PORTLAND WATER BUREAU

2020 Drinking Water Quality Report
Portland’s Drinking Water Sources

The Bull Run Watershed. Portland’s protected surface water supply, is in the Mount Hood National Forest, 26 miles from Portland. The Portland Water Bureau and the U.S. Forest Service carefully manage the watershed to sustain and supply clean drinking water. In a typical year, the watershed receives an astounding 135 inches of precipitation (rain and snow), which flows into the Bull Run River and then into two reservoirs that store nearly 10 billion gallons of drinking water.

Source water assessments are completed to identify contaminants of concern for drinking water. For the Bull Run, the only contaminants of concern are naturally occurring microorganisms, such as Giardia, Cryptosporidium, fecal coliform bacteria, and total coliform bacteria. The Portland Water Bureau regularly tests Bull Run water for these microorganisms that live in virtually all freshwater ecosystems.

The Portland Water Bureau treats water to control organisms that would make people sick but does not currently treat for Cryptosporidium. Portland is installing filtration to remove Cryptosporidium and other contaminants from drinking water by 2027. Learn more on pages 8 and 9.

Portland’s source water assessment is available at portlandoregon.gov/water/sourcewaterassessment or by calling 503-823-7525.

The Columbia South Shore Well Field. Portland’s protected groundwater supply, provides drinking water from 25 active wells located in three different aquifers. The well field is between Portland International Airport and Blue Lake Park. Portland uses the well field for two purposes: to supplement the Bull Run supply in the summer, and to temporarily replace the Bull Run supply during turbidity events, maintenance activities, and emergencies.

The Columbia South Shore Well Field is beneath homes and businesses with a variety of potential contaminant sources. The deep aquifers that are the primary sources of water supply have natural geologic protection from pollutants present at the land surface. Portland, Gresham, and Fairview work together to protect the well field. The city’s Groundwater Protection Programs work with residents and businesses in the well field to ensure that pollutants from this urban area do not impact the groundwater source.

To learn more about groundwater protection and find upcoming groundwater education events, visit portlandoregon.gov/water/groundwater.
Frequently Asked Questions About Water Quality

What test results will I find in this report?
The Portland Water Bureau monitors drinking water for over 200 regulated and unregulated contaminants. This report lists all of the regulated contaminants the bureau detected in drinking water in 2019. If a known health-related contaminant is not listed in this report the Portland Water Bureau did not detect it in drinking water.

How is Portland’s drinking water treated?
Currently, Portland’s drinking water treatment is a three-step process: 1) Chlorine disinfects against organisms, such as bacteria and viruses, that could otherwise make people sick. 2) Ammonia stabilizes chlorine to form a longer-lasting disinfectant. 3) Sodium hydroxide reduces corrosion of metals like lead. Portland’s treatment is changing in the coming decade. Learn more on page 9.

Is Portland’s water filtered?
No. Neither of Portland’s sources is filtered. In response to a series of low-level detections of Cryptosporidium in 2017, Portland is installing a filtration plant to treat for Cryptosporidium. Bull Run water will be filtered by 2027. Learn more on pages 8 and 9.

Does the Portland Water Bureau add fluoride to the water?
No. Fluoride naturally occurs in Portland’s water at very low levels. You may want to ask your dentist or doctor about supplemental fluoride for preventing tooth decay. This is especially important for young children.

Is Portland’s water soft or hard?
Bull Run water—Portland’s main water supply—is very soft. It typically has a total hardness of 3–8 parts per million (ppm), or ¼ to ½ a grain of hardness per gallon. Portland’s groundwater supply is moderately hard: about 80 ppm, or about 5 grains per gallon.

What is the pH of Portland’s water?
The pH of Portland’s drinking water typically ranges between 7.5 and 8.5.

How can I get my water tested?
For free lead-in-water testing, contact the LeadLine at leadline.org or 503-988-4000. For other testing, you can pay a private, accredited laboratory to test your tap water. For information about accredited labs, contact the Oregon Health Authority at ORELAP.Info@state.or.us or 503-693-4100.

What causes temporarily discolored water?
Since Portland’s water is not filtered, sediment and organic material from the Bull Run Watershed are present in Portland’s water supply. These can sometimes be seen when hydrant use or a main break stirs up the sediment that settled at the bottom of the water mains. They can also be seen in the fall as a harmless tea-colored tint. Another source is older pipes in buildings. These pipes can add rust to water when no one has used the water for several hours. Find out more at portlandoregon.gov/water/discoloredwater.

Is Portland’s water safe from viruses such as COVID-19?
Your water is safe from viruses and safe to drink. Portland controls microorganisms, including viruses, with chlorine.

What the EPA Says Can Be Found in Drinking Water

Across the United States, the sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

In order to ensure that tap water is safe to drink, the Environmental Protection Agency (EPA) has regulations that limit the amount of certain contaminants in water provided by public water systems and require monitoring for these contaminants. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Discolored water? Low flow?

Start here for troubleshooting and maintenance tips: portlandoregon.gov/water/guide.

Request a paper copy: 503-823-7525

Additional Testing Completed in 2019

Every five years, the EPA requires the Portland Water Bureau and other water utilities across the country to test their water for contaminants that do not have a federal standard or limit. These are called unregulated contaminants. After testing rounds are complete, the EPA evaluates the test results and the potential health risks of the contaminants to determine if a standard is needed to protect public health.

In 2019, the Portland Water Bureau tested its water for the following unregulated contaminants: 10 cyanotoxins; 2 metals; 4 unregulated disinfection byproduct groups and precursors; 1 regulated disinfection byproduct group; 9 pesticides and pesticide byproducts; 3 alcohols; and 3 semi volatile chemicals. Of these, only manganese, disinfection byproducts, and one precursor were detected.

Manganese is a metal found in the earth’s crust. It can dissolve into water that is in contact with natural deposits. Low levels of manganese in water can cause discolored water or staining. High levels of manganese can lead to negative health effects. At the levels in Portland’s water, it is unlikely to lead to negative health effects.

Disinfection byproducts form when precursors, which are naturally present in the environment, combine with chlorine, which is added to water as disinfection. High levels of disinfection byproducts could cause health problems in people. At the levels in Portland’s water, these are unlikely to lead to negative health effects.

Water quality or pressure issues or concerns?
Contact the Water Quality Line
WBWaterLine@portlandoregon.gov
503-823-7525
portlandoregon.gov/water/WQfaq

<table>
<thead>
<tr>
<th>Contaminant</th>
<th>Detected in Portland’s Water</th>
<th>Source of Contaminant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manganese (ppm)</td>
<td>0.0017 0.016 0.062</td>
<td>Found in natural deposits</td>
</tr>
<tr>
<td>Disinfection Byproducts and Precursors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Organic Carbon (ppm)</td>
<td>0.89 1.37 1.70</td>
<td>Naturally present in the environment</td>
</tr>
<tr>
<td>Haloacetic Acids–5 (ppb)</td>
<td>17 29.7 43</td>
<td>Byproduct of drinking water disinfection</td>
</tr>
<tr>
<td>Haloacetic Acids–6Br (ppb)</td>
<td>&lt;0.2 0.92 1.5</td>
<td></td>
</tr>
<tr>
<td>Haloacetic Acids–9 (ppb)</td>
<td>18 30.4 44</td>
<td></td>
</tr>
</tbody>
</table>

*Haloacetic Acids–5 are a group of regulated disinfection byproducts. Additional results for this group are on page 6. Definitions for ppm and ppb are on page 7.
**Contaminants Detected in 2019**

<table>
<thead>
<tr>
<th>Regulated Contaminant</th>
<th>Detected in Portland's Water</th>
<th>EPA Standard</th>
<th>Sources of Contaminant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Minimum</td>
<td>Maximum</td>
<td>MCL or TT</td>
</tr>
<tr>
<td><strong>Untreated Source Water</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Turbidity (NTU)</td>
<td>0.19</td>
<td>1.32</td>
<td>5</td>
</tr>
<tr>
<td>Fecal coliform bacteria (% &gt;20 colonies/100 mL in 6 months)</td>
<td>Not Detected</td>
<td>0%</td>
<td>10%</td>
</tr>
<tr>
<td>Giardia (L/L)</td>
<td>Not Detected</td>
<td>0.08</td>
<td>TT</td>
</tr>
<tr>
<td><strong>Treated Drinking Water</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metals and nutrients at the entry point</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Arsenic (ppb)</td>
<td>&lt;0.50</td>
<td>1.09</td>
<td>10</td>
</tr>
<tr>
<td>Barium (ppm)</td>
<td>0.00862</td>
<td>0.01350</td>
<td>2</td>
</tr>
<tr>
<td>Fluoride (ppm)</td>
<td>&lt;0.025</td>
<td>0.140</td>
<td>4</td>
</tr>
<tr>
<td>Nitrate – Nitrogen (ppm)</td>
<td>&lt;0.010</td>
<td>0.054</td>
<td>10</td>
</tr>
<tr>
<td><strong>Microbial contaminants in the distribution system</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total coliform bacteria (% positive per month)</td>
<td>Not Detected</td>
<td>0.38%</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Disinfectant residual and byproducts in the distribution system</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total chlorine residual (ppm)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Running annual average</td>
<td>1.76</td>
<td>1.80</td>
<td>4</td>
</tr>
<tr>
<td>Range of single results at all sites</td>
<td>0.17</td>
<td>2.57</td>
<td>N/A</td>
</tr>
<tr>
<td>Haloacetic acids (ppb)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Running annual average at any one site</td>
<td>23.3</td>
<td>34.3</td>
<td>60</td>
</tr>
<tr>
<td>Range of single results at all sites</td>
<td>17</td>
<td>43</td>
<td>N/A</td>
</tr>
<tr>
<td>Total trihalomethanes (ppb)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Running annual average at any one site</td>
<td>22.1</td>
<td>30.8</td>
<td>80</td>
</tr>
<tr>
<td>Range of single results at all sites</td>
<td>17.3</td>
<td>45.4</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Definitions**

- **MCL**: Maximum Contaminant Level
  - The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

- **MCLG**: Maximum Contaminant Level Goal
  - The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

- **MRDL**: Maximum Residual Disinfectant Level
  - The highest level of a disinfectant allowed in drinking water. There is conclusive evidence that addition of a disinfectant is necessary for control of microbial contaminants.

- **MRDLG**: Maximum Residual Disinfectant Level Goal
  - The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**About These Contaminants**

- **Arsenic, barium, and fluoride**
  - These metals are elements found in the earth’s crust. They can dissolve into water that is in contact with natural deposits. At the levels found in Portland’s drinking water, they are unlikely to lead to negative health effects.

- **Fecal coliform bacteria**
  - As part of Portland’s compliance with the filtration avoidance criteria of the Surface Water Treatment Rule, water is tested for fecal coliform bacteria before disinfectant is added. The presence of fecal coliform bacteria in source water indicates that water may be contaminated with animal wastes. This is measured in percent of samples with more than 20 colonies in 100 milliliters of water during any six-month period. The Portland Water Bureau uses chlorine to control these bacteria.

- **Giardia**
  - Wildlife in the watershed may be hosts to Giardia, a microorganism that can cause gastrointestinal illness. The treatment technique is to remove 99.9 percent of Giardia cysts. The Portland Water Bureau uses chlorine to control Giardia.

- **Radon**
  - Radon is a naturally occurring radioactive gas that cannot be seen, tasted, or smelled. Radon can be detected at very low levels in the Bull Run water supply and at varying levels in Portland’s groundwater supply. Based on the historical levels of radon in groundwater combined with the limited amount of groundwater used, people in Portland are unlikely to have negative health effects from radon in water. Find more information about radon from the EPA at [epa.gov/radon](http://epa.gov/radon).

- **Sodium**
  - There is currently no drinking water standard for sodium. At the levels found in drinking water, it is unlikely to lead to negative health effects.

- **Total chlorine residual**
  - Total chlorine residual is a measure of free chlorine and combined chlorine and ammonia in Portland’s distribution system. Chlorine residual is a low level of chlorine remaining in the water and is meant to maintain disinfection through the entire distribution system.

- **Total coliform bacteria**
  - Coliforms are bacteria that are naturally present in the environment. Coliform bacteria usually do not make people sick. They are used as an indicator that other potentially harmful bacteria may be present. If more than 5 percent of samples in a month are positive for total coliforms, an investigation must be conducted to identify and correct any possible causes. The Portland Water Bureau uses chlorine to control these bacteria.

- **Turbidity**
  - Turbidity is the cloudiness of a water sample. In Portland's system, increased turbidity usually comes from large storms, which suspend organic material in Bull Run water. Increased turbidity can interfere with disinfection and provide an environment for microorganisms to grow. Since the Portland Water Bureau does not yet filter Bull Run water, the treatment technique is that turbidity cannot exceed 5 NTU more than two times in 12 months. When turbidity rises in the Bull Run source, Portland switches to its Columbia South Shore Well Field source.

The Portland Water Bureau publishes reports with more details three times a year: [portlandoregon.gov/water/triannual](http://portlandoregon.gov/water/triannual).
Monitoring for Cryptosporidium

Drinking water treatment for Cryptosporidium, a potentially disease-causing microorganism, is required by state and federal regulations. For five years, the Oregon Health Authority (OHA) did not require the Portland Water Bureau to treat for Cryptosporidium based on data showing that Cryptosporidium was rarely found in the Bull Run Watershed. Since 2017, test results have shown low-level detections of Cryptosporidium during the rainy season. As a result, OHA determined that treatment is now necessary. Portland has made several decisions about how to treat for Cryptosporidium, including choosing filtration as the treatment method and deciding on the location of the future treatment plant. The Portland Water Bureau is on track to have the filtration plant built and running by 2027. Learn more on page 9.

The Portland Water Bureau does not currently treat for Cryptosporidium, but is required to do so under drinking water regulations. Portland is working to install filtration by 2027 under a compliance schedule with OHA. In the meantime, the Portland Water Bureau is implementing interim measures such as watershed protection and additional monitoring to protect public health. Consultation with public health officials continues to conclude that the general public does not need to take any additional precautions.

Exposure to Cryptosporidium can cause cryptosporidiosis, a serious illness. Symptoms can include diarrhea, vomiting, fever, and stomach pain. People with healthy immune systems recover without medical treatment. According to the Centers for Disease Control and Prevention (CDC), people with weakened immune systems are at risk for more serious disease. Symptoms may be more severe and could lead to serious life-threatening illness. Examples of people with weakened immune systems include those with AIDS, those with inherited diseases that affect the immune system, and cancer and transplant patients who are taking certain immunosuppressive drugs.

The Environmental Protection Agency has estimated that a small percentage of the population could experience gastrointestinal illness from Cryptosporidium and advises that customers who are immunocompromised and receive their drinking water from the Bull Run Watershed consult with their health care professional about the safety of drinking the tap water.

**Number of Samples | Concentration Detected (oocysts/L)**
---
Total tested | Positive for Cryptosporidium | Minimum | Maximum
---
179 | 41 | Not detected | 0.06

More information: portlandoregon.gov/water/crypto

Special Notice for Immunocompromised Persons

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons, such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly people, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. Environmental Protection Agency (EPA)/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at 800-426-4791.

Bull Run Treatment Projects

Our water: Safe and abundant for generations to come

**By 2022: Improved Corrosion Control Treatment**

This summer, the Portland Water Bureau will break ground on a new facility designed to further reduce the amount of lead and other metals that can get into drinking water. Lead enters drinking water from home plumbing; learn more on page 10. Here’s how treatment of the Bull Run supply will work in 2022:

Since 1989, clean and safe water has started with the highly protected Bull Run Watershed.

Since 1929, water has been disinfected to control microorganisms that can make people sick.

Since 1998, the pH of the water has been raised to reduce levels of lead in water at the tap. By 2022, Portland will install Improved Corrosion Control Treatment, which will adjust the pH and alkalinity in order to lower the levels of lead even more.

**By 2027: A new Bull Run filtration facility**

By 2027, the Portland Water Bureau will provide safe, reliable water with a new filtration facility that will:

- Make Portland’s water safer by removing Cryptosporidium and other contaminants
- Provide consistent, high-quality drinking water
- Make the Bull Run water supply more reliable
- Prepare the Portland Water Bureau to respond to future regulations

**The Bull Run Watershed will remain highly protected.**

Filtration will remove Cryptosporidium and other potential contaminants.

Disinfection will control microorganisms.

Corrosion control treatment will continue to lower lead levels at the tap.

More information: portlandoregon.gov/BullRunProjects
Reducing Exposure to Lead

The Portland Water Bureau cares about the health of the families in our community and is committed to helping you. If present, lead at elevated levels can cause serious health problems, especially for pregnant people and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Portland Water Bureau is responsible for providing high-quality drinking water, but cannot control the variety of materials used in plumbing components in homes or buildings. Lead is rarely found in Portland’s source waters and there are no known lead service lines in the water system. In Portland, lead enters drinking water from the corrosion (wearing away) of household plumbing materials containing lead. These materials include lead-based solder used to join copper pipe—commonly used in homes built or plumbed between 1970 and 1985—and brass components and faucets installed before 2014.

When your water has been sitting for several hours, such as overnight or while you are away at work or school, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your drinking water, you can request a free lead-in-water test from the Portland Water Bureau. The Portland Water Bureau targets outreach to households most at risk from lead in water (houses built between 1970 and 1985).

Education, Outreach, and Testing
Agencies and organizations receive grant funds to help people reduce their exposure to all sources of lead.

Home Lead Hazard Reduction
The Portland Housing Bureau’s Lead Hazard Control Program, through support from the Portland Water Bureau, removes lead paint hazards in homes.

Routine Testing at Homes with Higher Risk of Lead in Water
The Portland Water Bureau offers free lead-in-water tests to anyone in the service area. Twice each year, the Portland Water Bureau provides the following:

• Corrosion Control Treatment
This treatment reduces corrosion of lead in plumbing by adding sodium hydroxide to the water, which increases the pH. To further reduce corrosion, Portland has begun the process of improving corrosion control treatment by 2022. Learn more on page 9.

• Lead-in-Water Testing
Anyone in the service area can test their water for lead for free through the Portland Water Bureau. The Portland Water Bureau targets outreach to households most at risk from lead in water (houses built between 1970 and 1985).

• Education, Outreach, and Testing
Agencies and organizations receive grant funds to help people reduce their exposure to all sources of lead.

Home Lead Hazard Reduction
The Portland Housing Bureau’s Lead Hazard Control Program, through support from the Portland Water Bureau, removes lead paint hazards in homes.

Routine Testing at Homes with Higher Risk of Lead in Water
The Portland Water Bureau offers free lead-in-water tests to anyone in the service area. Twice each year, the Portland Water Bureau also collects water samples from a group of over 100 homes that have lead solder and are more likely to have higher levels of lead in water. Testing results exceed the federal action level for lead when more than 10 percent of results from these homes are above 15 parts per billion. In the most recent round of testing, less than 10 percent of homes exceeded the lead action level.

Reducing Exposure to all sources of lead.

Contact the LeadLine
503-988-4000:
• Free lead-in-water testing
• Free blood lead testing for children
• Free lead reduction services

Easy Steps to Reduce Possible Exposure to Lead from Household Plumbing

Run your water to flush the lead out. If one has used your water in several hours, run the tap for 30 seconds to 2 minutes or until the water becomes colder before using the water for drinking or cooking. Running the tap flushes water that could contain lead.

Use cold, fresh water for cooking, drinking, and preparing baby formula. Lead dissolves more easily into hot water. Do not use water from the hot water tap for cooking, drinking, or to make baby formula.

Do not boil water to remove lead. Boiling water will not reduce lead.

Test your child for lead. Ask your doctor or contact the LeadLine to find out how to have your child tested for lead. A blood lead level test is the only way to know if your child is being exposed to lead.

The Portland Water Bureau’s Lead Hazard Reduction Program takes a comprehensive approach to reducing exposure to lead. Through this program, the Portland Water Bureau provides the following:

• Corrosion Control Treatment
This treatment reduces corrosion of lead in plumbing by adding sodium hydroxide to the water, which increases the pH. To further reduce corrosion, Portland has begun the process of improving corrosion control treatment by 2022. Learn more on page 9.

• Lead-in-Water Testing
Anyone in the service area can test their water for lead for free through the Portland Water Bureau. The Portland Water Bureau targets outreach to households most at risk from lead in water (houses built between 1970 and 1985).

Lead and Copper Testing Results from High-Risk Residential Water Taps

<table>
<thead>
<tr>
<th>Regulated Contaminant</th>
<th>Detected in Residential Water Taps</th>
<th>EPA Standard</th>
<th>Sources of Contaminants</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fall 2019 Results1</td>
<td>Action Level2</td>
<td>MCLG3</td>
</tr>
<tr>
<td>Lead (ppb)3</td>
<td>11.6 6 out of 105 (5.7%)</td>
<td>15</td>
<td>Corrosion of household and commercial building plumbing systems</td>
</tr>
<tr>
<td>Copper (ppm)3</td>
<td>0.216 0 out of 105 (0%)</td>
<td>1.3</td>
<td>Corrosion of household and commercial building plumbing systems</td>
</tr>
</tbody>
</table>

1 90th Percentile: 90 percent of the sample results were less than the values shown.
2 Action Level definition: The concentration of a contaminant which, if exceeded, triggers treatment or requirements of which a water system must follow.
3 See page 7 for definitions.

The Portland Water Bureau cares about the health of the families in our community and is committed to helping you.

Use cold, fresh water for cooking, drinking, and preparing baby formula. Lead dissolves more easily into hot water. Do not use water from the hot water tap for cooking, drinking, or to make baby formula.

Do not boil water to remove lead. Boiling water will not reduce lead.

Test your child for lead. Ask your doctor or contact the LeadLine to find out how to have your child tested for lead. A blood lead level test is the only way to know if your child is being exposed to lead.

1 Free lead-in-water testing
2 Free blood lead testing for children
3 Free lead reduction services
4 3 See page 7 for definitions.
5 2 Action Level definition: The concentration of a contaminant which, if exceeded, triggers treatment or requirements of which a water system must follow.
6 1 Free lead-in-water testing
7 2 Free blood lead testing for children
8 3 Free lead reduction services
9 4 See page 7 for definitions.
Questions? We’re here to help.

Central Information Line
For general information about projects, programs, and public meetings.
503-823-7404

Water Quality Line
For questions regarding water quality or water pressure.
503-823-7525
WBWaterLine@portlandoregon.gov

Customer Service and Financial Assistance
For questions or information about your account or to apply for financial assistance.
503-823-7770
PWBCustomerService@portlandoregon.gov

Emergency Line
Hotline for water system emergencies.
503-823-4874
24 hours a day, 7 days a week

portlandoregon.gov/water    facebook.com/portlandwaterbureau    @portlandwater

Additional Drinking Water Information
Oregon Health Authority
Drinking Water Services: 971-673-0405
public.health.oregon.gov/
HealthyEnvironments/DrinkingWater
Portland Water Bureau’s Water System ID: 4100657

Commissioner Amanda Fritz’s Office
Amanda@portlandoregon.gov
Contact Yesenia Carrillo: 503-823-3008 (Hablo español)

Regional Water Providers Consortium
The Portland Water Bureau is a member. Find out more at regionalh2o.org.

Please contact us for translation or interpretation, or for accommodations for people with disabilities.

More information · Más información
Дополнительная информация
Thêm thông tin · 欲了解更多信息
Мai multe informații · Macluumaad dheeri ah
Подробности · Tichikin Poraus · अधिक सुचना

portlandoregon.gov/water/access
503-823-7525 (Relay Service: 711)

Copies of this report and past reports are available at:
portlandoregon.gov/water/wqreport
503-823-7525

Para obtener una copia del informe de calidad del agua potable en español, comuníquese con:

Здесь можно получить копию отчёта о качестве воды на русском языке:

Để có bản sao báo cáo chất lượng nước uống này bằng tiếng Việt, vui lòng liên lạc:

欲索取此饮用水报告的中文版本，请联系：

portlandoregon.gov/water/wqreport
503-823-7525