

Utility Billing Frequently Asked Questions

Why does the City of Canby charge utility fees?

The monthly sewer fee is used to maintain the city's sewer system, waste water treatment plant, and for capital improvements to the sewer system. The street maintenance fee is used to maintain the City's street infrastructure. Street maintenance projects are prioritized based on need and condition of the streets. The park maintenance fee is used to maintain the City's existing parks and for the maintenance of future City parks. The park maintenance fee is used to supplement the existing city funds that are allocated to maintain the City parks.

I have a septic system, will I be charged a sewer fee?

If you are on a septic system and not connected to the City sewer system you will not be charged a monthly sewer fee, however, you will still be charged the street maintenance and park maintenance fees.

Where can I find the rates for the utility fees (Sewer, Street, and Parks)?

Current utility rates can be found on the City's website at www.canbyoregon.gov under the Master Fee Schedule menu.

I am a landlord, why am I responsible for the utility bill of my tenants?

Utility fees are billed to property owners. For single-family homes, duplexes and triplexes, direct tenant billing can be arranged by completing the Landlord Courtesy Billing Agreement and returning it to the City of Canby. The agreement can be found on the Utility page of the City website.

We travel out of state for extended periods of time. Can I prepay my utility bill for the time I am going to be gone?

Yes, you can pay ahead. The additional amount you pay will appear as a credit on future statements.

Why am I mailing my utility payment to an address in Portland?

City of Canby utility payments are mailed to US Bank for processing and deposit into a City of Canby account.

I have questions about my sewer bill. Who do I call?

Staff will be happy to assist you with your billing questions and can be reached at 503-266-0640 during normal business hours, Monday thru Friday 8:00 am – 5:00 pm.

Where can I find contact information for the utility department?

Customer service information can be found on the City website or on the back of your billing statement.

I want to save a stamp. Can I drop my payment off and if so, where?

You can drop your payment off in the payment drop box on first floor of the Civic building at 220 NE 2nd Avenue. You can also drop your payment at the Cutsforth's Thriftway payment drop box.

How do I sign up for paperless billing?

Visit our free on-line bill pay service at www.xpressbillpay.com and check the option for paperless billing.

I would like to pay my bill electronically. How do I accomplish that?

Visit our free on-line bill pay service at www.xpressbillpay.com to view and pay your bills online.

I would like to sign up for auto pay. How do I accomplish that?

Visit our free on-line bill pay service at www.xpressbillpay.com and choose the auto pay option to setup automatic payments for your monthly bill.