



IMPORTANT NOTICE TO MEDFORD UTILITY CUSTOMERS: \$3.00 PAPER STATEMENT FEE BEGINS SEPTEMBER 8



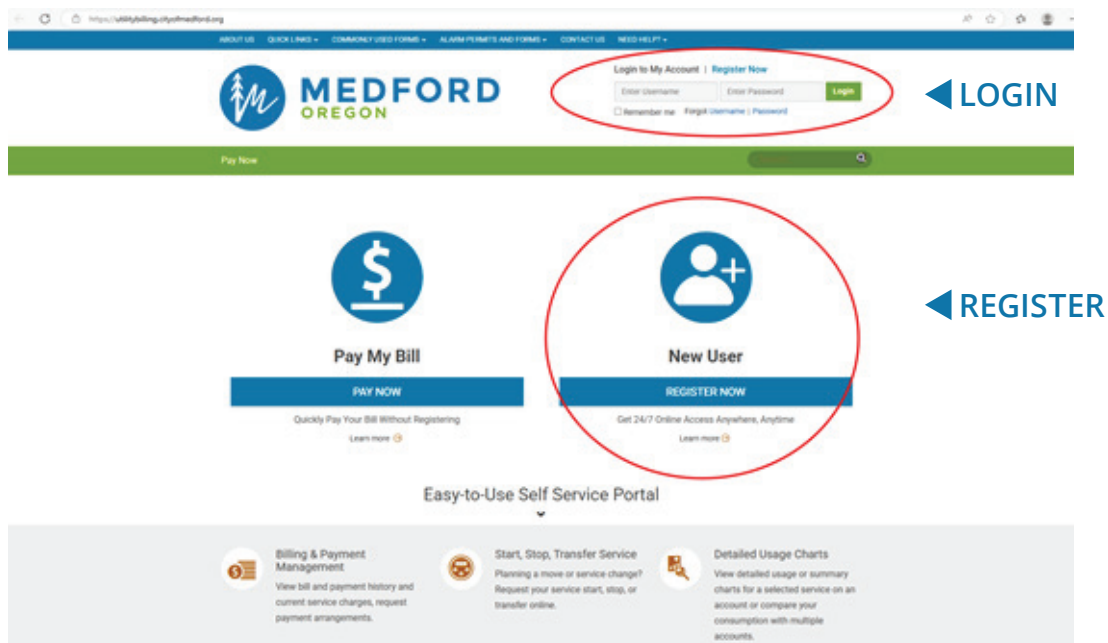
Starting September 8, 2025, the City of Medford will apply a **\$3.00 monthly fee** to all utility accounts that receive a paper (mailed) bill. This fee will help cover the cost of printing, mailing, and processing paper bills and late notices.

Avoid the Fee — Go Paperless! Customers enrolled in paperless billing will *not* be charged the \$3.00 monthly fee. Sign up by **Sunday, September 7, 2025**, to avoid the charge.

1) Go to utilitybilling.cityofmedford.org/ or scan the QR code:



2) Either **Login** to your account, or **Register** your account if you've never logged in before.



3) Once you've logged in, click on the "Yes" button next to "Paperless Bill".

Account Overview

ACCOUNT # 0000003/123 LINK ADMIN RD

If you have multiple accounts, go to [Manage Accounts](#) to enroll in Paperless Billing and eNotices.

Billing Summary	Billing History	Account Preferences	Manage Account
Last Bill Amount ()	\$0.00	Paperless Bill	<input type="checkbox"/> YES <input type="checkbox"/> NO
Due Date		eNotice	<input type="checkbox"/> YES <input type="checkbox"/> NO
Past Due Balance	\$0.00	Pay Bills	
Pending Payment	\$0.00		
Current Balance	\$0.00		

NOTE: If you have multiple accounts, you will need to complete this process for each account.





AVISO IMPORTANTE PARA LOS CLIENTES DE SERVICIOS PÚBLICOS DE MEDFORD: SE APLICARÁ UNA CUOTA DE \$3.00 POR ESTADO DE CUENTA EN PAPEL A PARTIR DEL 8 DE SEPTIEMBRE DE 2025



La Ciudad de Medford aplicará una cuota mensual de \$3.00 a todas las cuentas de servicios públicos que reciban una factura en papel (enviada por correo). Esta cuota ayudará a cubrir el costo de impresión, envío y procesamiento de facturas en papel y avisos de pagos retrasados. **Evite la cuota — ¡Cambie a Cobro Electrónico!** Los clientes que se inscriban en cobros electrónicos no se les cobrará la cuota mensual de \$3.00. Regístrese antes del domingo, 7 de septiembre de 2025, para evitar el cargo.

1) Ve a utilitybilling.cityofmedford.org/ o escanea el código QR:



2) Inicia sesión en tu cuenta o regístrate si nunca has iniciado sesión antes.

The screenshot shows the homepage of the utility billing portal. At the top, there is a navigation bar with links like 'ABOUT US', 'QUICK LINKS', 'COMMONLY USED FORMS', 'ALARM PERMITS AND FORMS', 'CONTACT US', and 'NEED HELP?'. Below this is the Medford Oregon logo. A 'Login to My Account | Register Now' section is highlighted with a red circle and an arrow pointing to the text 'INICIA SESIÓN'. Below that, there are two main buttons: 'Pay My Bill' and 'New User'. The 'New User' button is circled in red with an arrow pointing to the text 'REGÍSTRATE'. At the bottom, there is an 'Easy-to-Use Self Service Portal' section with three icons: 'Billing & Payment Management', 'Start, Stop, Transfer Service', and 'Detailed Usage Charts'.

3) Una vez que hayas iniciado sesión, haz clic en el botón “Sí” junto a “Factura sin papel”.

Account Overview

ACCOUNT # 0000003/123 LINK ADMIN RD

If you have multiple accounts, go to [Manage Accounts](#) to enroll in Paperless Billing and eNotices.

Billing Summary

Last Bill Amount ()	\$0.00
Due Date	
Past Due Balance	\$0.00
Pending Payment	\$0.00
Current Balance	\$0.00

[Billing History](#)

Account Preferences

Paperless Bill	<input type="checkbox"/> YES <input type="checkbox"/> NO
eNotice	<input type="checkbox"/> YES <input type="checkbox"/> NO

[Pay Bills](#)

Si tiene múltiples cuentas, necesitará completar este proceso para cada cuenta.