



CITY OF PORTLAND, OREGON

Water Leak Repair Assistance Application



The Portland Water Bureau works with community partners and local plumbers to offer free water leak repair services for eligible customers. Common repairs are leaky toilets, faucets, and underground pipe leaks. Complete this application to apply for leak repair.

ELIGIBILITY REQUIREMENTS

- Your property must be a single-family home with an active drinking water account from the City of Portland.
- You must own your home.
- You must live on the property and be directly responsible for paying the sewer/stormwater/water bill.
- You must be enrolled in the City of Portland's sewer/stormwater/water bill discount program.
- One goal of this program is to help homeowners keep their homes. Pre-sale home repairs are not eligible.

APPLICATION CHECKLIST

- Complete the application form.
- Submit your application by mail or email:

Portland Water Bureau
 Water Leak Repair Program
 1120 SW 5th Ave, Suite 405
 Portland, OR 97204
leakrepair@portlandoregon.gov

WHAT TO EXPECT NEXT

- You'll get a call or an email from the Water Bureau to let you know we've received your application and talk through any questions you have.
- If the repair is approved, we'll send your information to our partner organizations to coordinate with a licensed plumber. Contractors will not arrive at your home without an appointment.

INCOME ELIGIBILITY REQUIREMENTS

FAMILY SIZE	MONTHLY INCOME
	Under \$4,130
	Under \$4,720
	Under \$5,310
	Under \$5,900
	Under \$6,375
	Under \$6,845
	Under \$7,320
	Under \$7,790

* For each additional person in the household, add \$475 to monthly income.

QUESTIONS?

Contact Portland Water Bureau
 at **503-823-6060** or
leakrepair@portlandoregon.gov

The City of Portland is committed to providing meaningful access. To request translation, interpretation, modifications, accommodations, or other auxiliary aids or services, contact **503-823-6060, Relay: 711**, or leakrepair@portlandoregon.gov.

Traducción e Interpretación | Biên Dịch và Thông Dịch | 口笔译服务
 अनुवादन तथा व्याख्या | Устный и письменный перевод
 Turjumaad iyo Fasiraad | Письмовий і усний переклад
 Traducere și interpretariat | Chiaku me Awewen Kapas
 Translation and Interpretation: **503-823-6060, Relay: 711**
portland.gov/water/efficiency



PERMISSION TO WORK IN YOUR HOME AND SHARE INFORMATION

- I will answer all the questions on this form completely and truthfully.
- I give the City of Portland, Water Leak Repair Program partners, and their contractors permission to evaluate and repair fixtures in my home.
- I understand that if my home has existing plumbing problems or maintenance issues, City of Portland, Water Leak Repair Program partners, and their contractors will not be responsible for any damage related to those existing problems.
- I agree that I am taking on the risk of having this repair work done in my home.
- I give the City of Portland permission to share this application information with the designated Water Leak Repair Program partners and subcontractors so they can coordinate my repair.
- I am submitting this information with the expectation that it will be kept confidential and that the City will only release the information if ordered to do so under Oregon's Public Records Law.



NAME (PLEASE PRINT) _____

SIGNATURE _____

DATE _____

ELIGIBILITY

	YES	NO
1. Do you have an active City of Portland drinking water account?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you own and live in the home where the leak is located?	<input type="checkbox"/>	<input type="checkbox"/>
3. Are you planning to sell your home in the next year?	<input type="checkbox"/>	<input type="checkbox"/>

APPLICANT INFORMATION

- Name _____
- Sewer/stormwater/water account number _____
- Phone _____
- Email _____
- Including yourself, how many people live in the home? _____
- Preferred language (the language we should use to communicate with you) _____
- What is the total monthly income (before taxes) for everyone over 18 living in your home? (By providing your income, you may be eligible for additional services from our partners.) _____
- How did you first hear about our water leak repair program? _____
- Is there anything we can do to help you participate in the program? (Examples might include: assistance understanding or filling out applications, using email instead of phone to communicate, a language interpreter, or using scent-free repair materials.)

LEAK DESCRIPTION

13. **What is leaking?** Select all that apply.

- | | | | | |
|--|---|---|---|-----------------------------------|
| <input type="checkbox"/> Toilet | <input type="checkbox"/> Other faucet | <input type="checkbox"/> Hot water heater | <input type="checkbox"/> Clothes washer | <input type="checkbox"/> Not sure |
| <input type="checkbox"/> Bathroom faucet | <input type="checkbox"/> Underground leak | <input type="checkbox"/> Leak in wall pipes | <input type="checkbox"/> Dishwasher | <input type="checkbox"/> Other |
| <input type="checkbox"/> Kitchen faucet | <input type="checkbox"/> Shower/bath | <input type="checkbox"/> Outdoor spigot | <input type="checkbox"/> Roof | |

14. Is this a wastewater leak (drain, clog, sewer backup, etc.)? Yes No

15. **Date leak was found:** _____

16. Tell us about the leak, and any damage to your home. _____

17. Do you still have hot water in your home? Yes No

18. What impact (if any) has the leak had on your quality of life and wellbeing?

- High impact Medium impact Low impact No impact Don't know

19. Is this an issue with a leak we repaired through this program in the past? Yes No

WATER-SAVING DEVICES AND MORE (OPTIONAL)

We offer free water-saving devices that we can mail out to you (showerheads, faucet aerators, toilet leak detection tablets, and more).

20. Would you like us to mail you a free set of devices? Yes No

21. If so, how many bathrooms do you have in the home? _____

22. Would you prefer a standard or handheld showerhead? Standard Handheld None