

- Rates listed below are effective January 1st, 2026
- Bills are due the 15th of each month.
- Payments received after the 25th may not reflect on your current bill.
- Monthly Base charges are a flat fee and not based on water use.

Tiered Water Use Rates per 1,000 gallons:	Tier 1 - \$4.26	1,000 to 5,000 gallons of use
	Tier 2 - \$5.10	5,000 to 15,000 gallons of use
	Tier 3 - \$6.11	over 15,000 gallons of use

Please be aware that even the smallest leak from a faucet or toilet can attribute to high water use.

An example of a first bill:

Water Base Charge	\$19.59	} Base Fees \$103.13 per month (Not including water use)
Sewer Base Charge	\$68.90	
Storm Water Drainage Charge	\$2.64	
Street Utility Fee	\$3.00	
Public Safety Fee	\$9.00	
Water Use (\$4.14x 3,000 gallons)	<u>\$12.78</u>	
Total Due	\$115.91	

For information and/or questions about commercial rates or reduced residential base rates please contact Traci at (541) 935-2191 or trice@venetaoregon.gov



Other providers servicing the City of Veneta



Sanipac Garbage
541-736-3600



Emerald People' Utility
District 541-746-1583



Lane Electric Co-op
541-484-1151



Post Office
541-935-9533

Internet Service Providers

Spectrum

866-669-4451

Lumen (Century Link)

866-963-6665

Douglas Fast Net

541-673-4242

Hunter Fiber

541-772-9282

Account Changes

The forms to notify the City of account changes can be found on our website at www.venetaoregon.gov

- To change the responsible party fill out the "Utility Account and Services Application".
- To discontinue service fill out the "Discontinue Utility Service" form.
- To request an account adjustment fill out the "Account Adjustment Request" form.

Disclosures

Service can be discontinued, without warning. If the City does not have adequate information for at least one responsible party, the City reserves the right to ask for government issued photo identification and/or other legal documentation as deemed necessary to accurately determine the responsible party for City services provided to the premises.

By signing the application it is understood that:

- Payment of monthly bills, deposits, repair of damages incurred, returned payment fees, penalties, and restoration of service fees will be paid timely when applicable and billed.
- All ordinances and resolutions regulating the use of City services and property and any other rules and regulations which may be adopted by the City Council, City Administrator or designee, concerning said service, will be abided by.
- Owners' and/or property manager will receive copies of "Past Due" and other delinquent account correspondence and that all information on the application may be used for lien and collection purposes.

How Do I Pay My Utility Bill?

Online Bill Pay:

- Open the City website, www.venetaoregon.gov, on the main page click on "Pay My Bill" or
- Download the Xpress Bill Pay app for ios and android.

You will need your account number and a valid email address to open an account.

Once you have an account set up with Xpress Bill Pay you can set up: Auto Pay, you can use the mobile app to pay your bill and you can also choose to go paperless.

If you experience any issues setting up your online account or making a payment online, please contact Xpress Bill Pay at 1-800-766-2350

Mail

Make checks or money orders payable to the City of Veneta and mail your payment with the bottom portion of your bill to PO BOX 458, Veneta, OR 97487.

Drop Box

Located at City Hall, 88184 8th St. Place your check or money order in an envelope with the bottom portion of your bill. Please do not place cash in the drop box. Payments placed in the drop box will be applied to your account on the next business day.

In Person

Cash, check, money order, debit and credit cards can be used in person at Veneta City Hall, 88184 8th St.

By phone

Call 541-935-2191

If your water was shut off for nonpayment, this is not a water emergency, you must call during normal business hours to restore service M-F 9am-5pm

If you have a burst pipe, leak or other type of water/sewer emergency after hours, you may contact the Lane County Sheriff's dispatch at 541-682-4141 and they will get a hold of our on call public works staff.

Xpress Bill Pay



Scan this QR code
This will take you
directly to our Utility
Payment site
Xpress Bill Pay