

Your Online Utilities (Y.O.U.)

The City offers customers the option to manage your utility account online through Y.O.U. View your balance, account history, make a payment, schedule a recurring payment, log a service request, and much more. Enrollment is easy.

- Have your most recent utility bill with account number and last amount due.
- Visit GreshamOregon.gov/YOU
- Select "New User Registration" and follow the instructions to create a login.

Utilities Customer Service

503-618-2373

FAX: 503-618-2268

UtilityBilling@GreshamOregon.gov
GreshamOregon.gov/Utilities

Office Hours and Location
Monday-Friday 8 a.m. - 5 p.m.
1333 NW Eastman Parkway
Gresham, OR 97030-3813

After Hours Emergency

503-661-3906

Billing Schedule

Day 0 Bill date
Day 20 Due date
Day 27 Delinquent
Day 40 Water turn off pending
Day 46 Water subject to turn off

Late Charges

This bill becomes late if payment is not received by the due date indicated on the front of this bill. Delinquency occurs and a late fee will be added if payment is not received by the City within six days after the due date.

Billing - Call us for

- Questions about opening or closing the account and/or changing the property tenant or ownership.
- To request a payment arrangement.

Payment Options

- **Free AutoPay:** Automatically deducts the amount owed from your checking or savings account on the due date of the regular bill. Enroll, after signing in, at GreshamOregon.gov/YOU.
- **Online:** Pay with debit / credit card, or electronic check at GreshamOregon.gov/YOU.
- **By mail:** Mail the enclosed envelope with payment stub to City of Gresham Utilities, P.O. Box 2260, Portland, OR 97208-2260.
- **By phone:** 1-844-813-4738 (service fees apply).
- **In person:** Use the 24-hour drive-up drop box at 1333 NW Eastman Parkway or visit our self-service kiosk during business hours.

Explanation of Charges

Utility bill charges are based on rates set by City Council. These charges support work to:

- Plan, design, operate and maintain utility infrastructure. This includes wastewater (sewer), stormwater and drinking water services.
- Protect public health and the environment.
- Comply with state and federal regulations.

Police, Fire and Parks (PFP) Fee

The PFP Fee provides critical funding to support police, fire and parks services.

Learn more at

GreshamOregon.gov/Utilities

Water

- The base charge is determined by the water meter size.
- The usage charge is based on the amount of water used in the billing period. One unit of water equals 100 cubic feet or 748 gallons.

Wastewater (Sewer)

- The base charge is determined by customer classification (such as residential or commercial).
- The Winter Water Average units are based on water use during the preceding October – April. Where no account average is available, the City will apply a default amount.

Stormwater

- The charge is based on the impervious area of each property.

Please print new contact information here or update using Y.O.U.:

Name correction: _____

Mailing address change: _____

Phone or email change: _____

Send all other correspondence directly to our street address.