

INFLOW: a message from THE PORTLAND WATER DISTRICT

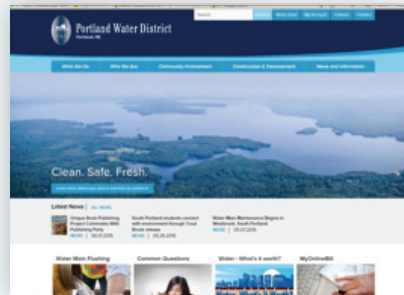


Portland Water District
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customerservice@pwd.org

Keeping you **IN THE LOOP**

SEE US ONLINE

The Portland Water District recently launched a new and improved web site. **WWW.PWD.ORG** was redesigned to make the web site more accessible to the growing number of customers visiting our site with mobile devices. More intuitive navigation and simple design now provide a better experience for all users. And you can still find the same resources online including bill payment services, answers to frequently asked questions, and construction project and water main break details.

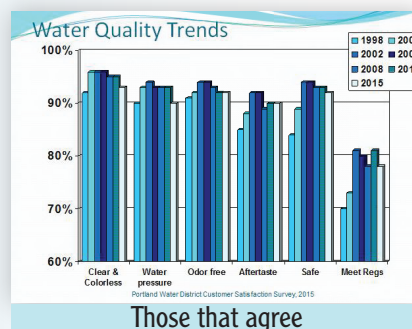


SEE US IN PERSON

In order to serve you better, our customer service lobby has been renovated. The spacious reception area provides a more confidential setting for billing transactions, comfortable waiting area, private meeting room, and pleasant atmosphere.

YOUR OPINION COUNTS

The Portland Water District has been measuring customer sentiments for two decades and just completed our eighth customer satisfaction survey. This is just one way we gather feedback from the public to understand consumer interests and help guide future service options. Overall, customers are consistently very satisfied with water quality and service. To view a summary of the results, visit our web site.



CUMBERLAND COUNTY SWITCHES TO **CODE RED**

to keep the public
informed during emergencies

In the event of a widespread water service emergency, the Portland Water District notifies customers through various methods—one being the Cumberland County mass notification system. Cumberland County recently switched to CodeRED for public notification which allows messages to be delivered via phone, text, or email. Registration is now required to receive the alert messages. Visit www.cumberlandcounty.org or www.pwd.org for more information, or to sign up.



WHAT YOU SHOULD KNOW before installing a sprinkler system

The Portland Water District reminds homeowners and developers that if they are interested in installing lawn or fire sprinkler systems, they should first contact the Portland Water District to ensure adequate water supply is available. If your water service line into the building does not provide adequate flow for a sprinkler system, you may need to upgrade the line. This could add costs to your project.