

## 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](http://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](http://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

## 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

## Ways to reduce 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**.



### 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](http://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](http://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 211info at (503) 222-5555 for information about other social services in your community.**