

CURRENTS

Stay Informed About Water Service Disruptions

Update your contact information for notification of water emergencies and outages.

To minimize surprises caused by potential water main breaks, we encourage all customers to update their contact information so we can notify you of any service disruptions.

How are customers notified?

Water main breaks can occur any time of year but are more likely to happen in the winter due to colder weather, freezing conditions, and sudden changes in temperatures. Other factors, such as the age of a pipe, the material it is made of, and accidents can also lead to a break. We understand how disruptive these breaks can be, which is why we make it a priority to notify customers as soon as possible.

Customers are notified via robocall and all service disruptions are placed on our website at pgh2o.com/service-outages. When an outage is planned, a robocall is issued in advance of the work. In the event of an emergency where repairs are often made the same day, a robocall is issued as soon as possible. Any outages that



A broken water main prior to being shut off for repair.

last longer than originally estimated or get rescheduled, updates are provided via a follow-up robocall and on our service outages webpage.

Why is it necessary to shutoff water during a repair?

When our Operations Department responds to a water main break, our crews deal with pressurized water that needs to be shut off to safely make the needed repair. Turning off the water within the impacted area allows our crews to coordinate and complete the necessary work to fix the pipe and restore service to customers.

Help report water emergencies.

Winter water main breaks can become hazardous and cause icy conditions. If you notice a break, please contact our 24/7 Emergency Dispatch at 412-255-2423 (press 1). They will record your information to start the emergency process and notify Operations of the break. If needed, we will deploy our salt trucks or plow the area where the break occurred.

We appreciate your help in notifying us of any service disruptions. This enables us to respond quickly, minimize disruptions and return service to normal.

Next Board Meeting: March 26

For a complete list of PWSA's board and community meetings, please visit pgh2o.com/events-meetings.

Following COVID-19 restrictions, meetings are held virtually and may be tentative or postponed.

“We are committed to keeping our customers informed when we’re repairing water mains. Customers can ensure they receive the latest information from PWSA by providing their up-to-date contact information.”

PWSA Chief Executive Officer,
Will Pickering

UPDATE YOUR CONTACT INFORMATION:

Visit our website: pgh2o.com/update-contact-info

Call PWSA Customer Service: 412.255.2423 (Press 5)

Join our email list to get the latest news and updates.

Signing up is simple at pgh2o.com/subscribe.





Customer Assistance Programs

Supporting our customers in need

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. 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 300% of the Federal Poverty Level (FPL).
- **Bill Discount Program:** 100% reduction of minimum monthly water and wastewater conveyance charges for customers who are at or below 150% of FPL.
- **Hardship Grant Program:** Cash grants up to \$300 per year for customers at or below 150% of FPL.
- **Lead Service Line Reimbursement Program:** PWSA will assist customers with the cost of private lead service line replacement. For more information, visit lead.pgh2o.com/leadreimbursement.

For more information about the Customer Assistance Program, 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?

Visit our website: pgh2o.com/update-contact-info
Or call PWSA Customer Service: **412.255.2423 (Press 5)**

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

Penn Liberty Plaza 1
1200 Penn Avenue
Pittsburgh, PA 15222

Customer Service
T 412.255.2423 (Press 5)
F 412.255.2475
info@pgh2o.com

Emergency Dispatch
412.255.2423 (Press 1)
Available 24/7

[linkedin.com/company/pgh2o](https://www.linkedin.com/company/pgh2o)

[@pgh2o](https://twitter.com/pgh2o)

[facebook.com/pgh2o](https://www.facebook.com/pgh2o)

[nextdoor.com](https://www.nextdoor.com)



PGH₂O
WATER WISE

Remove Snow and Ice Responsibly



Melting snow and ice can cause problems as stormwater runoff. When the ground is frozen at the surface during winter, it is difficult for soil to absorb melting snow. This presents a unique flooding challenge. In addition, the presence of environmentally harmful chemicals in de-icing salt makes winter runoff a significant risk to the health of our rivers and streams.

Try these tips to help reduce flooding and pollution:

- **Clear out snow surrounding your downspouts.** This will allow melting snow from your roof to flow instead of collecting at your foundation, which can help prevent basement flooding.
- **Do not pile snow on top of storm drains.** Clear off any blocked storm drains near your property.
- **Pile snow where it is most likely to be absorbed by the ground when it melts.** For example, choose areas that are relatively flat or do not typically pond during rainstorms.
- **Do not over-apply de-icing salt or sand.** Shovel or plow before salting.
- **Use less-toxic ice removal methods.** For example, mix beet juice with de-icing salt to reduce salt use and lower the freezing point.

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