

CURRENTS



COMMUNITY CORNER

2020 Board Meetings

- 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. Due to COVID-19, the May meeting may be held via teleconference. Visit pgh2o.com/events-meetings for the most updated information.

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

Our 24/7 dispatchers, operations crews, and water treatment team are working diligently through these uncertain times to make sure essential water services are maintained.

CONTINUING TO PROVIDE SAFE AND RELIABLE WATER

Customers can rely on our essential services during the COVID-19 pandemic.



Project Manager, Laboratory Linda Leopold tests samples at the Water Treatment Plant in Aspinwall.

social distancing and having non-essential employees work from home. We maintain close contact with the Pennsylvania Department of Environmental (DEP) and Pennsylvania Public Utility Commission (PUC) to maintain the highest quality water. Our trade crews are working a rotating schedule on the highest priority projects. Our laborers diligently wipe down the building on a daily basis to disinfect the common areas. Lastly, the lab is running all required samples to ensure public safety.

Our operations team continues to work in tandem with our 24/7 dispatchers to ensure that water and sewer issues like water main breaks or leaking service lines are addressed. To keep our workers safe, we enhanced training for field personnel to ensure proper use of personal protective equipment (PPE), disinfect all works sites using a hospital grade electrostatic disinfection process, and provided disinfection kits for all PWSA vehicles to ensure each vehicle is cleaned at the end of each shift.

We reduced our workforce to emergency personnel only, where possible. Each week on a rotating basis, approximately half of these employees work

while the other half remains isolated.

In order to ensure our essential personnel remain safe while they work hard to keep our customers safe, we are performing health screenings for everyone working at the treatment plants and in the field. These screenings help ensure that our employees, customers, and families stay healthy.

We understand that this is a difficult time for many households. If you have experienced a recent loss in income due to the COVID-19 pandemic, you may now qualify for our Customer Assistance Programs. Call us today at 412-255-2423 (press 5) to see if you're eligible for help paying your monthly water bill.

We also extended our Shut Off Moratorium until May 31 and waived the income qualification criteria to ensure that no customer is without water service during the pandemic.

For more information on our response to the COVID-19 pandemic, visit pgh2o.com/COVID-19, and for more information on the Customer Assistance Programs, visit pgh2o.com/CAP

COVID-19, and other viruses, are killed by the disinfection process that is already a part of PWSA's daily treatment process. Customers can continue to use their tap water for drinking, cooking, and personal hygiene activities.

At our Aspinwall Water Treatment Plant, operators and stationary engineers are working around the clock to monitor the production of water. This includes making sure we have enough chemicals to treat the water and maintaining lab testing all while practicing

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.





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 May 31st for customers who are at or below 250% of the Federal Poverty Level. *This program has been temporarily extended due to the COVID-19 pandemic.*
- **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 each year towards past-due balances 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 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.

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)



WATER WISE

Avoid Sewer Emergencies



With people cleaning, cooking, and working more at home, we ask that residents pay close attention to the items you flush down your toilet and pour down your drain. Follow these tips to ensure the reliability of our wastewater removal services and avoid a nasty sewer backup:

- Only flush #1, #2, and toilet paper. Everything else goes in the trash. Wipes of any kind, even wipes labeled as flushable, should never be flushed! The fibers do not break down and will clog our sewer system and your sewer lateral, leading to expensive repairs for homeowners.
- Dispose of fats, oils, and grease (FOGs) in a separate can or reusable takeout container and toss in the trash. If you pour FOGs like butter, olive oil, food scraps, coffee grounds, mayonnaise, and gravy down the drain, they will form clumps that can lead to sewer backups.
- When wipes and FOGs combine, they become huge clogs known as "fatbergs" that can cause expensive breaks in home plumbing systems and our sewer infrastructure.

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: www.epa.gov/lead.