

January 19, 2012
 SEARCH:

MESSAGE CENTER
 Stories, activities, and craft for preschoolers. Portland Water District. Wonders of Water. January 20, 10 - noon. Register: asabogal@pwwd.org
 9 days ago

Work Zone
WINTER'S HERE
Backflow Devices and Cross Connections
MyOnlineBill

LATEST NEWS

- 690-Acre Crooked River Easement Protects Greater Portland Drinking Water Supply
 December 10, 2011
 Last month the Portland Water District Board of Trustees voted unanimously to support a 690-acre conservation easement along the Crooked R...
- Trustees Approve \$37.7 Million Budget
 November 29, 2011
 Last night the Portland Water District's Board of Trustees unanimously (11-0) approved a \$37.7 million operating budget and \$12.8 million in... Read more.
- Current Water Main Breaks New Portable Water Fountain Cross Connections Control Program Backflow Devices

QUICK LINKS

- View and Pay Bill
- Detailed Account Information

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Customers like getting mail, but a growing segment is interested in e-mail and internet services.

Customers' preferred method to receive information is mail, but interest in internet services and e-mail communications is growing. More and more customers are taking advantage of the Portland Water District's online payment options and service request forms. At www.pwd.org customers can find the most updated information related to water service including account terms and conditions.



What's next?

Over the next few months, management will review the survey results and incorporate findings into strategies to improve services delivered to our customers.



We value our customers, and it shows

For over a decade the Portland Water District has been conducting formal customer satisfaction surveys as part of our customer relations and continuous improvement strategies.



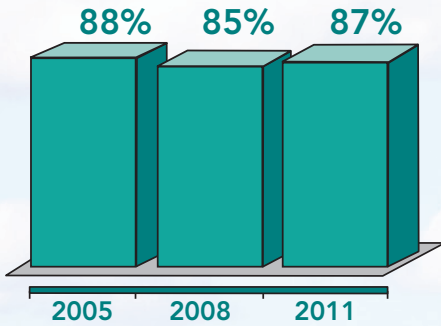
A MESSAGE FROM THE
PORTLAND WATER DISTRICT

The Customer Satisfaction Survey has been an important tool to help us set service benchmarks, measure customer interests, and understand community values.

A few of the recent findings are highlighted below and more can be found on our web site at www.pwd.org.

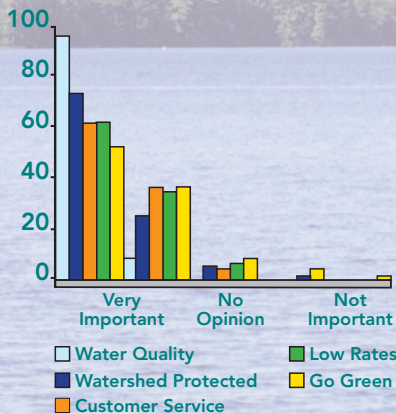
Customers are pleased with the service they get from the Portland Water District.

For over a decade, PWD has earned a high, stable satisfaction rate.



Customers understand the relationship between watershed protection and water quality.

Customers value water quality most, followed by watershed protection, customer service, low rates, and green initiatives.



Sewer fees included on the water bill confuse customers.

Because the Portland Water District includes city and town wastewater charges on its water bill, customers believe the Portland Water District establishes those charges. The fact is—city and town governments establish wastewater rates and most contract with the Portland Water District to be their billing agent.

Account Detail:		MEMBER WATER CHARGES	CITY OF SOUTH PORTLAND* WASTEWATER CHARGES	TOTAL
PREVIOUS BALANCE	Payment - Thank You			\$38.00
BALANCE FORWARD				\$38.00
CURRENT CHARGES				\$0.00
Consumption Charge		\$20.45	\$30.31	\$50.76
Total Current Charges		\$20.45	\$30.31	\$50.76
TOTAL AMOUNT DUE				\$50.76

* WASTEWATER RATES ARE SET BY THE CITY OF SOUTH PORTLAND

For More Information
www.pwd.org