

## New Citizen Oversight Group Up and Running

The work of the new nine-member Portland Utility Board (PUB) has begun, providing oversight of the city's two public utilities: the Portland Water Bureau and Bureau of Environmental Services.

At the recommendation of an independent Blue Ribbon Commission, this new body advises the City Council on the rates, budgets, financial plans, and spending of the two bureaus. The nine community members who make up this board have volunteered to serve in this important role. This board takes the place of both the Portland Utility Review Board and the Budget Advisory Committee.

The PUB and City Council are committed to hearing from citizens about the budgets of these two bureaus. To stay in the know about fiscal year 2016-17 budget development – including opportunities to weigh in – visit [www.portlandoregon.gov/cbo/pub](http://www.portlandoregon.gov/cbo/pub).

## Protecting Your Financial Data

**To keep your financial data secure, the City of Portland is required to upgrade financial data security measures.**

As part of these mandatory upgrades, the Bureau of Environmental Services and the Portland Water Bureau must temporarily discontinue automatic payments with customers.

We are continually looking for ways to provide the best service to our customers. We regret this inconvenience and appreciate your patience during this transition. Once security upgrades are complete, customers will be able to re-enroll in auto pay.

### Ways to Pay:

- Pay online at [www.portlandoregon.gov/utilitybill](http://www.portlandoregon.gov/utilitybill).
- Mail a check to PO Box 4216, Portland, OR 97208-4216.
- Call a Customer Service representative at **503-823-7770** Monday through Friday from 8 a.m. – 5 p.m.
- Make a payment in person at 1120 S.W. Fifth Ave.



## Get Prepared for Winter

The Portland Water Bureau is ready to respond to weather-related main breaks around the clock. During the winter, rain, ice and snow can cause problems with water pipes and you can help us by being our eyes and ears on the ground. Please call the Emergency Line when you see a main break or another water system emergency.

For information about protecting your home's plumbing this winter, visit [www.portlandoregon.gov/water/winter](http://www.portlandoregon.gov/water/winter).

### EMERGENCY LINE

**503-823-4874**

24 hours, 7 days a week



The Portland Water Bureau is a proud sponsor of the City of Portland's Fix-It Fairs. These FREE events offer useful exhibits and workshops about water and energy savings, food and nutrition, recycling, weatherizing your home, gardening and growing your own food, yard care and composting, and transportation.

**Saturday, January 23, 2016**

**9:30 a.m. to 3 p.m.**

Ron Russell Middle School  
3955 S.E. 112th Ave., Portland, OR 97266

**Saturday, February 20, 2016**

**9:30 a.m. to 3 p.m.**

George Middle School  
10000 N. Burr Ave., Portland, OR 97203  
¡Clases en español!

For more information about Fix-It Fairs:  
Call **503-823-4309** or  
**[www.portlandoregon.gov/bps/fif](http://www.portlandoregon.gov/bps/fif)**

*Fix-It Fairs are presented by the Bureau of Planning and Sustainability with support from the Energy Trust of Oregon, Pacific Power, the Portland Water Bureau, and KUNP Univision.*

**We're here for you!**

### **CUSTOMER SERVICE**

**503-823-7770**

**[PWBCustomerService@portlandoregon.gov](mailto:PWBCustomerService@portlandoregon.gov)**

**8 a.m. - 5 p.m., Monday - Friday**

For information about your City of Portland sewer, stormwater, and water account.

Call when setting up a new account or changing your address.

### **WATER QUALITY LINE**

**503-823-7525**

**[WBWaterLine@portlandoregon.gov](mailto:WBWaterLine@portlandoregon.gov)**

**8:30 a.m. - 4:30 p.m., Monday - Friday**

For questions regarding water quality or water pressure. If sending an e-mail, please include your name, address, and relevant details.

### **WATER BUREAU SECURITY**

**503-823-6084**

**8 a.m. - 5 p.m., Monday - Friday**

Report a security issue associated with a Portland Water Bureau property. Please call 9-1-1 for emergencies.

### **EMERGENCY LINE**

**503-823-4874**

**24 hours, 7 days a week**

### **MAIN OFFICE**

**503-823-7404**

**8 a.m. - 5 p.m., Monday - Friday**

For general questions.

## **Get social with PWB**



[facebook.com/PortlandWaterBureau](https://facebook.com/PortlandWaterBureau)



[twitter.com/portlandwater](https://twitter.com/portlandwater)



[flickr.com/photos/pdx\\_water](https://flickr.com/photos/pdx_water)



[PublicAlerts.org](https://PublicAlerts.org)



[www.portlandoregon.gov/water/blog](http://www.portlandoregon.gov/water/blog)



### **Portland Water Bureau**

1120 SW Fifth Avenue, Room 600  
Portland, OR 97204

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

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 503-823-7525, use City TTY 503-823-6868, or use Oregon Relay Service: 711