

CURRENTS



COMMUNITY CORNER

2020 Board Meetings

November 20

December 18

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.

PWSA Unveils New Lead Service Line Reimbursement Program

Offers up to 100% reimbursement for eligible costs.

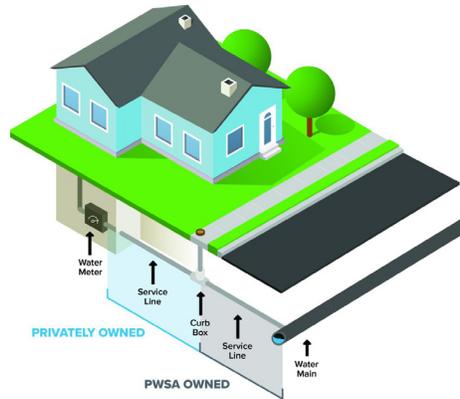
PWSA added a new private lead service line reimbursement program to its list of Community Lead Response Programs. Customers can receive a minimum reimbursement of \$1,000 while others, based on income, could receive 100% reimbursement for eligible costs.

To simplify the process, PWSA has coordinated with local licensed plumbers to compile a list of companies that will complete the work on the terms set out by PWSA.

This program is based on a tiered income eligibility and administered by Dollar Energy Fund. Both tenant and homeowner income can be used to qualify for this program, although the homeowner must initiate the work.

To begin the reimbursement process, customers should contact Dollar Energy Fund at 866-762-2348.

For any questions about the program, please contact the PWSA Lead Help Desk at 412-255-8987 or by e-mail at LeadReimbursement@pgh2o.com.



Water service lines are a joint responsibility, with the portion between the water main and the curb box belonging to PWSA and the portion from the curb box to the home belonging to the homeowner.

PWSA Rate Proposal Expands Assistance for Customers

Our recent rate settlement proposal submitted to the Pennsylvania Public Utilities Commission (PUC) on September 30th strikes a balance between the needs of our most vulnerable customers and the improvements we need to make to our water and sewer systems.

While the proposal is still being reviewed by the PUC, this is what customers can expect to see on their bill in early 2021 if it is approved.

The settlement includes a 5.7% increase in base rates for water and wastewater charges, and 5% distribution system improvement charges (DSIC) for both water and sewer. This equals a \$6.85 increase for the

average residential customer using 3,000 gallons of water per month. Additionally, customers enrolled in our Bill Discount Program using up to 5,000 gallons of water per month would see a reduction in their total monthly bill compared to existing rates.

The enhancements to existing customer assistance programs help to make bills as affordable as possible. The discount available through the Bill Discount Program would increase from 75% on fixed charges to 100% and some eligible customers could receive an additional 20% discount on their water use. The threshold for our Winter Shutoff Moratorium would

increase from 250% of the Federal Poverty Level (FPL) to 300%. Through one-on-one interactions with customers, we hope to increase enrollment in customer assistance programs and help customers reduce their bills.

Enhancing our assistance programs is the right thing to do and we are proud that our proposal balances the needs of our customers with our need to modernize our water systems. For more information about our proposed rate settlement, please visit pgh2o.com/ourwaterfuture.

To enroll in our assistance programs, please contact Dollar Energy Fund by calling (866) 762-2348.

“This rate settlement is a thoughtful compromise between investing in our aging infrastructure while also addressing affordability concerns for our lower income customers.”

PWSA Executive Director,
Will Pickering

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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 March 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

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WATER WISE

Defend Your Drains from FOGs!

FOGs - fats, oils, and grease found in food scraps, cooking oil, butter, mayonnaise, and other greasy foods are the leading cause of sewer backups. When poured down kitchen drains, they build up inside your pipes and can cause blockages and sewer backups. Clean up and repairs are expensive - follow these steps to keep FOGs out of your pipes and our sewer system.

- Never pour FOG down sink drains or in-sink garbage disposals.
- Scrape food scraps from dishes and utensils into the trash or compost as appropriate.
- Wipe up FOG on dishes and utensils with paper towels and discard them in the trash.
- Pour cooled grease into a sealable container and dispose of it once it is filled.

PROPER GREASE DISPOSAL

1. COOL IT



2. CAN IT



3. TRASH IT



PWSA to Launch New Billing System

We are preparing to launch a new billing system, powered by Kubra, in January 2021 that will provide enhanced on-line portals for one-time payments and paperless customers. For those that prefer to pay in person, we are able to expand retail locations for cash payments through the new system. Please keep an eye out for more information.


Experience Better

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