

How does a customer establish eligibility?

You can either make an appointment with the Community Service Center in your area or apply online at www.portlandoregon.gov/water/financialassistance.

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	Tier 1 Discount 60% MFI (Monthly Income)	Tier 2 Discount 30% MFI (Monthly Income)
1 person	Under \$2,850	Under \$1,425
2 people	Under \$3,260	Under \$1,630
3 people	Under \$3,665	Under \$1,833
4 people	Under \$4,070	Under \$2,035
5 people	Under \$4,400	Under \$2,200
6 people	Under \$4,725	Under \$2,363
7 people	Under \$5,050	Under \$2,525
8 people	Under \$5,375*	Under \$2,688**

* For each additional person in a Tier 1 household, add \$325 to monthly income.

** For each additional person in a Tier 2 household, add \$163 to monthly income.

Income guidelines will change as of April 2019.

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

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

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



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

Printed on recycled paper
07/2018

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 or apply online at: www.portlandoregon.gov/water/financialassistance.

2 \$500 Crisis Assistance

During a crisis, eligible customers may receive up to \$500 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, contact the city's Water Efficiency Program at **503-823-4527** or conserve@portlandoregon.gov.

Visit our new walk-in Customer Service Center at 644 N. Tillamook St., 7:30 am – 4:30 pm.

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. For water conservation assistance, or to order devices, call **503-823-4527**, or visit www.portlandoregon.gov/water/efficiency.



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.
124 NE 181st Ave.
Phone: 503-548-0200

Latino Network
410 NE 18th Ave
Phone: 503-283-6881

Outer East County

El Programa Hispano Católico
333 SE 223rd Ave. / Suite 100
Gresham, OR 97030
Phone: 503-669-8350

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