

Your bill reflects charges based on the cost of basic water, sewer and stormwater services provided by the City of Portland.

The Bureau of Environmental Services and the Portland Water Bureau are rate-financed, non-profit municipal utilities.

Your bill identifies the charges from these two separate utilities. This brochure explains charges for a typical residential account .

## City of Portland Customer Service

**Phone:** 503-823-7770

**Office:** Sixth floor of the Columbia Square Building  
111 SW Columbia St., Suite 660. Portland OR 97201

**Hours:** Monday - Friday, 8:00 am - 5:00 pm

### After-hours Depository

Located near the entrance of 111 SW Columbia Street

### Online Payment

[www.portlandoregon.gov/utilitybill](http://www.portlandoregon.gov/utilitybill)

### E-Bill

Go green and sign up for paperless billing.

### Financial Assistance

Accounts that are income-eligible may qualify for financial assistance. Contact us for more information.

---

### For more information:

#### City of Portland Customer Service

503-823-7770 • [www.portlandoregon.gov/utilitybill](http://www.portlandoregon.gov/utilitybill)

**Water Line** - 503-823-7525 *For questions regarding water quality.*

**Water Bureau Security** - 503-823-6084 *To report a security issue associated with a Water Bureau property. Please call 911 for emergencies.*

**After-hours Emergency Line** - 503-823-4874

#### Portland Water Bureau Efficiency Program

503-823-4527 • [www.portlandoregon.gov/water/efficiency](http://www.portlandoregon.gov/water/efficiency)

#### Bureau of Environmental Services

503-823-7740 • [www.portlandoregon.gov/bes](http://www.portlandoregon.gov/bes)



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](http://www.portlandoregon.gov/bes)



#### Portland Water Bureau

1120 SW Fifth Ave., Room 600  
Portland, OR 97204  
503-823-7404  
[www.portlandoregon.gov/water](http://www.portlandoregon.gov/water)

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

# Understanding Your

# Sewer, Stormwater and Water Bill



