

PREPAREDNESS Is Peace of Mind

You've probably heard a lot lately about earthquake preparedness. You might not know that the Portland Water Bureau is already hard at work to prepare our water system for an earthquake.

The Water Bureau has successfully built earthquake resilient reservoirs at Powell Butte and Kelly Butte. We are currently working on replacing the reservoirs in Washington Park with a new, seismically reinforced below-ground reservoir, and building a new pipeline to be buried deep below the Willamette River. When the Washington Park and Willamette River Crossing projects are complete, we will have both a reliable crossing and safe storage expected to survive the "Big One."

Washington Park Moves Ahead

When complete and online, the new Washington Park Reservoir will supply water to Portland's west side, serving more than 360,000 people, 20 schools, three hospital complexes, more than 60 parks, and the Oregon Zoo. Get project updates by phone at 503-823-7030 or online at

www.portlandoregon.gov/water/wpreservoirs.



We are preparing.
Are you?

1 Sign up to get Public Alerts.

More information available at:
www.PublicAlerts.org

2 Get a kit, make a plan, and be informed.

More information available at:
www.portlandoregon.gov/pbem/plan

3 Know how to shut off your water.

More information available at:
www.regionalh2o.org/how-shut-your-water-emergency

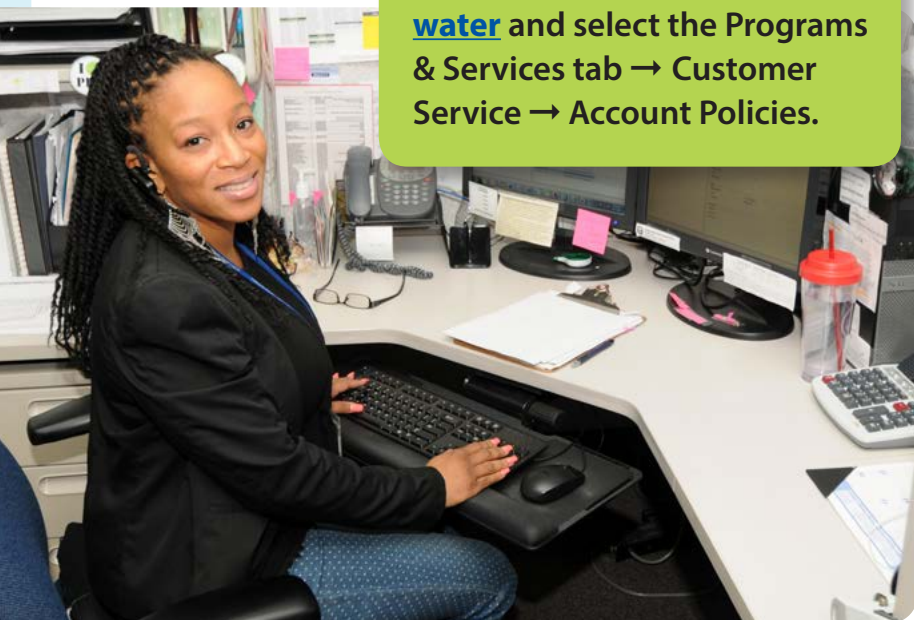


We Are Here for You!

If you have questions regarding your service or bill, call us at (503) 823-7770, or visit us on the first floor of the Portland Building, 1120 SW Fifth Avenue.

Customer Service is dedicated to resolving customer issues and inquiries as quickly as possible. If your concerns cannot be resolved by a Customer Account Specialist during an informal conference, you will be referred to a supervisor or the Advanced Solutions Team for additional review. If the matter cannot be resolved to your satisfaction at this level, you may then file a formal, written appeal to the Administrative Review Committee (ARC) at no cost. Customers who have filed a formal appeal may not be subject to water shut-off provided the undisputed portion of their bill remains current.

To learn more about customer rights, please visit us at www.portlandoregon.gov/water and select the Programs & Services tab → Customer Service → Account Policies.



CUSTOMER SERVICE

503-823-7770

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

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.

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www.portlandoregon.gov/water/blog



PublicAlerts.org



Portland Water Bureau

1120 SW Fifth Avenue, Room 600
Portland, OR 97204
www.portlandoregon.gov/water

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