PORTLAND WATER BUREAU
FROM FOREST TO FAUCET

Bull Run TREATMENT PROJECTS | Filtration

FINISH STRONG

Communicating Project Milestones

PUB Meeting, June 18, 2026

Introduction

- Purpose: Receive feedback from PUB members on Communicating Project Milestones
- Your feedback to be shared at the June 25 Project Delivery Advisory Team (PDAT) Session

Session	Dates	Topics
Session 1	Project Delivery Advisory Team **Jan 23** Executive Committee Portland Utility Board **Feb 19**	**Assessment Report** Project tour Mega-projects overview Construction update
Session 2	Project Delivery Advisory Team **Mar 5** Executive Committee Portland Utility Board **Apr 7**	**Construction Risk Management** Construction update Assessment Outcomes
Session 3	Project Delivery Advisory Team **Jun 25** Executive Committee Portland Utility Board **Jul 16**	**Communicating Project Milestones** Construction update Assessment & Risk Management Outcomes
Session 4	Project Delivery Advisory Team **Sep 17** Executive Committee Portland Utility Board **Oct 15**	**Operational Readiness** Construction Update Assessment & Risk Management Outcomes

Agenda

- Current Communications Examples
- Summary of June 1 Discussion with Bruk Berhanu and Kyle Chipman
- PUB Feedback

Current Communications Examples
Filtration and Construction

Bull Run TREATMENT PROJECTS | **Filtration**

The Portland Water Bureau is building a new filtration facility and pipelines to protect public health and comply with federal and state safe drinking water regulations. These improvements to the Bull Run water system will help keep our water safe and abundant for generations to come.

On this page

- Filtration benefits
- Achieving compliance
- Project overview
- Project timeline
- Construction
- Completed work
- Project costs and funding
- Public outreach
- Project location

Bull Run Filtration construction activity

Water | Under construction

The Portland Water Bureau is building a new water filtration facility and pipelines that will be key components of a more resilient water system. The filtration facility and pipelines are needed to meet federal and state drinking water regulations.

Project Cost and Outreach History

Investing in our water future: Bull Run Filtration project costs and funding

Information

While the upfront costs are high, filtration is a critical investment in the region's economy and health. We prioritize cost management and outside funding to reduce financial impacts on customers. Learn more about the project's cost, how it's funded, and what that means for your bill.

Contact

Bull Run Treatment Projects

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Follow on social media

PortlandWaterBureau

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Related

About the Bull Run Filtration Project

Why filtration: Benefits of the Bull Run Filtration project

Bull Run Treatment Projects outreach history

Resource

A 10-year project like the Bull Run Filtration Projects provides opportunities for many different types of outreach events, discussions, and engagement forums—both in-person and online. The list below represents some of the ways we are keeping the community informed and involved, starting in early 2017 and continuing today.

To stay up to date on the latest information, you can sign up to receive regular project updates through our e-newsletter or construction text alerts, invite our team to present to your community or business group, visit our events tab to see upcoming opportunities, or reach out with ideas or feedback. We look forward to staying connected.

We share regular project updates through our Bull Run Treatment Projects e-newsletter.

2026 Outreach history

June 12 - Filtration Neighbor Update - Planned activities for the week beginning June 15 (e-news) and Traffic impacts text message notification

June 11 - Tunnel blasting alert (e-news and text message notification)

June 10 - Tunnel blasting alert (e-news and text message notification)

June 9 - Meeting notification: Bull Run Filtration Project Coffee with the Contractor (e-news)

June 5 - Filtration Neighbor Update - Planned activities for the week beginning June 8 (e-news) and Traffic impacts text message notification

June 2 - Tunnel blasting alert (e-news and text message notification)

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Related

About the Bull Run Filtration Project

Bull Run Filtration construction activity

About Bull Run Treatment Projects

Bull Run Filtration Good Neighbor Agreement

Bull Run Treatment Projects e-news archive

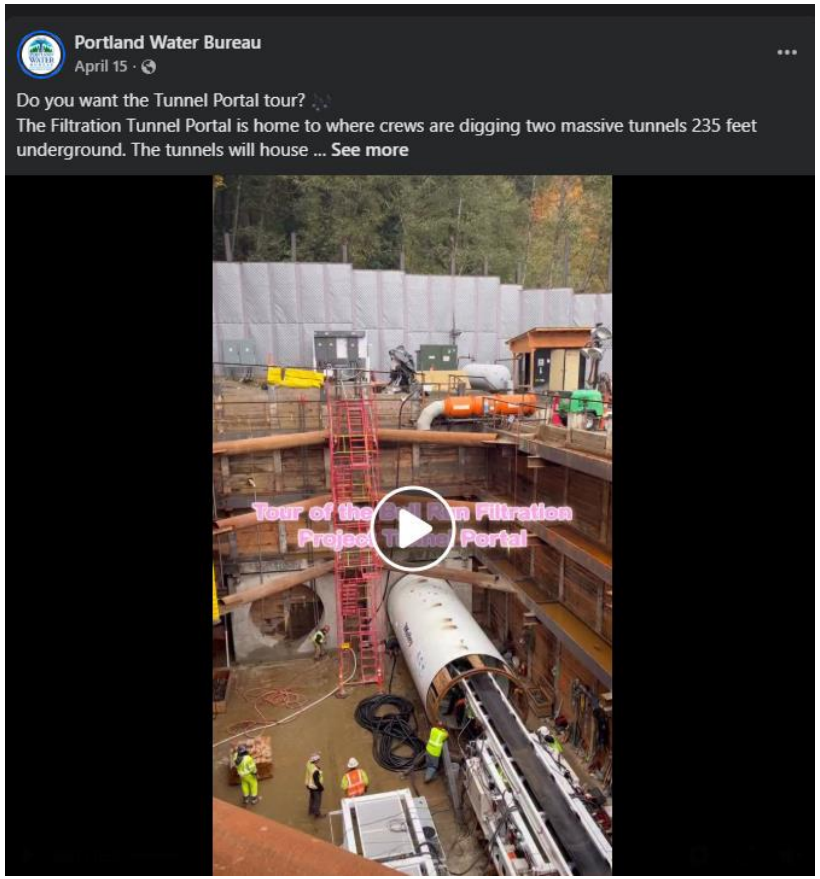
Sign up for Bull Run Filtration Updates

Bull Run Treatment Projects: Comment Form

Why filtration: Benefits of the Bull Run Filtration project

Outreach complete going back to 2017

Social Media and Project Status



Bull Run Filtration monthly project status

Information

Monthly update of Bull Run Filtration project construction schedule milestones and cost and budget status. This page was last updated June 5, 2026.

On this page

- Schedule
- Cost and budget
- Contracting and workforce
- Accountability
- Timeline
- Stay up to date

Communicating Project Milestones Discussion June 1, 2026

- ✓ One-hour discussion in preparation for Project PDAT Session #3, June 25
- ✓ Bruk Berhanu and Kyle Chipman

Discussion Questions:

- What construction updates matter most to the public?
- What would best show project progress on a dashboard?
- What communication advice or recommendations do you have?

Key Takeaways

1. Show Me!

- Visual evidence of construction activity, major milestones, and tangible changes on the site is more compelling than technical descriptions.

2. Focus on What Matters to Customers

- The public is primarily interested in whether the project is on schedule, how it affects rates, and how it benefits them.

3. Make Progress Visible and Human

- Photos, drone shots, videos, time-lapse imagery, and graphic milestone help people understand the scale and complexity of the work.
- Highlight people who are managing/building the project, helping the public connect with the effort behind the investment.

Key Takeaways

4. Keep Information Simple, Accessible, and Layered

- Provide concise, easy-to-understand information upfront, with opportunities to explore additional details.

5. Create a Single, Engaging Source of Construction Information

- Information should be easy to find. A centralized online location for construction updates can help build trust and understanding.

6. Balance Facts and Emotion

- Combine technical information with storytelling to help people understand the value of the investment, the challenges being addressed, and the long-term benefits for the community.

What are your thoughts?

- What construction updates matter most to the public?
- What would best show project progress on a dashboard?
- What communication advice or recommendations do you have?

Next Steps

- PDAT Session 3 – Communicating Construction Milestones (June 25)
- PUB Meeting (July 16)
- PDAT Session 4 – Operational Readiness (September 17)