CITY OF PORTLAND, OREGON

Water Leak Repair Assistance Application

PORTLAND WATER BUREAU
FROM FOREST TO FAUCET

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. Sewer repairs are not eligible. 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
conserve@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 $3,950
	Under $4,515
	Under $5,080
	Under $5,640
	Under $6,095
	Under $6,614
	Under $6,995
*	Under $7,445

* For each additional person in the household, add $450 to monthly income.

QUESTIONS?

Contact Portland Water Bureau at **503-823-6060** or **conserve@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 **503-823-4527**, **Relay: 711**, or **conserve@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: **503-823-4527, Relay: 711**
portland.gov/water/efficiency

CITY OF PORTLAND, OREGON

LEAK & FIXTURE REPAIR ASSISTANCE APPLICATION

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?	☐	☐
2. Do you own and live in the home where the leak is located?	☐	☐
3. Are you planning to sell your home in the next year?	☐	☐

APPLICANT INFORMATION

4. Name _____
5. Sewer/stormwater/water account number _____
6. Phone _____
7. Email _____
8. Including yourself, how many people live in the home? _____
9. Preferred language (the language we should use to communicate with you) _____
10. 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.) _____
11. How did you first hear about our water leak repair program? _____
12. 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.

☐ Toilet ☐ Other faucet ☐ Hot water heater ☐ Clothes washer ☐ Not sure
☐ Bathroom faucet ☐ Underground leak ☐ Leak in wall pipes ☐ Dishwasher ☐ Other
☐ Kitchen faucet ☐ Shower/bath ☐ Outdoor spigot ☐ 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. How many showerheads do you need? Standard _____ Handheld _____

DEMOGRAPHIC INFORMATION (OPTIONAL)

Completion of this section is not required and is therefore completely voluntary. Portland is committed to diversity, equity, and inclusion and uses provided demographic information to help ensure that services reach a broad cross section of community. State and federal law prohibit use of this information to discriminate against you.

23. Which of the following describes your racial or ethnic identity? Please select ALL that apply.

☐ American Indian or Alaska Native ☐ Black or African American ☐ Native Hawaiian or Pacific Islander ☐ Prefer not to answer
☐ Asian ☐ Latinx or Hispanic ☐ White
☐ Middle Eastern/North African ☐ Not listed above, please describe (optional)_____

24. Language(s) spoken or signed at home: _____

25. How do you identify your gender? Select all that apply.

☐ Woman ☐ Man ☐ Transgender ☐ Nonbinary, genderqueer, or third gender ☐ Prefer not to answer

Government programs, services, and events sometimes have barriers that prevent people with all kinds of bodies/minds from being part of what we offer. We want to understand and eliminate these barriers. We're asking these questions so we can plan easier-to-access programs, services, and events.

26. Do you identify with having or living with a disability?

☐ Yes ☐ No ☐ I prefer not to disclose

If yes, please describe the nature of your disability. Select ALL that apply:

☐ Mobility or other physical disabilities ☐ Speech or communication ☐ Not listed above, please describe:
☐ Visual ☐ Neurodivergence _____
☐ Hearing ☐ Mental health ☐ I prefer not to disclose
☐ Intellectual, developmental, cognitive ☐ Invisible

27. In what year were you born? _____ ☐ Prefer not to answer

28. Are you an enrolled member, and/or a descendant, of a Federal or State recognized American Indian Tribe or Alaskan Native village/corporation? Mark and describe all that apply. ☐ Enrolled member. Tribal affiliation(s): _____
☐ Descendant. Tribal affiliation(s): _____