MEDIA RELEASE

For immediate release
March 12, 2020

Public Information Officer, 503-823-8064

**Service Disconnections Suspended During Emergency Declaration**

PORTLAND, Oregon – The Portland Water Bureau and Bureau of Environmental Services want to ensure that everyone has access to the utilities they need to stay healthy and take care of themselves and their families. With this emergency declaration, and until further notice, City of Portland Customer Service (Portland Water Bureau and Bureau of Environmental Services) will not disconnect water service for non-payment of sewer/stormwater/water bills.

**It’s important for customers to know they will continue to be responsible for sewer/stormwater/water charges due now and accrued during this time.** Customers should continue to pay their utility bill.

“We know that Portland is working through an affordability crisis in addition to a public health crisis,” said Portland Water Bureau Director Mike Stuhr. “We want you to know that we are here to help.”

Customer Service offers flexible payment arrangements, discounts for low-income homeowners and renters and rent assistance for water users in multi-family properties and other options. Be proactive if you’re facing [financial hardship](https://www.portlandoregon.gov/water/69504): Call [Customer Service](https://www.portlandoregon.gov/water/article/398208) at 503-823-7770 to work out a plan.