

# PORTLAND WATER DISTRICT CUSTOMER ASSISTANCE



## WE WANT TO HELP LOWER YOUR WATER BILL

### Home Plumbing Assistance Program



Do you have a leaky faucet? Does your toilet seem like it is constantly running? Has your water bill recently spiked for no apparent reason?

Unseen or unfixed, leaks can drip hundreds, even thousands of gallons of water wastefully down the drain.

Qualified customers are invited to apply for the Home Plumbing Assistance Program. Funded by the Portland Water District and newly administered by the City of Portland, the program assists Portland Water District customers to repair their home plumbing systems and install water efficient devices. Efficient home plumbing systems minimize water waste and save homeowners money.

- Eligibility**
- Portland Water District customers.
  - Your income must be at or below 80% of area median income.

- Process**
- To determine eligibility, you must apply with the City of Portland.
  - A city housing coordinator will conduct a conservation audit at your home and provide recommendations.
  - Once a plan is approved, city housing staff will coordinate and pay for the repairs.

**Contact:** Ronda Jones, Loan Officer  
City of Portland  
Housing & Community Development Division  
389 Congress Street Room 312  
Portland ME 04101  
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# MORE WAYS TO LOWER YOUR WATER BILL



## Conservation Efforts

Two thirds of the water used in the average home is in the bathroom, mostly for flushing toilets, showers, and baths.

- A simple habit to save water is to turn off the water when you are not using it. Don't let it run while you brush your teeth or shave.
- Flush the toilet less often. Put used tissues, trash, hair, paper towels, etc. in the wastebasket instead of flushing them. These items can also clog wastewater processing equipment which can have negative environmental impacts.

For more conservation tips, visit us online at [www.pwd.org](http://www.pwd.org) and under "News and Information" click on the "Water Conservation" category under FAQs.

## Lifeline Water Rates

PWD also offers qualified residents discounted Lifeline water rates. Lifeline water rates follow Home Energy Assistance Program (HEAP) guidelines. The Opportunity Alliance administers the program for the Portland Water District. For more information or to set up an appointment, call: (207) 553-5900 or email [heatingassistance@opportunityalliance.org](mailto:heatingassistance@opportunityalliance.org)



## Portland Water District

*FROM SEBAGO LAKE TO CASCO BAY*

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