

CURRENTS

New Year, New Billing and Payment Options!

We're kicking-off 2021 with an improved billing and payment portal that makes receiving and paying your bill more streamlined, easy, and convenient.

The new payment portal, which fully launches on January 5th, is intuitive to use and provides customers with a variety of options to pay their bill. It features two distinct portals for paperless billing and one-time payments, expanded options for retail payment locations, and improved automated prompts when paying by phone.

We initiated this project to modernize our billing system, provide customers with an easier way to manage their account and pay their bill, and to offer more convenient payment options. The new portal is a vast improvement from our former bill pay system, and we want customers to be aware of these changes as we prepare for the launch of this new resource.

If you're already using paperless billing, you will appreciate the enhanced options to easily view your bill and manage your account. Those enrolled in the former system will receive an email from ebilling@pgh2o.com to confirm their account in the new portal. All information except payment card information will transfer. The portal provides clear instructions, searchable FAQs, and features built-in language translation, so those new to paperless billing will find it easy to enroll and complete tasks.



Using the new EZ-PAY portal, customers can make quick, one-time payments online without having to login or enroll in paperless billing. Simply access the portal from our website and follow the steps to submit your payment.

If digital payment methods are not of interest, our new retail cash payment system will work at more locations to provide additional options for paying your bill. Customers may also pay by phone by calling Customer Service and pressing 2. Follow the automated prompts to complete the payment and have your account number, billing zip code, and method of payment available.

Customers not enrolled in paperless billing will continue to receive their statements by mail. You can always mail

your payment or utilize the EZ-PAY portal to make a one-time payment. If you enroll in paperless billing, you opt out of receiving statements from us by mail.

To help customers with the transition, step-by-step instructions for how to use the new payment portal are available on our website at pgh2o.com/new-bill-pay. Please review this information before it launches in January.

The new billing and payment portal is one of many recent projects to offer improved and modern services to customers. We encourage you to explore the new portal once it goes live and hope that you'll find that the enhanced options for viewing and paying your bill are easier and more convenient to use.

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COMING UP:

2021 Board Meetings

January 22
February 26
March 26
April 23
May 28
June 25
July 23
August 27
September 24
October 22
November 19
December 17
Meetings begin at 10:00am and are open to the public. Due to COVID-19, meetings will be held via teleconference until further notice. Visit pgh2o.com/events-meetings for the most updated information.

Due to restrictions on events from COVID-19, meetings may be tentative or postponed. For the most updated information, please visit our website at pgh2o.com/events-meetings



DIRECTOR'S CUT

By Chief Executive Officer Will Pickering

Looking Back on 2020 and the Work Ahead

2020 was a year, unlike any other. Punctuated by the pandemic, it forced us to quickly adapt to a new reality while delivering safe and reliable water services. Our top priority was the health and safety of our workforce and our customers.

With these realities in mind, our board voted unanimously to suspend water shutoffs and we waived many of the requirements to enroll in customer assistance programs. Regardless of ability to pay, customers were protected with access to necessary water services.

Despite these challenges, we continued to perform in many notable areas. This summer, lead levels throughout Pittsburgh fell into compliance at 5.1 parts per billion (ppb). This is approximately 10ppb below the state and federal lead action level of 15ppb and are the lowest lead levels Pittsburgh has experienced in 20 years.

The lower lead testing results demonstrate the effectiveness of adding orthophosphate to our drinking water treatment process. In addition, we continued to aggressively replace lead service lines, are monitoring our water treatment improvements, and are working towards our goal of replacing all lead service lines by 2026.

This fall we completed two prominent projects in Highland Park. We restored service to the [Microfiltration Plant](#) (MFP) and completed the restoration of the [parapet wall](#) around the open Highland I Reservoir. With the completion of these projects, we have improved security around the reservoir, are meeting stricter state water quality standards and have a redundant water system that can better distribute water throughout our entire service area.

The completion of two [bond transactions](#) provide a sustainable financial outlook for PWSA. With this funding in place, we have the financial resources to implement our \$1.2 billion [Capital Improvement Plan](#) (CIP). Additionally, we secured a \$65,220,000 loan from the Pennsylvania Infrastructure Investment Authority (PENNVEST). Its low-interest rate of one percent will reduce our costs and in the long-term, generate savings for customers.

Our [Customer Assistance Programs](#), established in 2018, support our most vulnerable customers. When the [new rates](#) go into effect on January 14th, so will several enhancements to these programs to simplify the enrollment process and expand accessibility to more customers.

The discount available through the Bill Discount Program will increase from 75% to 100% on fixed-monthly charges and an additional reduction on water usage is available for very low-income customers enrolled in the program. Those customers enrolled in this program and using up to 5,000 gallons of water per month will see a reduction in their total monthly bill.

Additionally, we are expanding eligibility for the Winter Hardship Moratorium to customers at 300% of the federal poverty level and will launch PGH2O Cares, an expanded outreach program to increase enrollment and help customers reduce their bills.

We are proud of these achievements and recognize that this begins a new era at PWSA – one that strikes a balance between the needs of our customers and the improvements we need to make to our water and sewer systems.

As we enter the new year, my priority as Chief Executive Officer is to rebuild trust and re-establish our credibility with customers. Past behavior and mistakes can no longer be an excuse. We have much work to do and the organization is equipped with the resources, talent, and focus to provide our ratepayers with the water services they expect and deserve. This is our resolution to you. On behalf of PWSA, I wish you and your families a safe and happy holiday season.

“As we enter the new year, my priority as Chief Executive Officer is to rebuild trust and re-establish our credibility with customers.”

Going above and beyond!

Superb Superintendent

Earlier this month, a customer informed us of his satisfaction with Superintendent of Sewers, Mike Dusch. He said that Mike and his team provided images and video of an inspection that were key to resolving a sewer lateral issue. Also, Mike joined a conference call with the customer's private plumber to further explain our findings.

"Mike was incredibly helpful and professional. As a PWSA customer, I'm really grateful for his work, and wanted to let you know," wrote the customer.

Thank you, Mike, for your consistent dedication to our customers!

Amazing Aileen

Ruth from the North Side reached out to us to praise Customer Service Representative, Aileen Evans.

"I appreciate Aileen and I'm glad that Aileen has some humbleness to her," said Ruth.

Thank you for upholding our high standard of quality service, Aileen!

WHAT PEOPLE ARE SAYING

Fantastic Facchiano

We received an email from a customer praising our storm drain replacement contractor, Michael Facchiano Contracting, Inc.

She wrote, "One of your workers carried my groceries a whole block to my house for me since I couldn't get my car through. It was so kind of him!"

These above-and-beyond efforts of our contractors are greatly appreciated as we continue to make critical upgrades no matter rain, shine, or snow. Keep it up!



PWSA Begins Water Main Work in Hazelwood

Beginning this month, PWSA crews will replace water mains and lead service lines in the Hazelwood neighborhood. This project is part of the larger 2020 Small Diameter Water Main Replacement project, which will replace a total of 15 miles of old pipe in 10 different Pittsburgh neighborhoods.

PWSA hosted a community meeting on November 12 to inform community group leaders and other stakeholders about the project. The project team also joined the Hazelwood Initiative on December 8 to provide a presentation on the project and answer questions from residents.

Learn more about the project at: pgh2o.com/HazelwoodWaterMains.

Learn more about our 2020 Water Main Replacement Project at: pgh2o.com/2020-water-main-replacement-project.



The Civic Leadership Academy Goes Virtual

The CLA is an 11-week course giving city residents an opportunity to learn about their local government.

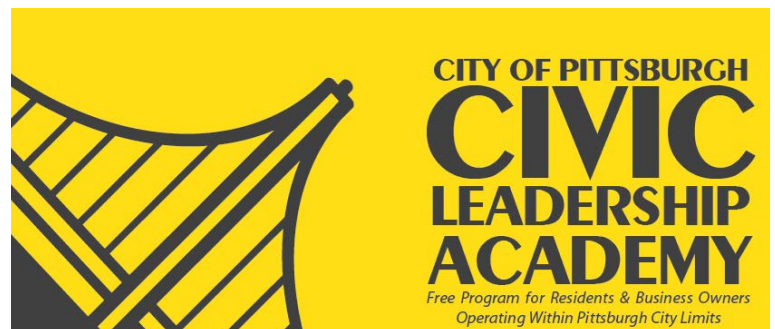
This unique program was created to foster informed, effective, and inspired community leadership. It is taught by leaders and employees of city government and authorities to share what services, operations, and resources the City provides in and for our communities; including tours, hands-on demonstrations, and informational activities that give participants an insider view of how the City of Pittsburgh operates.

The class usually meets at our Water Treatment Plant in Aspinwall for a tour and demos, but as a precaution during Covid, the class switched to a virtual platform. It was still a successful and engaging evening, and we hope to return to the full on-site experience in 2021!

Chief Executive Officer Will Pickering introduced our executive staff, which included Director of Finance, Ed Barca; Director of Engineering and Construction, Barry King; Director of Administration, Julie Quigley. The team presented information on the history of the Authority, capital improvement projects, finance and rates, as well as our extensive Customer Assistance Programs and updated billing and payment platforms.

To watch the video of the class, tune into the [City Channel Pittsburgh's YouTube site](#).

Apply to the CLA program, on the City's website at pittsburghpa.gov/servepgh/cla/participate.



Neighbors Helping Neighbors

A donation to PWSA's Hardship Grant Program will help local families struggling to pay for water services.

Pittsburgh is a place where the promise of a farkleberry cookie inspires many to give to Children's Hospital, where Snow Angels answer the call and help clear walkways for seniors, and where Pittsburghers always donate toys and coats and turkeys to help other families through a difficult time. Pittsburgh is a city of helpers, especially during these uncertain times, and the Pittsburgh Water and Sewer Authority is proud to provide an additional way where we can help one another.

No one should have to choose between paying their water bill and other essential expenses. Pittsburgh residents can now contribute to PWSA's Hardship Grant Program, which directly benefits local families who are struggling to pay for basic water services.

Since 2018, the Hardship Grant Program has helped more than 370 Pittsburgh households maintain essential water services. The grant program was established to provide income-eligible customers with annual cash assistance to put towards their monthly water bill. We have currently distributed more than \$91,000 through the program and award an average household grant of \$285.

Many more Pittsburgh families are eligible for the Hardship Grant Program and our other customer assistance programs. With current funding, we estimate that 1,183 households could benefit from the Hardship Grant Program. Pending approval from the Pennsylvania Public Utility Commission (PUC), we are planning to implement an expanded customer assistance outreach program in the new year to increase enrollment in our programs and help customers reduce their bills.

People in Household	150% of 2020 Federal Poverty Level — Monthly	150% of 2020 Federal Poverty Level — Yearly
1	\$1,595	\$19,140
2	\$2,155	\$25,860
3	\$2,715	\$32,580
4	\$3,275	\$39,300
5	\$3,835	\$46,020
6	\$4,395	\$52,740
7	\$4,955	\$59,460
8	\$5,515	\$66,180
Each additional add:	\$560	\$6,720

*The 2021 Federal Poverty Income Guidelines will take effect on February 1, 2021 and will remain in effect for the remainder of the program year.

As PWSA works to make necessary improvements to our water and sewer infrastructure, customer protections and ensuring customers can afford water service are priority issues. Our Hardship Grant Program can make a tremendous difference in the lives of many of our customers while reflecting Pittsburgh's values of helping one another.

Your donation to the Hardship Grant Program will be distributed in the form of financial aid to our income-eligible customers receiving water and wastewater services. Grants are dispersed on a first come, first served basis to eligible families with a gross household income that is at or below 150 percent of the Federal Poverty Level. This means that a family of four making \$39,300 qualifies for assistance. Households can receive a grant once every 12 months up to the maximum amount of \$300.

The Hardship Grant Program, like our other customer assistance programs, is administered by Dollar Energy Fund. Donations to the Hardship Grant Program are tax-deductible. Those interested in donating to the grant program can do so [online](#), by calling Dollar Energy Fund at 866-762-2348, or by mailing a check to PO Box 42329, Pittsburgh PA 15203 and indicating that the donation should go towards PWSA's Hardship Grant Program.

Learn more at: pgh2o.com/give.



Media Coverage

New path along Washington Boulevard meant to keep cyclists, pedestrians safe,
Post-Gazette

Pittsburgh Water and Sewer to sell \$94 million,
The Bond Buyer

Utility Commission Slashes PWSA's 2021 Rate Increase, Expands Shut Off Protections,
WESA

"If you are thinking about making charitable donations this year, we hope you will consider helping another Pittsburgh family access one of the most basic needs: water."

PWSA Chief Executive Officer,
Will Pickering

Employee Spotlight

After years of experience through private-sector consulting, Toby Stutzman joined PWSA as the new Senior Group Manager of Wastewater to improve our wastewater infrastructure's maintenance and rehabilitation.



As a University of Pittsburgh Civil Engineering graduate, Toby found employment with a local consulting firm to begin his career. Toby spent several years as a civil engineer, managing projects directly affiliated with PWSA and became familiar with our initiatives and programs.

By working with PWSA on several wastewater projects throughout the city, he gained an interest in the organization's culture, which would ultimately lead him to pursue a career with the Authority. Toby saw a blueprint for a promising future within the organization and made the decision to join.

In his new position as Senior Group Manager of Wastewater, Toby has an integral role in improving current programs to rehabilitate Pittsburgh's wastewater infrastructure.

Toby's focus is on improving and expanding ongoing projects that have a direct impact on our wastewater service to the public. For years, PWSA

had primarily responded to issues reactively. The team has since implemented programs to become proactive in predicting problem areas and addressing these issues before significant problems arise. The Small Diameter Pipes, Large Diameter Pipes, and the Sewers Under Structures programs aim to replace identified areas of pipe that have the potential for problems in the future. These issues will help predict where challenges exist and where the team should spend resources and focus their efforts on rehabilitating those pipes before a failure occurs.

Toby recognizes that "PWSA has in the past been reactionary in addressing wastewater issues, and the goal is to become proactive."

Most of Toby's time is spent identifying newer and improved methods to rehabilitate the existing system. Maintaining communication has been prioritized throughout the Covid-19 pandemic for Toby and his team. As he transitioned to the project planning side, he recognized the importance of maintaining direct communication with field teams to ensure that issues were handled efficiently.

Toby enjoys outdoor recreational activities outside of the office, such as running, biking, and riding his motorcycle. He plans to spend his free time skiing and enjoying outdoor activities around Pittsburgh during the upcoming winter.

"What drew me to PWSA was the culture of the organization, and the direction the company is going in the future."

Job Postings

Interested in working at PWSA?
We are looking for dedicated and
talented people to join our team.

Laboratory Manager

Water Quality and Compliance

Plant Operator

Water Quality & Production

Electrician

Water Quality & Production

Project Manager

Engineering & Construction

Associate Project Manager

Engineering & Construction

Inspector II

Engineering & Construction

Steamfitter

Field Operations

Plumber

Field Operations

Customer Service Representative (Full-time and Part-time)

Customer Service

New Hires

WELCOME ABOARD!

Daniel Dietrich

Associate Project Manager

Duygu Altintas

Associate Project Manager

Promotions

CONGRATULATIONS!

Benjamin Grunauer

Engineer III

Andrew Hildebrand

TV Truck Specialist

Brian Randall

TV Truck Specialist

Michel Kovacic

Vactor Operator

“The secret to our
success is that we pride
ourselves in going to
exceptional lengths to
acquire the best talent.
By putting our employees
first, we provide a
workplace that allows you
to foster your career and
expand your skills.”

PWSA Senior Manager, Human Resources
Kelly Morgano

Visit pgh2o.com/about-us/careers to learn more.

District Report: Over Four Miles of New Water Mains and Sewer Rehab in District 5

Glen Hazel, Greenfield, Hays, Hazelwood, Lincoln Place, New Homestead, Regent Square, Squirrel Hill South, Swisshelm Park

As part of its 2020 Small Diameter Water Main Replacement Project, PWSA is replacing water mains in the Greenfield/Squirrel Hill neighborhoods as well as Hazelwood. With over three miles of water mains in Greenfield/Squirrel Hill and just over a mile of mains in Hazelwood, this project will bring improved water quality and reliability to homes and businesses on these streets. *(See article on page 4)*

This work will also involve the replacement of all lead service lines found attached to the old water mains. To determine the optimal locations to find and replace lead service lines, PWSA has been assessing historical construction records, Census data, and blood lead records from the Allegheny County Health Department (ACHD). These data points are overlaid and weighted to ultimately determine which areas of the city contractors should inspect and replace lead lines where found.

Work in Squirrel Hill began in the fall and is approximately 33% complete. Crews anticipate to be complete in the area in Spring of 2020. Work in Hazelwood is beginning this month and will also be completed in Spring 2021.

Learn more about the project at: pgh2o.com/HazelwoodWaterMains.

Learn more about our 2020 Water Main Replacement Project at: pgh2o.com/2020-water-main-replacement-project.

Sewer Rehab in Lincoln Place

Since early Summer 2020, PWSA has been hard at work in the Lincoln Place neighborhood completing a series of sewer upgrades. This \$2.9 million project, taking place in the Lincoln Place neighborhood of the City of Pittsburgh, will line approximately five miles of aging sewers, repair broken sewers, relocate storm drains, and separate combined storm and sanitary sewers where needed. Work will be completed at numerous locations throughout the neighborhood and residents will be notified via letter, robocall, door hanger, or a

combination of the three, when work may impact them. Lining and repairing these sewers will extend the life of the sewer system and ensure better service to our customers.

This project, formally named the “31st Ward Sewer Project” will be a multi-year effort to upgrade this portion of our sewer system, including two pump stations in the area. This will amount to an over \$13 million dollar investment in the neighborhood.

Learn more at: www.pgh2o.com/31st-Ward-Sewers.



Crews install new sewer manhole on Keefe Street

2020 Capital Spending

Advancing the design of critical water infrastructure projects

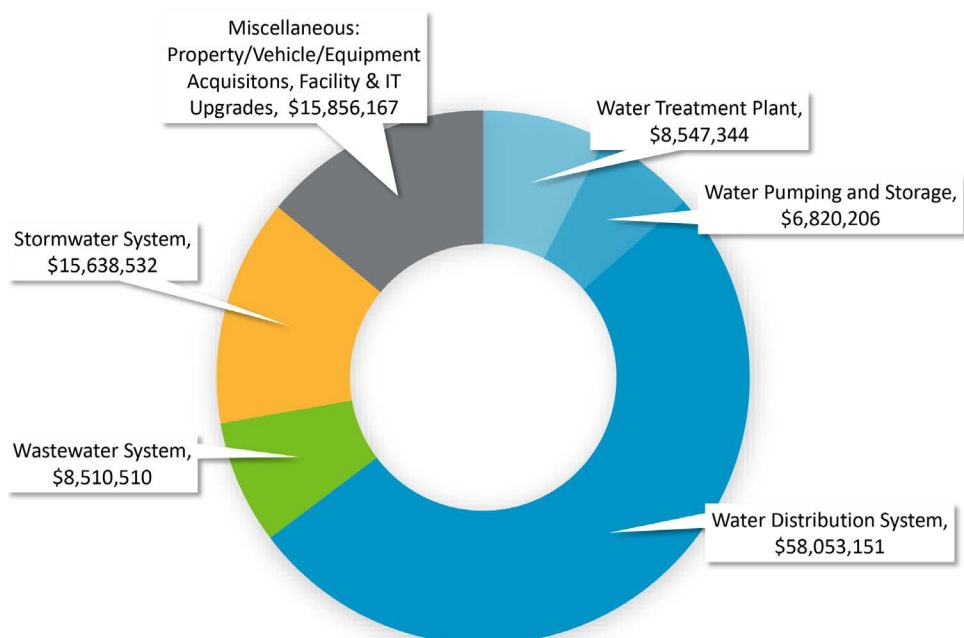
As of December 10, PWSA has spent \$113,425,910 on infrastructure improvements in 2020. While surface restoration is where we continue to see the most amount of capital spending, there are other areas within our capital program where spending is increasing.

This report highlights the design of the Bruecken Pump Station Rehabilitation Project (associated with the Pumping and Storage category).

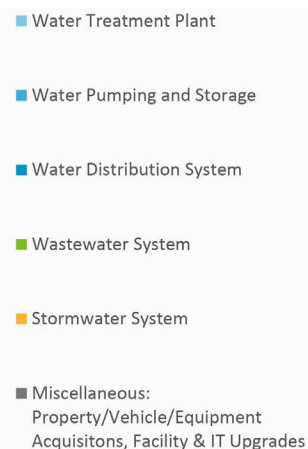
The rehabilitation of the Bruecken Pump Station is part of a series of critical water infrastructure projects that will renew key components of our water production and distribution systems. The design for this facility, as well as the design for the Aspinwall Pump Station and the Highland Pump Station, are underway. These projects will modernize our water infrastructure, improve service reliability, and ensure operational efficiencies throughout our water distribution system. Rehabilitating these pump stations are a few of the projects that will lead to the replacement of the century-old chlorination facility known as the Clearwell.



The Bruecken Pump Station was built in 1931. It pumps water from its location along the Allegheny River to either the open Highland I Reservoir or the Highland II Reservoir. From there, water is distributed to customers served by these portions of our drinking water system.



Capital Spending 12/10/2020



Digging Into Development

Residential Permits

As promised, this month we are discussing a single-family home tap permit, also known as a residential permit. A connection to the public water and sewer system is required when constructing a new house. Some U.S. cities have water departments that are a part of the building department. In Pittsburgh, PWSA is a distinct authority. Due to this distinction, a water and sewer connection permit is required separately from a building permit. A third permit from the Allegheny County Health Department (ACHD) is required before connecting your plumbing to PWSA's public mains. Let's break down what PWSA is looking at when reviewing this permit with hopes of demystifying the process.

Single-family homes are much less complicated and have less impact on our water supply and sewer collection than a larger development. We simply require less information when applying for this type of permit, which is why we can issue them over-the-counter. When an application is submitted, our engineering technicians make sure a public water main and sewer main are available for connection. Our entire public system is mapped digitally in a Geographic Information System (GIS). The techs print out the maps for the applicant and issue the permit after the fee is paid. How those connections to the public mains are made is what is of interest to PWSA. When the hired plumber is ready to make that connection, they call our Operations Division to

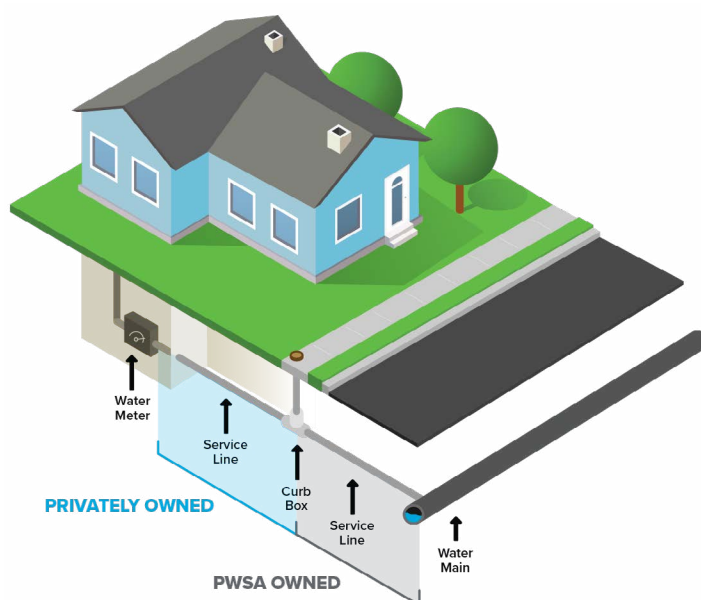
witness and inspect the work. You now have water and wastewater service at your house!

ACHD plumbing permits are issued for the water service line, sewer laterals, and any plumbing inside the house. All ACHD permit reviews and inspections are scheduled separately from PWSA. Still, they may occur on the same day, depending on the work scope and schedule.

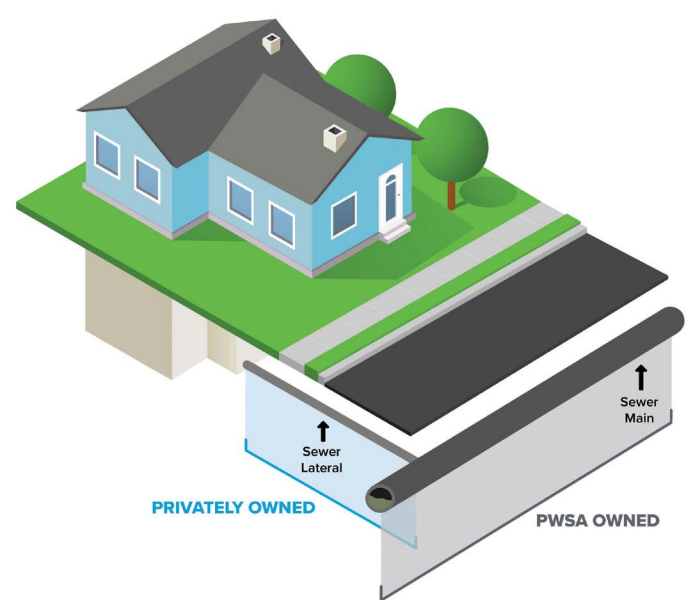
The homeowner bears the costs associated with the construction and connection of the water service lines and sewer laterals to the public mains. After the connection is made, PWSA owns and maintains a portion of the water service line from the curb box (the shutoff valve) to the public main. PWSA also owns and maintains your water meter. Check out our graphics below to get a better grasp on how this works. Customers are responsible for the maintenance of the entirety of the sewer lateral. Proactively clearing roots and keeping obstructions away from your sewer line goes a long way in preventing costly repairs in the future.

Let's end with some stats: 44 over-the-counter residential permits were issued in 2020. That is 12% of the total permits issued and 10% of over-the-counter permits.

Learn more at pgh2o.com/developers-contractors-vendors/permits/residential-permits.



Graphic depicting which portions of a water service line are owned by PWSA and the property owner. PWSA owns from the curb box to the main and the homeowner owns from the curb box to the house.



Graphic depicting which portions of the sewer lines are owned by PWSA and the property owner. The sewer lateral is owned by the property owner from the property to the main. The sewer main in the street is owned by PWSA.



WATER WISE

Protect Your Pipes!



Harsh winter temperatures can cause your pipes to freeze or even break. Water expands when it freezes, which places a tremendous amount of pressure on your plumbing system.

Follow these simple steps to protect your pipes this winter:

- Check frequently to make sure pipes are not frozen by opening and turning on taps in your home. Allow water to drip slightly from your faucets if your pipes tend to freeze.
- Insulate pipes, faucets, and water meters in cold areas of your home. If you have pipes in the attic, an unheated garage, or crawl space under the house, wrap pipes before temperatures drop.
- Seal off access doors, air vents, and cracks. Winter air that enters a home through any opening can quickly freeze exposed water pipes.
- Before temperatures drop, remove, drain, and store outside garden hoses. Close the internal valves that control the water supply to the outside hose spigot. Then, open the outside hose spigot to allow any remaining water to drain.
- If leaving your home for an extended period, consider closing your main water shut-off valve and draining the system by opening all faucets and flushing the toilets. To shut off individual fixtures, check for valves under sinks and behind toilets. You can also call us at 412.255.2423 to have us shut water service at the curb to avoid a minimum monthly charge.

Learn more at pgh2o.com/protecting-your-pipes.



Winter Tips for Green Stormwater Infrastructure

Green stormwater infrastructure such as rain gardens, permeable pavement, and rain barrels mimic nature to capture, store, and filter stormwater. Even when plants are dormant during winter, green infrastructure continues to function, helping to reduce flooding and river pollution. However, improper handling of snow and ice can damage our public green stormwater projects and residents' private rain gardens or rain barrels.

Follow these tips to protect green infrastructure during winter:

- Do not overapply de-icing salt or sand on sidewalks or streets, especially next to green infrastructure. De-icing salts can harm plants and water quality, while sand can clog rain gardens and permeable pavement.
- Do not plow or shovel snow piles next to or on top of green infrastructure, since piles block stormwater flow and crush plants and soil.
- Make sure rain barrels are completely drained and spigots are left open to prevent freeze damage. Switch downspout diverters to bypass the barrels so that stormwater drains through the downspout. If storing barrels outside, cover with a tarp.



Our Centre and Herron stormwater project in the Hill District this fall.

Learn more at pgh2o.com/help-manage-stormwater.



Customer Assistance Program

Our Customer Assistance Programs are designed to provide financial relief for income-qualified residential customers who are having difficulty paying their water and sewer bill.

For more information about our programs, including the Winter Shut-off Moratorium, Bill Discount, Cash Assistance, and Free Private Lead Line Replacements, please visit pgh2o.com/CAP or call Dollar Energy Fund at 866.762.2348.



Do We Have Your Number?

Did you know that we call customers during water emergencies and outages? It is important to 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: 412.255.2423 (Press 5)

Or visit our website: pgh2o.com/pay

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

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