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MEDIA RELEASE

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Portland Water Bureau Temporarily Activates Groundwater

Today, Sept. 7, the Water Bureau is activating groundwater from the Columbia South Shore Well Field. The activation is in response to a temporary shortage of ammonia at our Lusted Hill treatment facility. This temporary chemical shortage resulted from transportation delays. A delivery is expected within the next 24 hours and will allow the bureau to return to 100 percent Bull Run.

Due to the shortage, the bureau is unable to treat a sufficient amount of water from the Bull Run to meet all customer demands. As a result, the bureau is blending groundwater at approximately 50 percent. It anticipates the need to use groundwater for up to a day.

The Columbia South Shore Well Field is a high-quality water supply which meets or surpasses all federal and state drinking water regulations. It may take up to two weeks, depending on your location, for the change in source water to make its way through the distribution system to homes and businesses.

As a result of careful planning, Portland is fortunate to have access to two excellent water sources that allow us to be prepared to meet the range of conditions that occur in the Portland water system. Customers with questions are encouraged to call the Water Line at 503-823-7525.

In compliance with Title VI of the Civil Rights Act and Title II of the Americans with Disabilities Act, it is the policy of the City of Portland that no person shall be denied the benefits of or be subjected to discrimination in any City program, service, or activity on the grounds of race, color, national origin, or disability. To help ensure equal access to City programs, services and activities, the City will provide reasonable translation and interpretation services, and will reasonably modify policies/procedures and provide auxiliary aids/services/alternative formats to persons with disabilities. Please notify us in advance of scheduled events if accommodations or translations are needed. To make requests, file complaints, or for additional information, please contact Water Bureau Public Information at 503-823-7404, use City TTY 503-823-6868, or use Oregon Relay Service: 711 or visit the City's [Civil Rights Title VI & ADA Title II website](#).