



COVID-19 updates from the City of Newberg

City Hall is closed. What does this mean for my utility bill?

While City Hall is closed, staff is continuing to process bills, payments, and answer questions. During the COVID-19 crisis, the City of Newberg will not disconnect water service for not paying a utility bill, but customers will continue to be responsible for utility bill charges due now and accrued throughout the crisis. **Customers should continue to pay their utility bills.**

Ways to pay your utility bill:

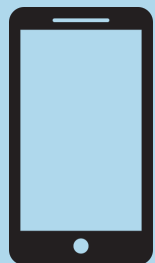
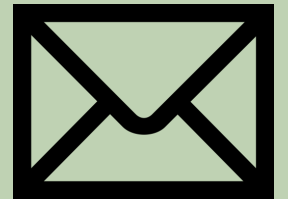


Pay online at www.NewbergOregon.gov

Residents can use the City's website to pay online using a Visa or MasterCard. New users will have to register with their last name as it appears on their bill and Utility Account Number. While you're there, you can set up your account for our autopay program and you can choose to receive your bill electronically.

Pay by mail

Payments can be mailed to PO Box 970, Newberg, OR 97132 or dropped off in our red/gray "drop box" located in the Public Safety Building driveway at 401 E 3rd St, Newberg, OR 97132. Checks and money orders can be mailed. Do not mail cash.



Pay by phone

Call our staff at 503-537-1205 and make a payment using our phone system. An automated system is available for bill payment. Due to City Hall being closed, a voice message box has been established. Customer calls will be returned by the next business day.

With City Hall being closed, the City is unable to receive cash payments. Please call 503-537-1205 with any questions. Calls will be returned as quickly as possible. Customers facing financial hardship can find resources at www.NewbergOregon.gov/finance/page/water-bill-assistance.