

# PORTLAND WATER DISTRICT WHO WE ARE



The Portland Water District (PWD) is an independent, quasi-municipal organization chartered in 1908 and is governed by a publicly elected Board of Trustees. PWD's mission is to protect public health and the environment by providing high-quality water services.

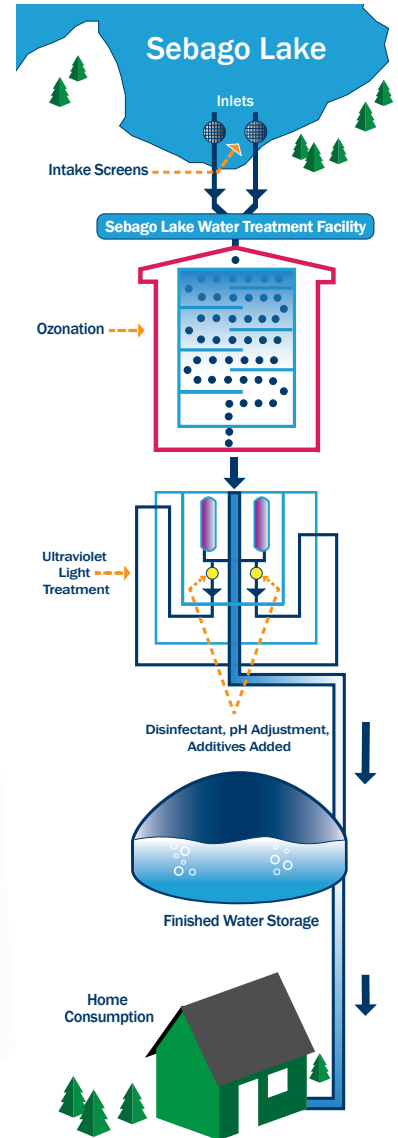
## DRINKING WATER

Sebago Lake serves as the primary water source for nearly all PWD customers, except a small portion served by wells in Steep Falls. We take great pride in serving water sourced from Sebago Lake, Maine's second-largest and deepest lake. Surrounded by forests, the lake is exceptionally pure and of such high quality that it is exempt from the filtration requirements set by the Safe Drinking Water Act. Only about 50 out of 13,000 surface water supplies across the country are able to serve unfiltered water.

Protecting the source is the first step to ensure high-quality drinking

water. PWD actively engages in numerous environmental protection efforts to preserve the quality of Sebago Lake and its watershed.

Effective water treatment, extensive laboratory monitoring and sampling, and a proactive approach to maintaining the water distribution system further ensure dependable service and fresh, clean, safe water.



## PWD BY THE NUMBERS



**96%**  
Customer Satisfaction



**29,217**  
Customer Service phone calls



**140 sq miles**  
Service Area



**200,000+**  
Consumers in 11 communities



**1,025 miles**  
Water Mains



**5,285**  
Hydrants



**15,000**  
Water quality tests annually



**7.3 billion gallons**  
Water treated and delivered annually



**2,500 acres**  
Watershed Land, owned



**6,000 acres**  
Watershed Land, conservation easement



**57,467**  
Water Services

## ENVIRONMENTAL STEWARDSHIP

Our commitment extends beyond providing safe, clean drinking water—it also encompasses the management and treatment of wastewater to safeguard the environment and public health.

PWD collaborates with municipalities to ensure comprehensive wastewater services, directly serving communities in Cape Elizabeth, Cumberland, Gorham, Portland, Westbrook, and Windham. This process is vital in protecting our water resources from pollution and preventing harmful contaminants from reaching local rivers, lakes, and coastal ecosystems.

Additionally, PWD's Industrial Pretreatment Program, the largest in the state, plays a critical role in environmental protection by working with industries that release waste into the sewer system.

Through our efforts in both water and wastewater services, PWD actively contributes to the long-term health of our watersheds, ensuring a sustainable future for the Greater Portland region.

## PWD BY THE NUMBERS



**8.7 million pounds**

Of pollution prevented from entering Casco Bay



**73**

Wastewater Pump Stations



**115 miles**

Wastewater Pipe



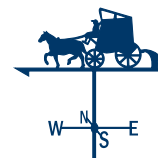
**20 million gallons**

Wastewater treated per day



**5**

Wastewater Treatment Plants  
(North Windham under construction)



Portland  
Water  
District

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