



Effective March 1, 2019, PWSA established new water and wastewater conveyance rates and tariffs. This is PWSA's first rate increase under the oversight of the Pennsylvania Public Utility Commission.

Under the approved rates, our average residential customers using 3,000 gallons of water per month will see their combined water and sewer bill increase by about \$8.87 per month. In addition to the new rates, our bill discount program for income-eligible households will be enhanced to provide a 75 percent reduction in monthly minimum charges. This is a discount of \$26.66 per month for the average residential water and sewer customer.

In total, the new rates will increase our yearly revenue by \$21 million. This additional funding will be directed to essential water, sewer, and stormwater investments throughout our service area. Unlike investor-owned utilities, PWSA does not have shareholders and does not generate a profit. Instead, PWSA's primary focus is on delivering the best possible service, at the lowest possible cost, for our customers.

Any amount of the rate increase that we do not spend in 2019 will be used to finance future infrastructure improvements or to reduce future rate increases.

Reliable, Accountable, & More

1. To responsibly and sustainably manage Pittsburgh's water – now and in the future
2. To provide safe, reliable water 24/7/365 to our customers, and to provide you with excellent customer service
3. To renew and upgrade our drinking water, stormwater, and sewer infrastructure to exceed all compliance standards
4. To prioritize public health and replace all lead service lines
5. To make water service accessible, through customer assistance to our lower-income customers and by continuing a moratorium on winter water shut-offs
6. To be accountable, accessible, and fully transparent to our customers
7. To fairly and equitably charge each customer based on their usage of our system
8. To be a valued regional environmental steward of our most precious resource – water



PWSA Microfiltration Plant located in Highland Park

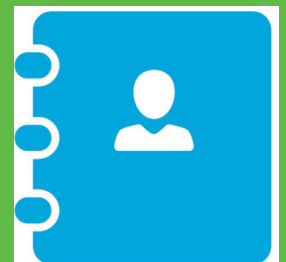
Stay in the know by giving us your digits

Did you know that we call customers during water emergencies and outages? Please verify that we have the best number to reach you. You can even add multiple numbers for your account, so your entire household is informed about our work.

HOW DO I UPDATE MY CONTACT INFORMATION?

Call PWSA Customer Service at **412.255.2423**, or visit **pgh2o.com** and click on **“Update Contact Info”**

PWSA is committed to maintaining and protecting the confidentiality and privacy of our customers and will not share your information with third party vendors.





Dear Pittsburgh,

Thank you for the opportunity to serve you. Make no mistake: Pittsburgh's water systems are YOUR water systems. Generations of Pittsburghers before us built them for you. You own them. We work to make our systems meet your expectations.

Our new rates are the foundation for rebuilding and upgrading the drinking water, stormwater, and sewer systems that will make future generations of Pittsburghers proud. Your ratepayer support will help us achieve our goals for PWSA, including transparency, accountability, reliability, affordability, and more. We are not naive – as a water utility, we have fallen short in the past. Our water systems were neglected for decades, starved of needed investment to keep them better maintained and modernized. Our customer service was not responding to customer needs and was not able to keep up with accurate billing.



However, we're embarking on a new chapter in our story, with new leadership, a new commitment to our customers, and new plans to move us into the future.

Our Customer Service has improved response times, we upgraded our phone system to improve our customer experience, are installing modern water meters capable of two-way communication, and are providing continuous training to improve the level of service customers are receiving. Within the past year we introduced a number of assistance programs like our bill discount program, winter shutoff moratorium, and cash assistance grants to help our most vulnerable customers pay their bills. We are working to expand our assistance to customers who need financial help.

We are primed to invest significantly in our water systems so we can provide safe, reliable water and sewer service, resilience against flooding and natural disasters, improved water quality, and a healthier environment. Our new rates place us on a strong financial footing that will allow us to invest at the levels necessary for a major infrastructure overhaul. We want Pittsburgh to take pride in our water. You own these systems, and they have served us well for more than a century. With renewed vision and leadership, we will restore PWSA to serve the public for the next century. We are your neighbors as well as public servants who work for you, so please let us know how we are doing when we see you around town. We want to get this right. This is our water, and our future.

Sincerely,

A handwritten signature in blue ink that reads 'Robert A. Weimar'. The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Robert A. Weimar
Executive Director

Current Rates

Effective March 1, 2019, charges for metered water and sewer conveyance will be determined and billed monthly, as follows:

Meter Size	Minimum Gallons	Minimum Charge: Water	Minimum Charge: Sewer	Total Minimum Charge
*5/8"	1,000	\$ 27.27	\$ 8.28	\$ 35.55
3/4"	2,000	\$ 44.37	\$ 16.77	\$ 61.14
1"	5,000	\$ 89.82	\$ 39.82	\$ 129.64
1 1/2"	10,000	\$ 175.30	\$ 82.24	\$ 257.54
2"	17,000	\$ 289.14	\$ 139.23	\$ 428.37
3"	40,000	\$ 641.48	\$ 317.57	\$ 959.05
4"	70,000	\$1,084.28	\$ 543.31	\$ 1,627.59
6"	175,000	\$2,558.16	\$ 1,302.21	\$ 3,860.37
8"	325,000	\$4,596.96	\$2,358.93	\$ 6,955.89
10" or larger	548,000	\$ 7,515.81	\$ 3,883.88	\$ 11,399.69

Fire Line Minimum Charge

1" or less				\$ 31.60
1 1/2" - 3"				\$ 83.30
4"				\$ 177.57
6" or greater				\$ 507.98

*Typical single-family residential meter size.

For every 1,000 gallons over the minimum, the rate will be the following:

Account Classification	Water Allocation	Sewer Allocation	Total Combined Rate
*Residential Property	\$ 11.04	\$ 7.43	\$ 18.47
Commercial Property	\$10.48	\$ 6.56	\$ 17.04
Industrial Property	\$ 8.81	\$ 5.98	\$ 14.79
Health or Education Property	\$14.32	\$ 8.21	\$ 22.53
Fire Systems (use other than reported fire – Rule 304.9)	\$ 13.49	\$ 9.17	\$ 22.66

*Average consumption for a single-family residence is 3,000 gallons per month.

Sample Bill

WATER	RATE
Water consumption is based on gallons of water consumed. All customers are charged for a minimum amount based on meter size. The average residential customer is billed for a 5/8" meter and 3,000 gallons of water each billing cycle.	
Minimum Water Charge (less than or equal to 1,000 gallons)	\$ 27.27
Volume Charge (for every full 1,000 gallons over the minimum, PWSA charges \$11.04)	\$ 22.08
SEWER	
The sewer rate is based on gallons of water released into the sewer system. The average residential customer is billed for a 5/8" meter and 3,000 gallons of water into the sewer system.	
Minimum Sewer Charge (less than or equal to 1,000 gallons)	\$ 8.28
Volume Charge (for every full 1,000 gallons over the minimum, PWSA charges \$7.43)	\$ 14.86
SUB-TOTAL	
PWSA bills on behalf of ALCOSAN for the treatment of wastewater. ALCOSAN's rates are separate from PWSA. Their rates are set annually and the amount that they charge for the treatment of wastewater is reflected in your bill from PWSA.	
PWSA Charges	\$ 72.49
ALCOSAN	\$ 29.38
TOTAL BILL	
PWSA and ALCOSAN	\$ 101.87

Ways to Pay

Convenient options to match your schedule



You can always mail your payment, but if you're running late or can't find a stamp, we offer many convenient ways to pay. From online bill pay, to remote one-time payments, or the ability to pay your bill in person at any **7-Eleven** or **Family Dollar** store, we strive to provide customers with options to match your schedule and lifestyle.

Please visit our website, pgh2o.com/pay, for more information about paying your bill. You may also pay in person at our administrative offices at **1200 Penn Avenue, Monday through Friday, from 8:00 am until 6:00 pm.**



Customer Assistance Program

Supporting our customers in need

Our Customer Assistance Program is designed to provide financial relief for low-income residential customers who are having difficulty paying their water and sewer bill. The following programs are administered by Dollar Energy Fund:

- **Winter Shut Off Moratorium:** December 1st through March 31st for customers who are at or below 250% of the Federal Poverty Level.
- **Bill Discount Program:** 75% reduction of minimum monthly water and wastewater conveyance charges for customers at or below 150% of the Federal Poverty Level.
- **Cash Assistance Program:** Cash grants up to \$300 per year for customers at or below 150% of the Federal Poverty Level.
- **Private Lead Line Replacement Community Environmental Project:** Lead line replacements for customers who are at or below 250% of the Federal Poverty Level. *Funds for this program are available from a settlement of an enforcement action between PWSA and the Pennsylvania Department of Environmental Protection.

For more information about the Customer Assistance Program, please visit pgh2o.com/CAP or call Dollar Energy Fund at **866.762.2348**.



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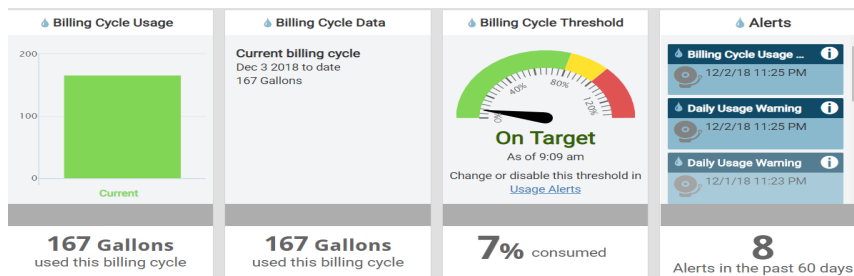
Chatón Turner
Member

Executive Director

Robert A. Weimar

Our Customer Usage Portal is live!

Monitor your water use in real-time and set customized, automated usage alerts. You can even authorize multiple users, such as tenants, to receive usage alerts. Setting usage alerts can help detect costly water leaks in your property.



To sign up for this service:

1. Go to pgh2o.com and click on **USAGE ALERTS**
2. Click "Need to set up an account?"
3. Enter your email address, and click the link provided in an email that you will receive from the portal.
4. Type your full 14-digit account number and meter serial number.
5. Add your cell phone number to receive important alerts via text message and create a password.
6. Use your email address and password to log in.
7. Tour the portal, and set usage thresholds for email and/or text alerts.

Stay in touch with PWSA

Sign-up for news and announcements.

PWSA wants to have an ongoing dialogue with our customers and the Pittsburgh community. Join our mailing list at pgh2o.com/subscribe to receive press releases, our monthly newsletter, and other announcements you won't want to miss.

- ✉ pgh2o.com/subscribe
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Penn Liberty Plaza 1
1200 Penn Avenue
Pittsburgh, PA 15222

Customer Service:
412.255.2423
info@pgh2o.com

The Pittsburgh Water & Sewer Authority (PWSA) found high levels of lead in drinking water in some homes.

For more information, please call PWSA at **412.255.8987** or visit lead.pgh2o.com.

If you do not have access to a computer, visit your local library branch and they will help you connect for free. PWSA can also provide paper copies of information upon request.

Visit the EPA's website for more on lead in drinking water: epa.gov/lead.