

Utility Billing

Utility Bills are processed every two months, and include charges for Water, Sewer, Streets, and a General Service Fee. Currently, there are two Public Works projects being funded through Utility Billing charges, which include Increase Static Water Pressure (ISWP) and Water Reuse (WWR).

Those wishing to start service must begin by filling out a City Utility Services Application. If you are renting/leasing the property, the property owner/authorized agent of the owner must also sign your application and a \$90 deposit (cash, check, or money order) is required. A property owner may waive the deposit in writing if they wish. Deposits are fully applied towards the final bill. There is no deposit required of property owners. Applications for service can be submitted to City Hall during business hours, and service requests to turn water on or off can be done Monday-Thursday, 7:00 a.m.-3:00 p.m. **If you are moving in over the weekend (Friday, Saturday, Sunday), we recommend your completed application and deposit (if applicable) be submitted prior to 3:00 p.m. the previous Thursday as your service may not be connected until the following Monday.**

Meter Read Schedule

The meters are read in the middle of the month, typically on the 15th, of February, April, June, August, October, and December; however, the date is subject to change. Please contact City Hall if you have any questions. 503-981-9633.

Utility Billing Schedule

Utility Bills are sent out by the last business day of February, April, June, August, October, and December, and are due on the 10th of March, May, July, September, November, and January. If the balance remains unpaid on the morning of the 5th day after the due date (normally the 15th), a \$10 late fee will be added and a shut off notice mailed out. If water is disconnected due to non-payment, a \$50 fee will be added and must be paid with any other unpaid balances prior to reconnection of water service.

Payment Options/Forms of Payments

The City accepts payments of cash, check, money order, and most credit cards. Payments can be made online by card or e-check, in person during business hours, by mail, or by depositing a check or money order in the drop box outside City Hall. Please do not place cash in drop box.

[Click here to view or pay your account online at Xpress Bill Pay](#). The online bill pay option saves you time and gives you more flexibility in how you pay your bill. You are also able to "opt-in"

for paperless billing and receive an email notification when your bill is available to view. Scroll to the bottom of this page for instructions on how to set up an account with Xpress Bill Pay.

Tampering/Obstruction of Meter

Any tampering of or unauthorized access to the water meter is subject to additional fees and fines. As water meters are property of the City, City personnel must have access to meters at all times. Please contact the Public Works Department to make special arrangements if unobstructed access to meter is an issue.

Low Income Senior Citizen Discount

The City of Hubbard offers a Low-Income Senior Citizens discount for City utility charges, dependent upon eligibility. An application for this discount can be picked up at City Hall, and must be renewed annually by July 1st. Submittal of the application must be accompanied by proof of age (age 65+) and annual household income.

Sign up for [Emergency Alerts](#)

Get alerted about emergencies and other important community news by signing up for our Emergency Alert Program. This system enables us to provide you with critical information quickly in a variety of situations, such as severe weather, unexpected road closures, missing persons and evacuations of buildings or neighborhoods.

You will receive time-sensitive messages wherever you specify, such as your home, mobile or business phones, email address, text messages and more. You pick where, you pick how.

Supporting Documents

Utility Application / Fax 503.981.8743 or jhedden@cityofhubbard.org / CLOSED Friday, Saturday, Sunday-See above policy 305.8 KB

Utility Billing Schedule 99.07 KB

2012 Water and Waste water Rate Study 488.9 KB

Local Directory/Resources 302.85 KB

Xpress Bill Pay Instructions 2.01 MB

Senior Discount Application 119.71 KB