

## The Future of Treatment

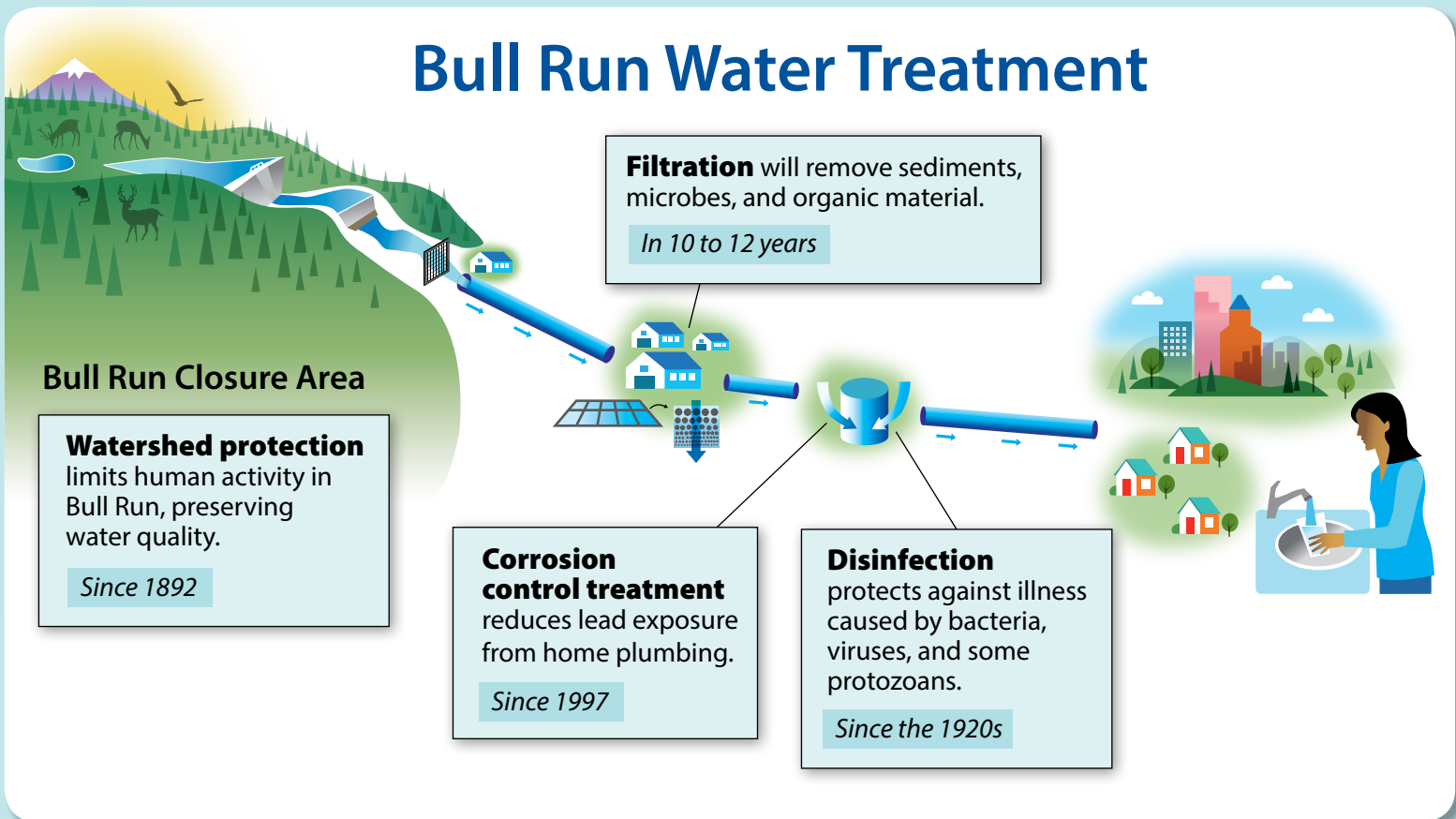
For almost 100 years, the City of Portland has treated Bull Run River water to make sure it's safe to drink. For the past 20 years, the City has also adjusted pH to make the water less corrosive to home plumbing.

Water treatment adapts to changes in science, technology, and water quality, and the City of Portland continues to adapt. In August, Portland City Council voted unanimously to build a water filtration plant. Scientists and engineers are also studying ways to further reduce the chance of lead exposure from home plumbing.



*A lab technician in Portland's early days*

## Bull Run Water Treatment



We're at the very beginning of the filtration project, and are in the process of improving our corrosion control treatment. Learn more, follow along, and find out about opportunities for public involvement.

**Filtration plant:**  
[www.portlandoregon.gov/water/filtration](http://www.portlandoregon.gov/water/filtration)

**Corrosion control treatment:**  
[www.portlandoregon.gov/water/corrosioncontrol](http://www.portlandoregon.gov/water/corrosioncontrol)

# Our Customer Service Center Is Moving!

Our walk-in Customer Service Center is moving on October 9.

Here are a few of the ways you can reach us:

**Online:** [www.portlandoregon.gov/utilitybill](http://www.portlandoregon.gov/utilitybill)

**By phone:** 503-823-7770

**In person:** 111 SW Columbia Street, in downtown Portland

If you have a concern about your bill, please call us. If we can't resolve your concern, you may file a formal, written appeal to the Administrative Review Committee at no cost.

To learn more about customer rights, visit [www.portlandoregon.gov/water/54321](http://www.portlandoregon.gov/water/54321).



## Know Someone Who Could Use Help Paying Their Bill?

Do you know someone who needs help paying their sewer/stormwater/water bill? The Portland Water Bureau offers discounts for income-qualified customers. For details, visit [www.portlandoregon.gov/water/financialassistance](http://www.portlandoregon.gov/water/financialassistance) or call **503-823-7770**.

## Portland Water Bureau Contacts

### CUSTOMER SERVICE

**503-823-7770**

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

8 a.m.–5 p.m., Monday–Friday

### WATER QUALITY QUESTIONS

**503-823-7525**

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

8:30 a.m.–4:30 p.m., Monday–Friday

### WATER EMERGENCIES

**503-823-4874**

24 hours a day, 7 days a week



*Bull Run Lake, headwaters of the Bull Run River*



### Portland Water Bureau

1120 SW Fifth Avenue, Room 600  
Portland, OR 97204 (Mailing Only)  
503-823-7404

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 503-823-7589, use City TTY 503-823-6868, or use Oregon Relay Service: 711