

# Sewer, Stormwater and Water FINANCIAL ASSISTANCE APPLICATION



The City of Portland offers a sewer, stormwater and water bill discount program for all eligible households receiving water and/or sanitary sewer service as a direct customer of the Portland Water Bureau or Bureau of Environmental Services.

## ELIGIBILITY REQUIREMENTS

- Property must be a single-family home that receives sewer or water services from the City of Portland.
- Applicant must live at the property and be directly responsible for payment of the sewer/stormwater/water bill.
- Applicants that have an ADU (Accessory Dwelling Unit) on their property with one water meter that serves both the primary home and the ADU, are not eligible to participate in the discount program.
- Applicant must meet the established income guidelines by submitting proof of total gross income for all adult members of the household. Gross monthly household income for those 18 and older determines eligibility. Gross income means the amount of money before taxes or deductions. Applicants must provide proof of income when requested and must be submitted within 30 days upon request.
- If approved for the bill discount, you will receive the discount for up to 2 years. **This discount does not automatically renew.** To continue, you will need to reapply after 2 years.
- If approved for the bill discount, it is your responsibility to notify us immediately if your income changes and you no longer qualify.
- Applicants who are eligible for financial assistance must make a payment on each bill received to remain in the program. More than two missed payments may lead to termination from the program.

## INCOME ELIGIBILITY REQUIREMENTS

(Valid until July 2025)

FAMILY SIZE	Tier 1 Discount 60% MFI (Monthly Income)	Tier 2 Discount 30% MFI (Monthly Income)
1 person	Under \$4,130	Under \$2,065
2 people	Under \$4,720	Under \$2,360
3 people	Under \$5,310	Under \$2,655
4 people	Under \$5,900	Under \$2,950
5 people	Under \$6,375	Under \$3,188
6 people	Under \$6,845	Under \$3,423
7 people	Under \$7,320	Under \$3,660
8 people	Under \$7,790*	Under \$3,895**

\* For each additional person in a Tier 1 household, add \$475 to monthly income

\*\* For each additional person in a Tier 2 household, add \$238 to monthly income

## STEPS

- 1 Complete the application form (see reverse).
- 2 Copy proof of income documents for the last 30 days.
- 3 Mail completed form and copies of documents to:  
Portland Water Bureau  
Bureau of Environmental Services  
664 N Tillamook Street  
Portland, OR 97227
- 4 If approved, the discount will begin with your next sewer, stormwater and water bill.

## QUESTIONS?

Contact Portland Water Bureau Customer Service at **503-823-7770** or **[pwbcustomerservice@portlandoregon.gov](mailto:pwbcustomerservice@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 503-823-7770, Relay: 711, [pwbcustomerservice@portlandoregon.gov](mailto:pwbcustomerservice@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: 503-823-7770, Relay: 711 | [portland.gov/water/access](http://portland.gov/water/access)

**SEWER, STORMWATER AND WATER FINANCIAL ASSISTANCE APPLICATION**

**APPLICATION INFORMATION**

Water/Sewer Account No. \_\_\_\_\_ New Application  Renewal Application   
 Name \_\_\_\_\_ Phone No. \_\_\_\_\_  
 Property Address \_\_\_\_\_  
 Optional (for program demographics): Ethnicity \_\_\_\_\_ Language spoken \_\_\_\_\_

**HOUSEHOLD INFORMATION – INCLUDING YOURSELF**

Name	Date of Birth	Does this person have an income? (Yes/No)
<i>Please note: Date of Birth should only be filled in for household members that are 60 and older.</i>		

*If you have more people, attach additional information on a separate form.*

**Your application will not be processed if income documentation is not received.**



**FINANCIAL INFORMATION – DOCUMENTATION REQUIRED**

Household Income Sources	Monthly Gross* Amount
Salaries/wages/tips	\$
Self-employment income	\$
Social Security (including AFDC and welfare - food stamps are exempt)	\$
Pensions, annuities, interest, or dividends	\$
Alimony and/or child support	\$
Public assistance (TANF, AFS verification or Med. Card)	\$
Unemployment benefits	\$
Veteran's benefits	\$
Rental property income	\$
Other types of income	\$
<b>Total Gross Monthly Income of Household</b>	<b>\$</b>

\* Gross income is the amount of money you make before taxes and any other deductions.

I certify that the information above is truthful and correct. I understand that if it is determined that the information provided is untruthful or false, the City will terminate the discount and may rebill me for the discount received.

DATE \_\_\_\_\_ NAME (PLEASE PRINT) \_\_\_\_\_ SIGNATURE \_\_\_\_\_

<b>Approved by:</b>		<b>FOR AGENCY AND CITY USE ONLY</b>	
Agency _____	Date _____	Agency Representative Print _____	Sign _____
Water Bureau Representative Print _____	Sign _____		

