

## New Customer Information Fact Sheet

Welcome! Here are a few items we think will help you get settled in.

1. We are the “water company”. If you are on a sewer system that service is provided by Clackamas County through Water Environmental Services (WES). Here is their link  
<https://www.clackamas.us/wes/services.html>
2. If you have not already done so, please visit our web site. Here is the link  
<https://www.thesvwc.com/>
3. Generally, SVWC does not turn off service when a property is vacated so you can expect service to be available the day you move in. We must however receive your application within 10 days of you moving in or you will be given a notice your service will be disconnected. If your service is locked off when you move in contact our office at 503.622.4083. We only restore service M-F 8a-5p.
4. Our rates are listed on our web site. Here is the link  
<https://www.thesvwc.com/new-rates>
5. You will receive your first bill the first of the next month after you move in. Unless you moved in on the 1<sup>st</sup> it will be prorated for the actual days you lived at the premises.
6. Your bill will consist of two charges. The Water Base Rate plus a Water Usage charge.
7. Payment is due by 5:00 PM on the 20th of each month
8. You may pay your bill on-line once your application has been received. You do not need to set up an account. Select QuickPay. If you do set up an account, you will be able to access all the information in your file. Here is the link  
<https://thesvwc.epayub.com/Account/Login?ReturnUrl=%2F>
9. SVWC is rate and service regulated by the Oregon Public Utility Commission