



*Administration Office*  
14496 SE River Road  
Oak Grove, OR 97267



*Permits and Technical Services*  
14611 SE River Road  
Oak Grove, OR 97267



*Wastewater Treatment Plant*  
13750 SE Renton Avenue  
Oak Grove, OR 97222

### Emergency Contact Information

Our team is available 24 hours a day. If you see water gushing up out of either the street, ground, or from a manhole, please call (503) 654-7765. Use the same number if you notice sewer spills or if you see someone illegally dumping into a stormdrain.



Please contact us if you would like more information about our surface water program, volunteer projects, treatment plant tours, or presentations for schools or community groups at (503) 654-7765 or by email at [info@olws.org](mailto:info@olws.org).



Follow us @OakLodgeWater for news and updates.



**Customer Welcome**



*“Enhancing Our Community’s  
Water Environment”*

14496 SE River Road, Oak Grove, OR 97267  
(503) 654-7765  
@OakLodgeWater  
OakLodgeWaterServices.org

## About OLWS

Welcome to the Oak Lodge Water Services Authority (OLWS). OLWS is committed to creating a clean water environment and a healthy community. We provide reliable drinking water, wastewater, and watershed protection services to nearly 29,000 people in Oak Grove, Jennings Lodge, as well as portions of Milwaukie and Gladstone. This brochure will help you become acquainted with our services. If you have any questions, contact us at (503) 654-7765 or by email at [billing@olws.org](mailto:billing@olws.org).

## Our Commitments



Protect Public Health



Provide Excellent Customer Service



Make Smart investments and  
Work to Keep Rates Affordable



Keep our Streams and Rivers Clean

## OLWS Governance

OLWS is governed by a Board of Directors comprised of five community members elected to four-year terms by voters. The Board holds regular public meetings on the second Tuesday of each month beginning at 4:00 p.m. visit our website at [OakLodgeWaterServices.org](http://OakLodgeWaterServices.org) or call (503) 654-4227 for more details.

## Drinking Water Services

OLWS provides safe, reliable drinking water from the Clackamas River. Customer rates fund essential services, including purchasing clean water and maintaining daily operations, and investments in infrastructure.



## Wastewater Services

OLWS collects wastewater from homes and businesses so the water can be cleaned and safely returned to the Willamette River. Customer rates fund essential services, including wastewater treatment, maintaining daily operations, and investments in the treatment plant as well infrastructure. Approximately 1.5 billion gallons of wastewater is cleaned and returned to the Willamette River each year.



## Watershed Protection

OLWS helps protect the environment by monitoring water quality in local waterways and helping to keep the Clackamas County-owned stormwater system clean. Customer rates fund watershed protection activities necessary to comply with state and federal water quality permit requirements.



## Billing Structure

Customers are billed monthly based on actual usage. Bills are calculated individually based on fixed rates, average winter water use, and water meter reads for the service period.

The drinking water bill portion includes a service charge and a consumption charge. The consumption charge varies for each bill and is determined by reading the water meter. The wastewater rates are fixed once per year and include a fixed rate service charge, a watershed protection fee, and a rate that varies dependent on winter average water use.

Bills will fluctuate depending on water consumption and will increase in summer months dependent on outdoor water use. Visit our website to see current rates and fees.