



Understanding your new bill

- A Installment/Contact Info:** We are ready to serve your water/wastewater needs. If you are on a payment plan, the amount owed will appear here.
- B Total Balance:** Equals your account balance after previous payments are subtracted from your prior balance and current charges are added.
- C Total Gallons Used:** Displays the total gallons of water used during this service period.
- D Average Gallons Used:** Shows the average amount of gallons of water used per day.
- E Calculation of Water/Wastewater Conveyance Charges:** See the calculation of your water and wastewater conveyance charges.
- F Allegheny County Sanitary Authority (ALCOSAN) Charges:** Contact ALCOSAN for an explanation of their rates: www.alcosan.org/our-customers/understanding-your-bill.
- G Meter Readings and Usage:** See previous and current meter readings with usage (in thousands of gallons) over days of service.
- H Ways to Pay:** We offer various ways to pay your PWSA bill for your convenience.
- I Customer Assistance Program Info:** Call Dollar Energy Fund to explore our customer assistance programs: 1-866-762-2348.
- J PayNearMe Option:** Pay your bill at participating Family Dollar or 7-Eleven stores.

Billing Statement for JOHN SMITH
Service Location: 123 WATER ST

Billing Summary

PRIOR BALANCE	PAYMENTS	ACCOUNT BALANCE	CURRENT CHARGES	TOTAL BALANCE
\$235.93	\$235.93	\$0.00	\$130.91	\$130.91

My Water Usage
Average Monthly Usage in 1,000 Gallons

C 4,000 Total gallons used this period
D 137 Average gallons used per day
4,000 Gallons / 29 Days = 137 Average Daily Gallons

Bill Date: 04/07/2020
Account Number: 1234567-1234567

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Need Assistance?
Contact Center: 412-255-2423 - Press Menu Option #5
Pay-By-Phone: 24 hours a day / 7 days a week
888-601-3007

Making the switch to eBilling couldn't be easier.

Enrolling in paperless billing is quick and easy. Sign up today at www.pgh2o.com/ebilling

1200 Penn Avenue, Pittsburgh, PA 15222

JOHN SMITH
123 WATER ST
PITTSBURGH PA 15222-4216

MAKE CHECK OR MONEY ORDER PAYABLE TO: PWSA

1766

Account Number: 1234567-1234567

Due on 04/27/2020

TOTAL BALANCE \$130.91

AMOUNT ENCLOSED

Thank you for being a valued customer.
It is our pleasure to be of service to you and the community.

My Billing Details

Previous Balance	\$235.93
Payment - 03/09/2020 - Thank You	- \$130.91
Payment - 03/20/2020 - Thank You	- \$105.02
Current Charges	\$130.91
Total Due On or Before 04/27/2020	\$130.91

Current Charges \$130.91

PWSA	\$27.27
Water Minimum	\$33.12
3,000 gallons @ \$11.04 per 1,000 gallons	\$8.28
Wastewater Conveyance Minimum	\$22.29
3,000 gallons @ \$7.43 per 1,000 gallons	

ALLEGHENY COUNTY SANITARY AUTHORITY Charges billed on behalf of ALCOSAN. \$39.95

Sewage Treatment

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H Did you know that you can pay your PWSA bill for free? Enroll in paperless billing, sign up for Zipcheck, mail or drop off your bill with payment in our offices Monday through Friday from 8 AM to 6 PM.

The Pittsburgh Water and Sewer Authority
1200 Penn Avenue, Pittsburgh, PA, 15222

Pay-By-Phone
1-888-601-3007 - 24 hours a day / 7 days a week

Customer Service
412-255-2423 - Press Menu Option #5
info@pgh2o.com

Water/Sewer Emergency
412-255-2423 - Press Menu Option #1

Customer Assistance Program
Dollar Energy Fund - 1-866-762-2348

Having difficulty paying your PWSA bill? Call the Dollar Energy Fund to see if you qualify for:
1) Protection from shut-off in winter months
2) Discount on your fixed, monthly PWSA charges
3) A cash grant to help pay your past due charges
4) Private side lead line replacement

Visit us online at www.pgh2o.com for more information or to view a current rates schedule.

Please register any questions or complaints about your bill prior to the due date.

My Meter Readings

Meter #: 0096011390	Type: Residential
Current:	1,839,000 04/02/2020 Actual
Previous:	1,835,000 03/04/2020 Actual
Usage:	4,000
Days of Service:	29

J

FAMILY DOLLAR

Pay CASH AT PARTICIPATING FAMILY DOLLAR OR 7-ELEVEN STORES

\$1.49 PayNearMe convenience fee will be added. Bring this notice with you to make payment. Visit www.paynearme.com for a list of participating locations near you.

Family Dollar Team Member Instructions

- Scan barcode below
- Key in amount customer wants to pay and press Total
- Collect payment from customer
- Tender the transaction
- Provide customer with receipt

Customer: For assistance call CCTS at 866-377-6420

7-Eleven® Sales Associate Instructions

- Add customer amount to load
- Press LOAD button
- Scan barcode and collect payment
- Return Payee and provide receipt

Customer or Sales associates call (888) 714-0004 for help 24/7.

PayNearMe is a trademark of PayNearMe, Inc. patents pending. Subject to terms of use at www.paynearme.com

Other convenient ways to pay:

- One-time payments by visiting www.pgh2o.com
- Go Green, make payments for free, view bills, manage account Sign up for eBilling today.
- Pay by telephone 412-255-2423 option 2.

PLEASE MAIL TO BELOW ADDRESS.

PWSA
PO BOX 747055
PITTSBURGH, PA 15274-7055