



Low-Income Utility Bill Assistance Program

Bill Forgiveness

Eligible residential customers facing extreme financial hardship may receive assistance on the current charges of \$300, per fiscal year.

Eligibility

Applicant must be a residential customer of the City of Tualatin (City).

Property must be a single-family home that receives water and/or sewer services from the City.

Applicant must occupy the property as their principal residence and be directly responsible for the payment of the utilities.

Customers with household income at or below 60% of the Oregon Annual Median Income for the past 60 days are eligible for bill forgiveness.

Household/ Family Size	60% of Annual Median Income	
	Annual	Monthly
1	\$ 29,334	\$ 2,445
2	\$ 38,373	\$ 3,198
3	\$ 47,402	\$ 3,950
4	\$ 56,430	\$ 4,703
5	\$ 65,459	\$ 5,455
6	\$ 74,488	\$ 6,207
7	\$ 76,181	\$ 6,348
8	\$ 77,874	\$ 6,490
9	\$ 79,567	\$ 6,631
10	\$ 81,260	\$ 6,772

In addition, customers may be eligible for bill forgiveness if the person(s) listed on the utility bill account is actively enrolled in one of these programs:

- Supplemental Nutrition Assistance Program (SNAP)
- Woman, Infants, Children (WIC)
- Temporary Assistance for Needy Families (TANF)
- Oregon Health Plan (OHP)
- Free and Reduced Lunch
- Energy Assistance Program
- Public Housing, Section 8 Choice Voucher Program or Project Based Voucher Program



City of Tualatin

Low-Income Utility Bill Assistance Program

Verification Process Overview for Partners

Step 1	Review customer documentation and determine if customer is eligible for bill forgiveness based on eligibility criteria provided
Step 2	Communicate positive verification to City utility billing team. Send an email with the subject line "Low-Income Utility Bill Assistance Customer Verification" to billing@tualatin.gov with the following information: <ul style="list-style-type: none"> ○ Customer Name (as stated on utility bill) ○ Utility Bill Account Number (top right corner of bill) ○ Contact Phone Number ○ Contact email address ○ If customer is seeking assistance due to COVID-19 related impacts (yes/no) ○ Date of verification
Step 3	Communicate to customer that City utility billing staff will: <ul style="list-style-type: none"> ○ Determine final bill write-off ○ Contact customer with confirmation of write-off ○ Ask customer if they would like consecutive bills written off, or hold off on the second write-off for a later time within a 12 month period
Step 4	Keep record of how customer qualified for assistance (income documentation or active participating in program SNAP, WIC, TANF...etc)

Utility Billing Staff Contact Information:

Cathy Hayes
Accounting Technician
503-691-3056
Chayes@tualatin.gov

Matt Warner
Assistant Finance Director
503-691-3052
mwarner@tualatin.gov

Attached:

Example of City of Tualatin Utility Bill

Email Template for Verification Confirmation



CITY OF TUALATIN
18880 SW Martinazzi Ave.
Tualatin, OR 97062
www.tualatinoregon.gov

Billing Inquiries: (503) 691-3056
Monday thru Friday 8:00 AM to 5:00 PM
Email: billing@tualatin.gov

TUALATIN CUSTOMER
8650 SW TUALATIN RD
TUALATIN, OR 97062

Account Statement

account information

ACCOUNT NUMBER: XXXXXX-XXX
SERVICE ADDRESS: 8650 SW TUALATIN RD
BILLING PERIOD: 9/29/2023 to 10/30/2023
BILLING DATE: 10/30/2023
DUE DATE: 11/20/2023

meter reading – usage dates

Meter	Read Dates	Previous	Current	Consumption
	9/14-10/16	4671	4684	13.00

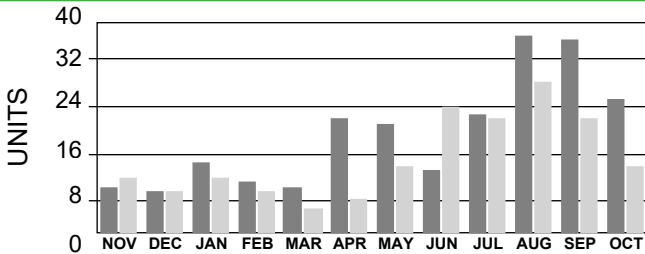
CURRENT CHARGES

DESCRIPTION	AMOUNT
Facility Charge	5.47
Service Charge	5.53
Water Usage	50.70
Sewer Base Fee	37.31
Sewer Use Fee	19.90
Stormwater Fee	11.47
Road Maintenance	6.60
Parks Utility Fee	5.00
TOTAL CURRENT CHARGES	\$141.98

special message

In the City of Tualatin, it is each property owner's responsibility to properly dispose of leaves and yard debris on private property, including sidewalk and planter strip located, in front of your house. You can help to "leaf" no trace and minimize problems during the rainy, wet season by disposing of leaves and yard debris properly, in designated yard waste bins. Please do not place yard debris or leaves in the street! Doing so can cause problems, including difficulty for the street sweeper to sweep all city streets and preventing drainage into storm catch basins, which can result in localized flooding. Blowing leaves or yard debris into the streets is punishable by up to a \$500 fine, per the Tualatin Municipal Code 6-1-210.

your monthly water consumption



1 Unit = 748 Gallons

Prior Cons

Current Cons

billing date	due date	previous balance	payments	adjustments	current charges	total due
10/30/2023	11/20/2023	\$177.08	\$177.08	\$0.00	\$141.98	\$141.98

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT



CITY OF TUALATIN
18880 SW Martinazzi Ave.
Tualatin, OR 97062

ACCOUNT NUMBER: XXXXXX-XXX
SERVICE ADDRESS: 8650 SW TUALATIN RD
BILLING PERIOD: 9/29/2023 to 10/30/2023
BILLING DATE: 10/30/2023
DUE DATE: 11/20/2023

amount due

TOTAL AMOUNT DUE BY 11/20/2023 \$141.98

amount enclosed

REMIT PAYMENT TO:

881 1 AV 0.498 2/439 000891 0002:0002

TUALATIN CUSTOMER
8650 SW TUALATIN ROAD
TUALATIN, OR 97062



CITY OF TUALATIN
18880 SW MARTINAZZI AVE
TUALATIN OR 97062-7092





City of Tualatin

Low-Income Utility Bill Assistance Program

Email Template for Verification Confirmation

To: billing@tualatin.gov

Subject: Low-Income Utility Bill Assistance Customer Verification

This email verifies that [INSERT NAME OF CUSTOMER] meets the eligibility criteria for the Low-Income Utility Bill Assistance program:

- Customer Name (as stated on utility bill)
- Utility Bill Account Number (top right corner of bill)
- Contact Phone Number
- Contact email address
- If customer is seeking assistance due to COVID-19 related impacts (yes/no)
- Date of verification