD
 ATTN:FACILITIES MGT SUPERVISOR
 411 W 8TH ST
 MEDFORD OR 97501-3105

KEEP THIS COPY FOR YOUR RECORDS

MESSAGES

NOTICE OF RATE INCREASES

The enclosed insert includes an article explaining changes to the City's sewer, storm drain and street utility fees which appear on August utility bills.

SAVE TIME AND MONEY - PAYING ANNUALLY PAYS OFF

If you pay your Utilities Services account a year in advance there is a 3.5% discount on the total. Also, the discount is available any time of the year! To receive the discount, contact us by phone at (541) 774-2140, or come into our office on the 2nd Floor of 200 S. Ivy Street in downtown Medford. The discount is not available online or through our automated phone system.

For customers enrolled in automatic payment from their credit card or bank account, the withdrawal date is September 2, 2016.

UTILITY BILL

CONTACT INFORMATION

Office Hours:

Monday thru Friday
 8:00 AM - 5:00 PM

Make Checks Payable To:

City of Medford
 P.O. Box 2327
 Portland, OR 97208-2327

Contact Us:

Telephone: (541) 774-2140
 Email: utilities@cityofmedford.org
 Web: www.ci.medford.or.us

ACCOUNT INFORMATION

Service Address: 3286 LONE PINE RD (PRK)
 Service Dates 07/14/2016 to 08/14/2016
 Bill Date 08/16/2016
 Due Date 09/02/2016
Account Number 102093-7628

CURRENT CHARGES

| | |
|--------------------|---------|
| Parks | \$2.95 |
| Public Safety | \$7.42 |
| Sanitary Sewer | \$20.77 |
| Storm Drain | \$70.08 |
| Street Maintenance | \$16.56 |

BILL SUMMARY

| | |
|-------------------|-----------------|
| Previous Balance | \$110.57 |
| Payments Received | -\$110.57 |
| Deposit Amount | \$0.00 |
| Adjustments | \$0.00 |
| Misc. Charges | \$0.00 |
| Current Charges | \$117.78 |
| Amount Due | \$117.78 |

Please detach this section and enclose with your payment. Do not fold or staple your payment. DO NOT SEND CASH!



City of Medford
 Utilities Services
 411 W 8th Street
 Medford, OR 97501

REMITTANCE COPY

Service Address: 3286 LONE PINE RD (PRK)
 Bill Date: 08/16/2016
 Account Number: 102093-7628
Due Date: 09/02/2016
Total Due: \$117.78

Amount Enclosed: _____

Check Number: _____

Make Checks Payable To:
 City of Medford
 P.O. Box 2327
 Portland, OR 97208-2327

CITY OF MEDFORD
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CITY OF MEDFORD UTILITIES

www.ci.medford.or.us

Contact Us

Send payments to:

City of Medford
PO Box 2327
Portland, OR 97208-2327

Send correspondence to:

City of Medford Utilities
200 S. Ivy Street, 2nd Floor
Medford, OR 97501

Or email us at:

utilities@cityofmedford.org

Visit our Web site any time at www.ci.medford.or.us.

Customer Service (541) 774-2140
Monday through Friday — 8 a.m. to 5 p.m.

Payment & Billing Options



You can do it yourself.

Sign up today for free online access to your account at www.ci.medford.or.us. Fast, secure and convenient, you can view or pay your bill online.



Go Green!

Sign up for eBill and your monthly bill is delivered right to your email inbox. Visit www.ci.medford.or.us to enroll today!



No worries.

AutoPay is available to automatically deduct payments of your monthly bill from your checking, savings account or credit card on the same day every month. No checks, no postage, no hassle.



Using your credit card.

You may pay your bill over the phone using a debit or credit card by calling (541) 774-2140. Our customer representatives will be happy to help you.

Comments

A late fee of \$5.00 or 1% of the outstanding balance, whichever is greater, shall be assessed if payment is not made within 8 days after the due date.

Explanation of Fees

Sewer: The sewer fee pays for maintenance and upgrading the sewer collection system, as well as treating the sewage.

- Single family customers pay a flat rate and no additional charge based on water use
- All other customers pay the same base charge as single family, but also pay a consumption charge based on water use.

Storm Drain: The storm drain fee pays for maintenance and upgrades to the storm drainage collection system.

- A flat fee that reflects a property's impact on the City's storm drainage system.

Street Fee: The street fee pays for maintenance of City streets.

- A flat fee based on traffic generation for the property's purpose.

Parks & Public Safety: These fees pay for park development, streetscape maintenance, as well as police and fire services.

- Flat fees based on the number of dwelling units or commercial suites.

Pedestrian Light: This fee pays for the additional costs of operating decorative street lights.

- A flat fee applied only in neighborhoods with such lights.

* * *

Water: The Medford Water Commission bills separately for water usage.

Important!



Know what's below. Call "811" before you dig.

Every digging job requires a call—even small projects like planting trees or shrubs. Remember to call the national "811" Call Before You Dig number at least two days before you begin any digging project.



Got grease? Can it.

Help keep our wastewater system running smooth. Always pour any grease, oils, fats, or food drippings into an old can to cool, then throw the can into the trash.



Cleaning out your medicine cabinet?

Keep medications out of our water and waste treatment systems! Please dispose of your unwanted medications in the prescription drug drop box in the lobby of the police department on the first floor of the Medford City Hall, 411 W. 8th Street, Medford, Oregon.

Change of Name, Mailing Address or Phone?

NAME CHANGE

NEW MAILING ADDRESS

CITY

STATE

ZIP

()

NEW PHONE NUMBER

E-MAIL ADDRESS