

FAQ's

How do I start service?

To start service please complete and submit the UB Account Form. Any changes in account information need to be submitted to the city in writing. You can mail, email or drop off any changes. There are 24 hour drop boxes next to both entrances at City Hall.

Billing Schedule

The city utility bills are due every other month in the odd month for the previous two months usage. Prepayments can be made to any account at any time, billing statements are only mailed bimonthly.

How do I pay my bill?

The City offers several ways to efficiently make payments towards your account. You can set up auto pay from a checking or savings account, you can pay in person with cash, check, money order, Visa, Mastercard or Discover card.

Payments can also be made online through a third party vendor (nCourt) on the city's website www.ci.gladstone.or.us/gladstone-online-payments/ or by calling 800.701.8560 (there is a fee attached to this payment method).

How is my Sewer bill calculated?

Sewer charges are set by the sewer districts and are a flat rate based on the number of dwelling units.

How is my Water bill calculated?

Water charges are based on meter size and include the first 12 units of water. Water used in excess of 12 units is charged for each additional unit. A unit is a hundred cubic feet. A hundred cubic feet is 748 gallons.

How can I determine how many gallons of water I used?

Our water meters measure cubic feet of water used. In order to determine how many gallons you used during the last billing cycle, multiply the CCF Water Used as seen on your utility bill by 748. As an example: 6 CCF x 748 = 4,488 gallons used



How do I check for a water leak?

Your water meter has a needle that turns like the second hand of a clock. Each time it goes around, one cubic foot of water (or 7.48 gallons) has been used. Most water meters also have a small triangle or star shaped dial (colored red or blue) that detects when a small amount of water is flowing through the meter. Above is a picture of what your meter register should look like.

To determine if you have a leak, take the following steps:

1. Turn off water to all sources being used in the house or any water features in your yard.
2. Look closely at the triangle/star shaped dial for thirty seconds. If this dial moves at all, then water is flowing through the meter and you may have a leak. If you have an older meter that does not have a triangle/star, read the meter, write down the reading wait about an hour and read the meter. If the numbers increase at all - water is going through the meter.
3. You may want to start checking your hose connections, toilets, faucets, sprinkler systems, or any water features for drips or running water.