How does a customer establish eligibility?

Make an appointment with the Community Service Center in your area to verify your income to establish eligibility.

Who is eligible?

Customers responsible for paying a City of Portland residential sewer/stormwater/water bill who occupy the property may be eligible for financial assistance. Gross monthly household income determines eligibility.

Income Eligibility Requirements*

Family Size	Monthly Income
1 person	Under $1,886
2 people	Under $2,466
3 people	Under $3,046
4 people	Under $3,626
5 people	Under $4,206
6 people	Under $4,786
7 people	Under $4,895
8 people	Under $5,003

For each additional person, add $109.00 to monthly income.

** Income guidelines will change as of October 2017.*

City of Portland Customer Service

Sewer • Stormwater • Water

ENVIRONMENTAL SERVICES
CITY OF PORTLAND
working for clean rivers

Bureau of Environmental Services
1120 SW Fifth Ave., Room 1000
Portland, OR 97204
503-823-7740
www.portlandoregon.gov/bes

Nick Fish, Commissioner
Michael Jordan, Director

PORTLAND WATER BUREAU
FROM FOREST TO FAUCET

Portland Water Bureau
1120 SW Fifth Ave., Room 600
Portland, OR 97204
503-823-7770
www.portlandoregon.gov/water

Nick Fish, Commissioner
Michael Stuhr, P.E., Administrator

CITY OF PORTLAND OREGON 1851

To help ensure equal access to City programs, services, and activities, the City of Portland will provide translation, reasonably modify policies/procedures and provide auxiliary aids/services/alternative formats to persons with disabilities. For accommodations, translations and interpretations, complaints, and additional information, contact 503-823-7770, use City TTY 503-823-6868, or use Oregon Relay Service: 711

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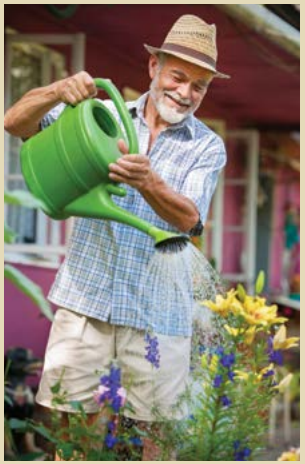
10/2016

FINANCIAL ASSISTANCE FOR

Sewer, Stormwater and Water Services

Need help paying your utility bill?



Looking for ways to reduce your bill?

The City of Portland offers assistance to qualifying customers

We can help with your bill

1 Bill Discount

Eligible customers may receive a discount on their bill. Call the Community Service Center in your area to make an appointment to establish eligibility.

2 $150 Crisis Assistance

During a crisis, eligible customers may receive up to $150 in assistance once every 12 months. The customer must pay a portion of the bill to receive assistance. Call City of Portland Customer Service at **503-823-7770** for more information.

3 Leak and Fixtures Repair

Financial assistance for repair of leaky toilets, faucets, plumbing and underground leaks may be available to eligible customers who own and occupy their own homes. To apply, call Multnomah County at **503-988-7423**.

Ways to reduce your bill

1 Clean River Rewards

Clean River Rewards, a Bureau of Environmental Services program, is Portland's stormwater discount program. When you contain the rain on your property, you qualify for up to a 100% discount on your on-site stormwater management charge. Register online for Clean River Rewards at **www.CleanRiverRewards.com**. To register by mail, call the Clean River Rewards hotline at **503-823-1371** to order a registration packet.

2 Free Water Conservation Information & Devices

The Portland Water Bureau offers free information and water conservation devices designed to help lower your sewer and water bills. Devices include showerheads, faucet aerators and toilet devices. All of Portland's retail customers are eligible to receive water conservation services.

For water conservation assistance, or to order devices, call **503-823-4527**, visit **www.portlandoregon.gov/water/efficiency** or visit our first floor Service Center downtown at 1120 SW Fifth Ave.

Meter Tampering

Tampering with a water meter is illegal. This includes turning on the water without permission. Tampering disqualifies a household for financial assistance, discounts and services.

Call the Community Service Center in your neighborhood to make an appointment to establish eligibility

Northeast & North Portland

IRCO - Africa House
631 NE 102nd Ave
Phone: 503-253-4042

IRCO - Asian Family Services
8040 NE Sandy Blvd.
Phone: 503-235-9396

SEI Community Services
4803 NE 7th Ave
Phone: 503-285-0493

Native American Youth and Family Center
5135 NE Columbia Blvd.
Phone: 503-288-8177

Northwest, Southwest & Downtown Portland

Impact Northwest
10055 E. Burnside St.
Phone 503-721-1740

Southeast Portland

Human Solutions Inc.
12350 SE Powell Blvd.
Phone: 503-548-0217

Impact Northwest
10055 E. Burnside St.
Phone: 503-721-1740

Outer East County

Catholic Charities
El Programa Hispano
138 NE Third Ave. / Suite 140
Gresham, OR 97030
Phone: 503-669-8350

Contact 211*info* at (503) 222-5555 for information about other social services in your community.