

# CURRENTS

## INFRASTRUCTURE INVESTMENT = BETTER WATER FOR ALL



Completing the orthophosphate facility in Highland Park (pictured above) was a major investment in our water treatment process. It has accelerated our ability to reduce lead levels in our drinking water.

At the Pittsburgh Water and Sewer Authority, we take water stewardship seriously and are making the needed investment to provide customers with safe and reliable water services.

From 2018 to 2020 we will more than triple the amount of investment on our overall water system in these critical areas:

- Aggressively replacing lead service lines
- Improving our drinking water treatment and the pipe system that delivers water to our customers
- Rebuilding aging sewer lines
- Designing innovative stormwater projects to reduce pollution and sewer overflows

Our investment in the overall water system is increasing.

2019 was our most productive year ever. We spent over \$100 million on critical water projects including replacing 3,200 public lead lines, adding new treatment methods to reduce lead, addressing aging sewer lines, and starting construction on several stormwater projects.

We are poised to increase our investment in 2020 to more than \$200 million and will begin construction on several high-profile projects. Some include improvements at the Aspinwall Water Treatment Plant, constructing new large volume water mains, continuing the Community Lead Response Programs, rehabilitating sewer lines, and building new stormwater infrastructure. Over the next few years we will continue to modernize our

system so current customers and future generations can count on Pittsburgh's water supply.

With this investment comes the need for additional revenue, the majority of which comes from the rates our customers pay. In March, we are submitting a rate proposal to the Pennsylvania Public Utility Commission (PUC). Pending their review and approval, the new rates may go into effect next January.

Currently, a typical residential customer using 3,000 gallons of water pays \$72.49 per month. If our request is approved by the PUC for next year, this would increase to \$86.31 or by \$13.82 per month.

To help balance these increases, we are also expanding our Customer Assistance Programs. These programs provide financial relief to income-qualified customers who are having difficulty paying their water and sewer bill. Visit our website to learn more about the existing programs and to see if you qualify [pgh2o.com/CAP](http://pgh2o.com/CAP).

We never lose sight that this is YOUR water. As a publicly owned utility, we are here to serve Pittsburgh. For more information about our recent rate proposal and the investment in our water infrastructure, please visit [pgh2o.com/ourwaterfuture](http://pgh2o.com/ourwaterfuture).



### COMMUNITY CORNER

#### 2020 Board Meetings

- March 27
  - April 24
  - May 22
  - June 26
  - July 24
  - No August Meeting
  - September 25
  - October 23
  - November 20
  - December 18
- Meetings begin at 10:00 am at 1200 Penn Avenue and are open to the public.*

#### Spring Hill Civic League

March 2  
Spring Hill Elementary School; 6:00 pm

#### Representative Jake Wheatly's Annual Golden Luncheon

April 2  
River's Casino Ballroom; 10:00 am - 2:00 pm

Over the next few years we will continue to modernize our system so current customers and future generations can count on Pittsburgh's water supply.

## Want to Receive the Full Version of the Newsletter?

Join our email list to make sure you're getting the latest news and updates. Signing up is simple at [pgh2o.com/subscribe](http://pgh2o.com/subscribe).





# Customer Assistance Program

## Supporting our customers in need

Our Customer Assistance Program is 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 250% of the Federal Poverty Level.
- **Bill Discount Program:** 75% reduction of fixed 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.
- **Free Private Lead Line Replacement Project:** Lead line replacements for customers who are at or below 300% 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](http://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](http://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.*

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](mailto:info@pgh2o.com)

**Emergency Dispatch**  
412.255.2423 (Press 1)  
Available 24/7

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**PGH<sub>2</sub>O**  
**WATER WISE**

## Winter Stormwater Tips

**Stormwater management isn't just a warm weather concern. Most de-icing salts won't melt ice when the temperature is below 15 degrees Fahrenheit. After the ice melts, the remaining materials can get into our storm sewers and pose a threat to the health of our waterways.**

The following tips can help manage ice and snow on driveways and walkways:

- **Remove, drain, and store outside garden hoses.** Close the valves inside that control the water supply to the outside hose attachment (known as a bib). Open the outside hose bib to allow any remaining water to drain.
- **Know your home.** Locate your water meter, main shut-off valve, and individual fixture valves inside your home.
- **Insulate water pipes, faucets, and water meters located in unheated areas.** Open cabinet doors to allow warm air to circulate around pipes.
- **If you are leaving your home for the winter, or an extended period of time, consider closing your main shut-off valve and draining your pipes.**
- **If your pipes have a tendency to freeze in the winter, consider allowing water to drip slightly.**



**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](http://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: [www.epa.gov/lead](http://www.epa.gov/lead).