

City of Scappoose Newsletter ~ January 2017

2017 Annual Town Meeting

Come help us decide!
We'll be talking about the future of housing and parks in Scappoose.
Come join the conversation and help share your ideas with the City.

February 11, 2017
8:30 am ~ 12:00 pm
Scappoose Middle School

The City of Scappoose would like to develop a City motto. The adopted motto would be used by the City as our community brand. We will place it on our webpage, letterhead, on the side of our vehicles and hopefully elicit a sense of pride for our community.

Other City motto's ~ Portland is "The City that Works", Vernonia is "A nice place to live", and Columbia City is "City of Beauty and Livability".

What do you think our motto should be? The City will offer \$100 to the person whose motto is selected. We would like to ask all of you to share your ideas. We will be posting proposed motto's at the Annual Town Meeting and asking attendees to vote for their favorite one. The Annual Town Meeting is scheduled for February 11, so please mark your calendars. This meeting will once again be held at the Scappoose Middle School cafeteria.

Please submit your proposed motto to City Recorder Susan Reeves, at sreeves@cityofscappoose.org, or by phone at 503-543-7146, ext 224, no later than February 10, 2017, so it can be considered at the Annual Town Meeting.

Thanks in advance for your ideas and suggestions. Together, we can make a difference.

City Manager Michael Sykes

TIPS TO PREVENT FROZEN PIPES

Each winter, many water customers experience the inconvenience of frozen pipes which can result in expensive plumbing repairs and water damage. The City of Scappoose has a brochure listing tips to help avoid this potential problem. The brochures are available at City Hall and can also be found on our City website at WWW.CI.SCAPPOOSE.OR.US

FALL LEAVES & STORM DRAIN TIPS

Please help the City prevent localized flooding by not blowing your fall leaves into the streets. This practice can sometimes clog nearby storm drains. To get rid of your fall leaves contact the Scappoose Senior Center, at 503-543-2047, who use fall leaves for composting on their community garden.

Mark your Calendar

- * City Council meetings on January 3 & 17, at 7:00 pm
- * Economic Development Committee meeting, January 19, at 12:00 pm
- * Park & Rec Committee meeting, January 19, 6:00 pm
- * **Annual Town Meeting ~ February 11, 2017, 8:30 am to 12:00 pm at the Scappoose Middle School**

Meetings are held in the Scappoose City Council Chambers at 33568 East Columbia Avenue

Call City Hall at 503-543-7146 for more information

Utility Bills are due the 15th of each month.

City of Scappoose
33568 East Columbia Avenue
Scappoose, Oregon 97056
503-543-7146
Visit our website - www.ci.scappoose.or.us

NEW ONLINE BILLING IS NOW AVAILABLE

The City of Scappoose is pleased to announce that our new online bill pay option is now available. Our new online bill pay option saves you time and gives you more flexibility in how you pay your bill. If you have an Internet connection and an email address, you can now pay your bill online, you can set up auto payments from a credit card or bank account.

HOW IT WORKS

We have partnered with Xpress Bill Pay, the premier provider for online bill payment. When you sign up for online bill payment you get a unique password that you use to access your personal account at www.xpressbillpay.com. Every month we'll send you a reminder email to let you know when your bill is online. Then, just log in through your Web browser and view your bill, which will look like the paper statement you're familiar with. Select a payment type —credit card, debit card, or electronic funds transfer — enter the information, and you're done! It's that easy, and it only takes you a few minutes each month. We're offering this service at the request of customers like you.

ONLINE BILL PAYMENT FACTS

- It's free to sign up for online bill payment at www.xpressbillpay.com.
- You can pay your bills with a credit or debit card, or you can transfer funds directly from your bank account.
- No need to worry about late payments if you're out of town when your bill is due, just sign up for autopay.
- After you complete the transaction, you can receive an email to confirm that the payment went through.
- You can view up to a year's history of your account online, so you can compare your current bill to a year ago.
- If you'd like, you can select the Auto Pay option and your bill will be paid automatically each month.

WHAT TO DO NEXT

1. Go to www.xpressbillpay.com. We have partnered with Xpress Bill Pay to provide you with online bill payment service.
2. Click on the "Sign Up" button on the top of the home screen. Fill in the email and password fields, then click in the "I'm not a robot" box and follow the prompts.
3. Complete the short registration form and click "Next."
4. Go to your inbox and open the verification email and click "Verify Email". Then select "Continue" to log in.
5. Select your billing organization and follow the prompts for linking your bill.
6. Once your bill is added to your account, you can add another bill, view and pay your bill online, or setup a recurring auto payment schedule.

NEW INTERACTIVE VOICE RESPONSE (IVR) SYSTEM IS NOW AVAILABLE

Here is another fast and convenient way for you to pay your bills 24/7! No computer necessary. Simply call toll-free **1-800-720-6847**.

WHAT IS THE IVR SYSTEM?

The IVR (Interactive Voice Response) system provides you with a complete bill payment system over the phone. You can pay your bills anytime and anywhere. All you need is a phone.

HOW DOES IT WORK?

You dial the toll-free number **(800-720-6847)** and provide your account number and zip code to locate your bill. The IVR system will tell you your account balance, the payment due date, and then guides you to make your payment. You continue to make payments using a credit card, debit card, or by eCheck. You are provided with a confirmation number and notified whether the transaction was successful or not. At the end of the call, you also have the option to set up auto pay.

Additionally, you may call the payment center **(800-720-6847)** and make payments over the phone with a live operator, if you'd prefer. Both the IVR system and our payment center offer service in English and Spanish. (Note: Payment center Spanish service hours vary.) If you have questions about IVR, call Xpress Bill Pay at 800-766-2350.