

PAYMENTS

Payments may be made by mail to PO Box 9751, Portland, ME 04101-5051, or at our office at 225 Douglass Street in Portland from 8:00 AM to 4:30 PM, Monday through Friday, or online at www.pwd.org.

LATE PAYMENT CHARGES

Your bill is due upon receipt. Late payment charges are assessed for overdue water and/or sewer bills that are not paid within 25 days from the postmark date, or 25 days from the e-bill notification date. The interest rate charged will be the interest rate established for delinquent taxes by the State Treasurer.

QUESTIONS ABOUT BILLING

Please contact our Customer Service Department at (207) 761-8310. If you are not satisfied with the results, you have the right to appeal to: Consumer Assistance Division, Public Utilities Commission, 242 State St., 18 State House Station, Augusta, ME 04333-0018, or call (207) 287-3831 or 1-800-452-4699.

PAYMENT ARRANGEMENTS

If you are unable to pay an overdue balance, please call our Customer Service Department at (207) 761-8310 to make an affordable payment arrangement and avoid disconnection of service. You also have the right to a payment arrangement for any charge previously unbilled due to our error.

HOW TO REACH US

225 Douglass St. P.O. Box 3553 Portland, ME 04104-3553
Customer Service (207) 761-8310
24 hour emergency - leaks - outages (207) 761-8300
All other calls (207) 774-5961
Customer Service Fax (207) 879-5837
E-mail address - customerservice@pwd.org
Website - www.pwd.org
(Revised 8/2020)

MEDICAL EMERGENCY

Disconnection will be postponed if we are notified that an occupant of your residence has a serious medical condition that will be certified, orally or in writing, by a physician or the physician's agent. Up to 3 medical certifications are allowed in a 12 month period. Customers still have a duty to make a payment or a payment arrangement.

SEWER CHARGES

The Portland Water District bills and collects sewer charges for several local municipalities. Sewer rates are set by the municipality. All sewer payments are turned over to the municipality.

MAINE SALES TAX

Generally, water usage is taxable except for residential usage. For additional clarification see Maine State Law (36 M.R.S.A., Section 1760, subsection 39 as enacted by P.L. 1977, c.686, section 3). The customer is responsible for informing Portland Water District of their proper sales tax status.

EMPLOYEE IDENTIFICATION

Our employees carry a Portland Water District picture identification badge with them at all times.

DIG SAFE

Before you or your contractor dig, call DIG SAFE at 1-888-DIGSAFE to have underground utilities located at no cost to you. A single call to DIG SAFE can help prevent personal injury and property damage caused by ruptured pipes and cables.

TRUSTEE MEETINGS

Regular Board business meetings, open to the public, are usually held at 225 Douglass Street in Portland at 6 PM on the fourth Monday of each month (on Tuesday, if Monday is a holiday). Please call to verify time and location.

Paying your bill is easy!

PWD offers online payment services to view and pay your bill. Choose auto pay or pay at your convenience.

Eliminate hassles, reduce check writing, and save a stamp! To learn more or to register, log on to www.pwd.org. Go Paperless for added convenience.