

Investing in Reliability. Protecting Your Water Quality.

Learn more about the proposed rate adjustment and how it supports safe, reliable water.

- [Read this letter](#)
- [Visit our website](#)
- [Attend a public meeting](#)
November 10, 2025 | 6:30 p.m.



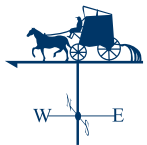
Portland Water District

From Sebago Lake to Casco Bay

207.761.8310 • customerservice@pwd.org • www.pwd.org



The Portland Water District (PWD) is committed to delivering safe, clean, and reliable water every day. The proposed 2026 water rate adjustment supports long-term investments to ensure reliable service, safeguard water quality, and modernize our infrastructure. We also prioritize managing expenses and operating efficiently, without compromising the quality or reliability of your water.



**Portland
Water
District**

Important Information About A Proposed Water Rate Adjustment

Proposed Water Rate Adjustment

Effective January 1, 2026

Impact on Typical Residential Customer: \$1.92 per month.

The proposed increase does not affect wastewater fees, which are set by city and town governments. PWD bills for wastewater fees on behalf of the city and towns.

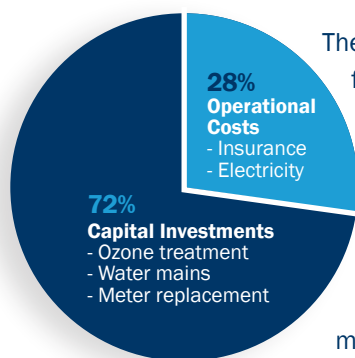
Customer Classification	% Increase	Revenue Increase
Residential	6.8%	\$1,337,373
Commercial	8.4%	\$528,537
Industrial	9.6%	\$221,941
Government	8.9%	\$129,141
Private Fire	6.4%	\$117,886
Public Fire	6.4%	\$102,805
Other	21.3%	\$29,800
TOTAL	7.4%	\$ 2,467,484

More Information

Customers will have an opportunity to learn more and ask questions at a public hearing on **Monday, November 10, 2025, at 6:30 p.m.** at the Nixon Development Center located at 225 Douglass Street in Portland. The public may attend the rate hearing in person or via Zoom. Materials supporting the rate increase are available online at www.pwd.org and can be mailed upon request.

Investing Today to Protect Tomorrow

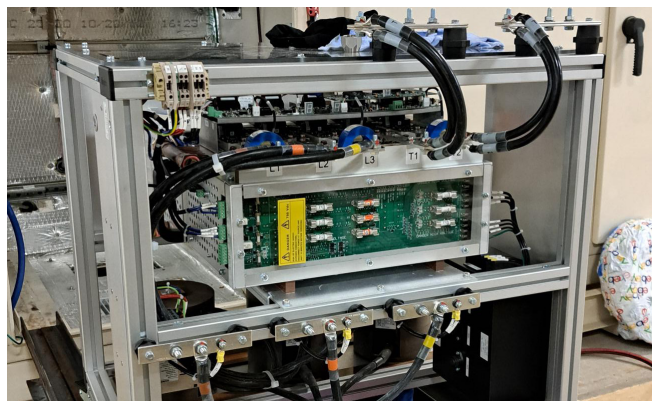
Proposed Water Rate Increase: Where the Money Goes



The draft 2026 budget calls for a proposed **7.4% water rate increase** to fully fund expenses—consistent with last year's forecasts. About 72% of the increase supports critical capital investments, including water main replacements, treatment facility upgrades, and the system-wide meter replacement project. The balance reflects higher operational costs, like insurance and electricity.



Ozone Generator



Ozone Generator Control Module replaced in 2025

Building Reliability Through Smart Investments

Project Highlight: Ozone Treatment Upgrade

Ozone treatment has been a vital part of providing safe drinking water since the treatment facility opened in 1994. After more than 30 years of service, some original equipment is nearing the end of its service life, and replacement parts and skilled technicians are increasingly difficult to find. For a service as essential as drinking water, redundancy is critical to ensuring uninterrupted operations. Proactive investment in new ozone equipment enhances reliability, safeguards public health, and strengthens the resiliency of water service. The proposed 2026 budget includes funding for new ozone treatment equipment.

We Care: Committed to Affordability

Low Income Rate Program

We remain committed to keeping water affordable for those who need it most. Through our Lifeline Water Rate program, qualifying customers can receive bill assistance to help make water costs more manageable. Customers can apply through the Opportunity Alliance.

WATER: BY THE NUMBERS



1,027
miles
Water Mains



5,357
Hydrants



58,420
Water Services



12,205
Valves



9,341
Backflow prevention
devices



430,000
Assets



31
Million
Gallons
Emergency Storage