

Making excellent water better

Portland's water treatment adapts to changes in science, technology, and water quality. The Water Bureau is working on two water treatment projects designed to keep Portland's water safe for generations to come.



Reducing lead levels with Improved corrosion control treatment

(by 2022)

In Portland, the main source of lead in water is corrosion (wearing away) of household plumbing. When buildings have lead in their plumbing, lead can dissolve into the water. Improved corrosion control treatment will make lead less likely to dissolve into water.

Draft design of Portland's future corrosion control treatment system



Keeping water safe with Filtration

(by 2027)

By removing sediment, organic material, and microorganisms such as *Cryptosporidium*, Portland's future filtration plant will make the water system more reliable.

An example from Tacoma of what a water filtration plant can look like (Photo courtesy of Tacoma Water)

1920s

City staff began treating water to guard against microorganisms that can make people sick.



1997

The Water Bureau began treating water to reduce corrosion from household plumbing.



2018

City Council is making important decisions about treatment plant technologies.



2022

An improved corrosion control treatment system will further reduce the amount of lead that dissolves into the water.



2027

A filtration plant will remove sediment, organic material, and microorganisms from Bull Run water.



Big changes to the Financial Assistance Program

More help for more people!

Income-based program

Customers who receive a sewer/stormwater/water bill, and meet income guidelines, can apply for:

- **A discount on every bill.** We've expanded eligibility criteria and added extra help for households with lower incomes.
- **A crisis voucher.** We've increased the maximum crisis voucher amount to \$500, available once every 12 months.

Apply online: www.portlandoregon.gov/water/FinancialAssistance

Apply on paper: Call **503-823-7770** for forms



Financial help available to any customer, regardless of income

Most people pay this bill every three months. Our Customer Service staff can set up monthly payments and other payment arrangements at **503-823-7770**.

Customers having a personal emergency can apply for help through the Utility Safety Net Program at **503-865-2650**.

Fabiola Casas, Program Specialist in the Financial Assistance Program

INCOME ELIGIBILITY REQUIREMENTS

FAMILY SIZE	Monthly Income For standard discount	Monthly Income For expanded discount
1 person	Under \$2,850	Under \$1,425
2 people	Under \$3,260	Under \$1,630
3 people	Under \$3,665	Under \$1,833
4 people	Under \$4,070	Under \$2,035
5 people	Under \$4,400	Under \$2,200
6 people	Under \$4,725	Under \$2,363
7 people	Under \$5,050	Under \$2,525
8 people	Under \$5,375*	Under \$2,688**

* For each additional person in a standard discount household, add \$325 to monthly income.

** For each additional person in an expanded discount household, add \$163 to monthly income.

If you have a concern about your bill, please call us at **503-823-7770**. 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/YourRights.



Free lead testing

In Portland, the main source of lead in water is home plumbing. Order a FREE test kit:

www.leadline.org
or **503-988-4000**.



*Fall in the Bull Run Watershed
(Photo by Hassan Basagik, Water Bureau GIS Technician)*



Portland Water Bureau

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503-823-7404

Amanda Fritz, Commissioner
Michael Stuhr, P.E., Director

Please contact us for translation or interpretation, or for accommodations for people with disabilities.

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Macluumaad dheeri ah · Подробиці · Tichikin Poraus · अधिक सूचना

www.portlandoregon.gov/water/access
503-823-7432 (TTY: 503-823-6868, Relay Service: 711)