

CURRENTS

Your Rate Dollars At Work

With construction season underway, the Pittsburgh Water and Sewer Authority is making progress on needed water, sewer, and stormwater improvements across Pittsburgh.

The activity you are seeing is a sign of your ratepayer dollars at work. Last year was our most productive year on record with an investment of \$122 million. This level of investment will continue throughout 2021 and for the next several years as we modernize our water systems.

Many construction projects are already in full swing, while others are ramping up to start soon. This year, you will see us in many Pittsburgh neighborhoods replacing water mains and removing lead service lines, rehabilitating aging sewer pipes, and constructing new stormwater infrastructure.

Water main and lead line replacements are a significant part of our capital improvement plan. Over the next 18 months, we will replace **14 miles of water main in ten Pittsburgh neighborhoods** and replace any remaining lead lines while work is underway. These projects will improve water service reliability,



Construction crews have excavated the stormwater system at Wightman and Solway streets in Squirrel Hill. They prepare to install a catch basin into the system.

reduce service disruptions, and improve water quality throughout our drinking water service area.

Many of our sewer lines are more than a hundred years old and are the work horse of our system. To extend their life and improve service reliability, we are rehabilitating several miles of sewer lines. Projects under construction include the **Small Diameter Sewer Reconstruction** in Pittsburgh's Overbrook neighborhood and the **31st Ward Sewer Reconstruction project** in Lincoln Place.

As more intense and frequent storms challenge Pittsburgh,

improved stormwater management is a growing necessity and new stormwater infrastructure is becoming a larger part our capital program. We have recently started constructing the second phase of the **Wightman Park stormwater project** in Squirrel Hill, and construction of several stormwater projects are anticipated to start later this year including the **Maryland Avenue Stormwater Improvement** in Shadyside, **Four Mile Run** in the Run neighborhood, and **Thomas and McPherson** in North Point Breeze.

If our rate request, filed on April 13th, is approved by

Next Board Meeting: May 28

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.

the Pennsylvania Public Utility Commission, it would generate additional funding to continue the investment that is needed to improve the safety and reliability of our water systems, advance stormwater solutions, and provide enhanced assistance programs for customers who are having difficulty paying their PWSA bill.

Our water infrastructure was built at the turn of the 20th century and has served us well, but it is now time to rebuild our system for current and future generations of customers. As a publicly owned and controlled utility, every dollar we receive from our customers is invested back into your water systems, and the improvements that we are making today will provide clean, high quality, reliable water, wastewater, and stormwater services for years to come.

For more information about the rate filing, please visit: pgh2o.com/OurWaterFuture

Need help with your water & sewer bill?

Pick up the phone, call (412) 255-2423, and talk to a customer service representative today!

Enroll in a flexible payment plan to pay down past due balances. Ask about cash assistance, bill discount, and forgiveness programs too. You may be eligible for additional assistance.

pgh2o.com/CAP



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.

- **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.
- **Flexible Payment Plans:** We offer payment plans for those earning between 250% and 300% of the federal poverty level (FPL) to pay their balance over one to five years without accruing interest or paying additional fees.
- **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)**

Enroll in eBilling

Use our paperless billing and payment portal to receive and pay your bill and manage your PGH2O account from your desktop or phone. Visit pgh2o.com/ebilling to enroll.

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1200 Penn Avenue
Pittsburgh, PA 15222

Customer Service
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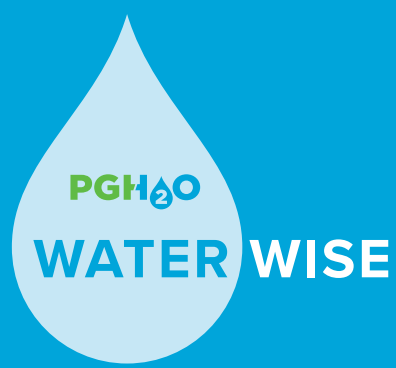
Emergency Dispatch
412.255.2423 (Press 1)
Available 24/7

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Spring Cleaning for Green Infrastructure

Green infrastructure, like rain barrels, rain gardens, tree plantings, and permeable pavers, mimic nature to capture, store, and filter stormwater. Many homeowners in Pittsburgh have installed green solutions to reduce runoff and improve the environment, and now is the time to deep clean green infrastructure in preparation for spring rains!

If you have green infrastructure at home, follow these spring cleaning tips:

- Remove any trash, leaves, sediment, weeds, or invasive plants.
- Remove dead stalks or spent flower blooms on perennial plants and replace any dead plants.
- Inspect soil, the depth and condition of mulch, and replace if necessary.
- Inspect stormwater inlets and outlets, and repair or replace if necessary.
- Inspect and clean rain barrel tanks and fittings.
- If you have a downspout diverter, switch it over to route water to the rain barrel.
- Do not fertilize in the spring unless necessary. Fertilize in the fall to promote root growth and prevent nutrients from washing away during spring rains.

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



Landforce, a local organization dedicated to land stewardship and workforce development, takes care of the plants and soils for PWSA Green Infrastructure projects by removing debris and weeds so these projects can capture as much stormwater as possible.