

# Payment Options

## CUSTOMER SERVICE

For questions about your bill, updates on your account information, or to update your Auto Pay with office assistance.

Contact:

[utilitybilling@canbyoregon.gov](mailto:utilitybilling@canbyoregon.gov)

(503) 266-0747 **City Office**

(503) 266-1799 **Fax**

## SELF-SERVICE

Information & Forms:

Move In/Move Out Request Forms  
Landlord Tenant Payment Agreements  
Reduced Sewer Rates Application

<https://www.canbyoregon.gov/finance/page/utility-billing-customer-services>

### **By Phone:**

1-877-429-0693

### **Online:**

[www.xpressbillpay.com](http://www.xpressbillpay.com)

-Set Up Auto Pay  
-Email Alerts  
-Review prior Billing Statements

### **In Person:**

City Hall Civic Office  
222 NE 2<sup>nd</sup> Ave  
Canby, OR 97013  
Mon-Fri 9AM - 4PM  
By Appointment 8-9 & 4-5

### **Drop Box 1:**

City Hall Lobby  
1<sup>st</sup> Floor, left of elevator

### **Drop Box 2:**

Cutsforth's Thriftway  
On the right after entering the front door

### **By Mail:**

City of Canby  
c/o US Bank Lockbox  
PO Box 5157  
Portland, OR 97208-5157  
DO NOT MAIL CASH

## ACCOUNTS IN COLLECTIONS

If your account is in collections, you will not be able to make payments online or through Xpress Bill Pays automated phone line. You must call the city office to make a payment on your monthly Statement.

**To make a payment towards your collection balance please call (503)496-0732.**

**LATE FEES: Accounts that are 45 days past due will be assessed a \$10.00 late fee per month.**

If your Mailing Address has changed, please indicate the change below:

Name: \_\_\_\_\_ Account No.: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_