

CURRENTS

Call Today. Take the first step to reduce your PWSA bill.



In response to the Pennsylvania Public Utility Commission lifting the suspension of water shutoffs on March 31st, the Pittsburgh Water and Sewer Authority encourages its customers who are having difficulty paying their water or wastewater bill to call us at 412-255-2423 for help.

We view water shutoffs as a last resort and believe that all customers should have access to uninterrupted water service. It is our goal to help customers address any past due balances by enrolling in our customer assistance programs and getting onto a flexible, income-based payment plan to reduce your bill.

Recognizing that many of our customers may continue to face economic hardships

due to COVID-19 or other unforeseen circumstances, we have expanded our customer assistance programs, including the addition of a forgiveness program for eligible customers enrolled in the Bill Discount Program and on an active payment plan with PWSA. If you need help paying your bill, are carrying a balance, or think that you may benefit from our assistance programs, we encourage you to call us to learn which options are right for you.

Flexible Payment Plans

We are offering payment plans to help customers at all income levels. Regardless of your income, you can be placed on a payment plan making it possible to pay your balance over time without accruing interest or paying additional fees. Even if you are a small business owner or other commercial customer, payment options are available.

Customer Assistance Programs

Bill Discount Program: Our most widely used program provides a discount of up to \$35.78 each month. This is a 100% discount on the first 1,000 gallons of fixed water charges for customers at or below 150% of the FPL. An additional 20% reduction on water usage is also available for our most vulnerable customers enrolled in the program with an FPL at or below 50%.

Additionally, customers who are approved for the Bill Discount Program and are enrolled in an active payment plan with PWSA are eligible to receive a \$15 reduction of their past due balance for every on-time monthly payment. This equals a monthly discount of \$50.78.

COMING UP:

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.

Hardship Grant Program:

Cash grants, up to \$300 per year, are available through our Hardship Grant Program for water customers who are at or below 150% FPL. Our average household grant is approximately \$285. Since 2018, we have helped more than 370 Pittsburgh households maintain water service.

Contact Us Today

Our PGH2O Cares team is available for those who need extra support. They are providing one-on-one assistance to describe our customer assistance programs, explain the benefits of enrolling, and work with customers to identify opportunities to reduce water usage and save money. You may email the PGH2O Cares team directly at pgh2ocares@pgh2o.com.

To learn more about payment plans and our customer assistance programs, please contact our Customer Service Department at 412-255-2423 or visit pgh2o.com/cap to see which program is right for you.

DIRECTOR'S CUT

By Chief Executive Officer Will Pickering

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. Each year, we commit to replacing a dedicated amount to improve service reliability, reduce service disruptions, and improve water quality throughout our drinking water service area. We are currently completing an effort to replace [14 miles of water main in 10 Pittsburgh neighborhoods](#) and will replace an additional six miles later this year under the 2021 water main replacement project.

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 necessary and new stormwater infrastructure is a growing part of our capital plan. 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 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.

As a publicly owned and controlled utility, every dollar we receive from our customers is invested back into your water systems. 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.



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.

“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.”

Going above and beyond!

Compliments to Our Contractors

Our contractors are hard at work constructing infrastructure improvements. Recently, a customer residing in Squirrel Hill informed us of his satisfaction with the Whitman, Requardt and Associates (WRA) and Jet Jack crews that performed sewer lining work on his street.

“They are great people, they are respectful, polite to all the neighbors, and that is refreshing to see,” said the customer.

Another customer from Greenfield wrote to praise the work of Folino Construction on a water main replacement project in her neighborhood.

“The Folino Construction crew and everyone that I have met throughout the project has been fantastic,” she wrote.

Thank you for your high-quality work, WRA, Jet Jack, and Folino!

WHAT PEOPLE ARE SAYING

Safe Driving Recognition

PWSA Inspector II, Dan Hagendorf, received a Safety First Certificate of Recognition for having demonstrated professional, courteous driving. Any given day, our vehicles can be found in many locations across our service area, and we are always happy to receive positive feedback regarding the individuals like Dan who operate them. Thank you, Dan, for upholding our high standards for PGH2O vehicle safety!

PWSA Prepares for Water Main Replacements on Forbes and Fifth Avenues

Since the beginning of the year, PWSA's project team has been preparing for an extensive water main replacement project taking place on Forbes and Fifth Avenues this May. The project will replace water mains on the two streets, beginning in the Central Business District, and stretching up to Oakland, underneath the Birmingham Bridge. This project will install new water mains and new service lines for customers on the streets ahead of the Allegheny County Port Authority's Bus Rapid Transit (BRT) Project, which will take place in the coming years. Other utilities like Peoples Gas and Duquesne Light Company are also upgrading utilities in the streets before the BRT begins.

- **March 31st, Uptown Partners Spring Community Meeting** – PWSA spoke to residents and community leaders in Uptown about the project scope, traffic control plans, and lead service line replacements that will take place as part of the work.
- **April 1st, Uptown Task Force Monthly Meeting** – PWSA's project team met with business stakeholders in the Central Business District and Uptown to discuss the impacts of the project.
- **April 6th, Uptown Anchors Coordination Meeting** – PWSA's project team met with local stakeholders and other entities like Peoples Gas and the City of Pittsburgh Department of Mobility and Infrastructure to better understand the various construction schedules that will be implemented in the area.

PWSA's water main replacements on Forbes and Fifth Avenues are slated to begin in early May of this year.

For more information on the project, visit pgh2o.com/ForbesFifthWaterMains.



Aerial view of Uptown towards downtown Pittsburgh. Photo courtesy of Uptown Partners of Pittsburgh website: uptownpartners.org/plans/overview-2/

Watershed Task Force

During March and April, members of our Public Affairs and Stormwater teams participated in five virtual Watershed Task Force meetings hosted by the Pittsburgh Parks Conservancy (PPC). These five task forces were created last year by the PPC based on the Negley Run Watershed Task Force. Each task force brings together community members and organizations to advance stormwater solutions for a watershed with high levels of combined sewer overflows: Heth's Run, South 21st Street, Woods Run, the Hill District/Uptown, and Four Mile Run. During the meetings, we presented updates on our city-wide stormwater initiatives and stormwater projects within the relevant watershed, then engaged the community members in discussion about their priorities and ideas for the watershed.



A walk through the Four Mile Run Watershed provided an opportunity for engagement and idea sharing.

Water Authorities: What You Need to Know

Pittsburgh water utilities talk to the Hispanic community about diversity, inclusion and assistance programs.

The Pittsburgh Metropolitan Area Hispanic Chamber of Commerce (PMAHCC) is the principal regional advocate for the Hispanic business community's civic and economic interests. Their mission is to develop, promote, and advocate on behalf of Hispanic businesses & professionals in the Pittsburgh region, while encouraging the advancement and economic growth of Pittsburgh's Hispanic community.

On March 24th, PWSA had the opportunity to speak to this group along with representatives of Pennsylvania American Water (PAW) and the Pennsylvania Public Utility Commission in the PMAHCC's #LatinoPittsburgh Digital Speaker Series. The goal of the speaker series is to share relevant information, inspire growth, and foster opportunity. The workshops include community leaders and members as well as other individuals and programs that have a positive impact, not only on the Hispanic community, but Pittsburgh as a region.

PWSA speakers included Julie Quigley, Director of Customer Service; Sarah Visznicki, PGH2O Cares

Coordinator; and PGH2O Cares Analysts, Rebecca Copney and Michael Anania. PWSA and PAW discussed how water utilities in the City of Pittsburgh are taking on Diversity and Inclusion, customer assistance programs, lifting of the water shut off moratorium, and more.



We were happy to share information about our translation services, which are available when calling our Customer Service Department or visiting our website at pgh2o.com. We also added translations of our customer assistance program flyers and 2021 Rate Brochure to our website in the top three most requested languages in Pittsburgh (Spanish, Chinese, and Tigrinya) to make this important information as accessible as possible.

Watch the full video on the [PMAHCC Facebook Page](#).

The Herron Hill Pump Station Granted Historic Landmark Designation

Preservation Pittsburgh led efforts to nominate the property in collaboration with PWSA.



Herron Hill Pump Station shortly after construction.

PWSA is proud to announce the City of Pittsburgh Historic Landmark Designation of the Herron Hill Pump Station located at 4501 Centre Avenue in Oakland. Preservation Pittsburgh initiated the accolade in collaboration with the City of Pittsburgh, Councilman Daniel Lavelle, PWSA, Bellfield Citizens Council, and Schenley Farms Civic Association.

William S. Fraser designed the pump station in a Classical Revival style that incorporates Greek and Roman architectural elements. The structure was built in 1896 and remains an essential part of our water distribution system. Pump stations house equipment that directs water to higher elevations. When originally constructed, it provided water to the hilly eastern neighborhoods allowing for their rapid urban expansion. Oakland has long been an economic center of the city and is currently experiencing a new development wave. This designation's timing is essential to highlight the structure's significance to the community and continue to preserve it for future generations.

A City of Pittsburgh Historic Landmark Designation is intended to celebrate our rich history and to establish a foundation for further planning, grant funding, community engagement, and any potential changes to a historic resource. Several other public structures have recently been designated such as Mellon Park, the Jones & Laughlin Building, and the City-County Building.

The nomination was prepared by Jeff Slack of Time & Place Preservation Services. According to Preservation Pittsburgh, Jeff is an accomplished planner and historical researcher who has led preservation projects in the Pittsburgh area for the past fifteen years. His work includes documenting the significance of little-known architect William S. Fraser and his design of the Herron Hill Pumping Station in Oakland. Jeff presented a free, virtual talk about his research of the pump station on April 15th.

To learn more about the historic landmark designation process and read the entire nomination, visit the [City of Pittsburgh's website](#).



Herron Hill Pump Station in more recent times. Photo by Jeff Slack of Time and Place, LLC. Herron Hill Pump Station as it stands today. Photo by Jeff Slack of Time & Place, LLC. Slack also authored the historic nomination.



Media and Press Releases

MEDIA COVERAGE

Penn centers to lead development of stormwater master plan in Pittsburgh, *The Daily Pennsylvanian*

Increased water rates would help PWSA fund system improvements, *TribLive*

Biden infrastructure plan puts water upgrades on tap as advocates press for stricter lead rule, *Post-Gazette*

Five ways Pittsburgh hopes to make its water system more equitable, *The Allegheny Front*

PWSA Hopes To Quickly Reduce Flooding With The Start Of Its Four Mile Run Stormwater Project, *WESA*

PRESS RELEASES

PWSA Files Rate Request with the Pennsylvania Public Utility Commission, *April 13*

The Herron Hill Pump Station Granted Historic Landmark Designation, *April 13*

PWSA Awards Contract to Establish Stormwater Master Plan, *April 7*

PWSA Begins Green Streets Construction Near Wightman Park, *April 6*

Board Chair Paul Leger Announces Retirement from the Pittsburgh Water and Sewer Authority, *March 26*

Employee Spotlight

Hired this February, our new Director of Human Resources, Logan Carmichael, embraces the opportunity to lead in an organization undergoing a significant transformation.



Prior to entering the workforce, Logan spent his collegiate years at Robert Morris University, where he obtained a master's degree in human resources. He also holds a Professional in Human Resources (PHR) certification and is a Society of Human Resources Certified Professional (SHRM-CP).

Logan's previous position at the Allegheny County Airport Authority provides valuable experience in the government and non-profit sectors that he is excited to bring to the Pittsburgh Water and Sewer Authority.

"Like my previous employer, where a significant transformation is underway, I felt that PWSA would also offer the opportunity to be part of an exciting chapter in the organization's history," said Logan regarding his decision to join Team PGH2O.

Logan's main objective in his new role as director is to ensure efficient and effective operations of our Human Resources Department, with a focus on the following: organizational

development; talent acquisition; employee training and development; total compensation and benefits planning; change management; employee and labor relations; and workforce planning.

"I really enjoy working in human resources because it exists to help people flourish," said Logan. "We're here to support our employees in the development of their careers."

Logan appreciates the challenge of projects that allow our Human Resources Department to fine tune their approach to executing certain tasks. This involves building upon strategies that previously worked for the sake of efficiency. For example, his department is currently transitioning our payroll system to a paperless online portal, which is set to go live this month. And upcoming is streamlining the recruitment and onboarding process to also go paperless.

Regarding his department, Logan said "We are developing a lot of new content and efficiencies that will have a lasting impact on the Authority."

In normal times, for fun Logan performs as a singer and theatre actor throughout the Greater Pittsburgh Region. However, during the current theater arts hiatus, he is kept busy by spending valuable time with his family as a husband and fur-baby father.

"I felt that PWSA would offer the opportunity to be part of an exciting chapter in the organization's history. We're here to support our employees in the development of their careers."

Job Postings

Interested in working at PWSA? We are looking for dedicated and talented people to join our team.

Laboratory Manager

Water Quality and Compliance

Stationary Engineer

Water Quality and Compliance

Operations Superintendent

Water Quality and Compliance

Plant Operator

Water Quality & Production

Electrician

Water Quality & Production

Security Manager

Water Quality & Production

Learning Development Manager

Human Resources

Talent Acquisition Specialist

Human Resources

Project Manager

Engineering & Construction

Associate Project Manager

Engineering & Construction

Inspector II

Engineering & Construction

Steamfitter

Field Operations

Plumber

Field Operations

Customer Service Representative (Full-time and Part-time)

Customer Service

New Hires

WELCOME ABOARD!

Shanna Hawkins

Chemist I

Christine Marriott

Contract Specialist

Robert Merichko

Inventory Control Specialist

Lindsey Navickas

Administrative Assistant

Carson VanDyke

Field Service Technician II

Promotions

CONGRATULATIONS!

Amber McNeal

Customer Service Training Coordinator

Visit pgh2o.com/careers to learn more.

District Report: Stormwater Investment and Water Main Replacement Efforts in District 9

East Liberty, Homewood, Larimer, Point Breeze North, Lincoln-Lemington-Belmar, Friendship, Garfield

District 9 was one of the 10 areas slated in 2020 to receive extensive water main replacements. Taking place in Lincoln-Lemington-Belmar and Homewood North neighborhood of District 9, PWSA is nearly finished replacing approximately 1.8 miles of water mains. In addition to these mains, we worked with any customers who had lead service lines to replace the line at no cost to the customer. This work will improve the reliability of water for customers on 11 different streets in the neighborhood.

To see this work in action, watch the [American Society of Civil Engineers \(ASCE\)](#) recent mini-documentary titled “[American Infrastructure: Beneath our Feet](#)” which follows construction crews replacing the water main and lead service lines on Lemington Avenue and N. Lang Avenue.

Stormwater Investments

PWSA partnered with the Urban Redevelopment Authority of Pittsburgh (URA) to create innovative stormwater infrastructure within the newly constructed Liberty Green Park at the intersection of the Larimer and East Liberty neighborhoods. We are planning to start construction on

two additional projects to help manage stormwater in the district this year. The Fleury Way Sewer Improvements Project in Homewood is expected to begin in fall 2021 and will provide improved stormwater conveyance with catch basins.

The Thomas and McPherson Stormwater Project is anticipated to begin construction in fall 2021 and will be phased to reduce disruptions. The project will capture, hold, and slowly release stormwater runoff to help reduce combined sewer overflows. We will install underground stormwater storage along Thomas and McPherson boulevards and North Dallas Avenue, permeable paver parking lanes along North Linden Avenue, and a permeable paver “green alley” along Starling Way. In coordination with the stormwater project, we will replace the existing water mains and public and private lead service lines along McPherson Boulevard between Fifth Avenue and North Dallas Avenue and along North Linden and North Dallas avenues from McPherson to Thomas boulevards. Learn more at pgh2o.com/thomas-and-mcpherson.



Image from ASCE mini-documentary “[American Infrastructure: Beneath our Feet](#)” - crews installing new water main on N. Lang Avenue.



Rendering of permeable paver “green alley” along Starling Way.

2021 Capital Spending

PWSA directs funding to its water distribution system.

Through April, The Pittsburgh Water and Sewer Authority has invested over \$21 million in our Capital Improvement Projects program. As is evident from the early spending reports, the Water Distribution System has been a major focal point in early 2021 as PWSA already committed \$13 million in funding. Water distribution is an integral part of the Authority's future as continually upgrading the system allows for better service and more effective distribution of safe and reliable water.

The work on the water distribution system is a significant part of our capital improvement plan and includes replacing water mains and continuing to remove lead lines. These projects, taking place in neighborhoods across Pittsburgh, will improve service reliability, reduce service disruptions, and improve water quality.

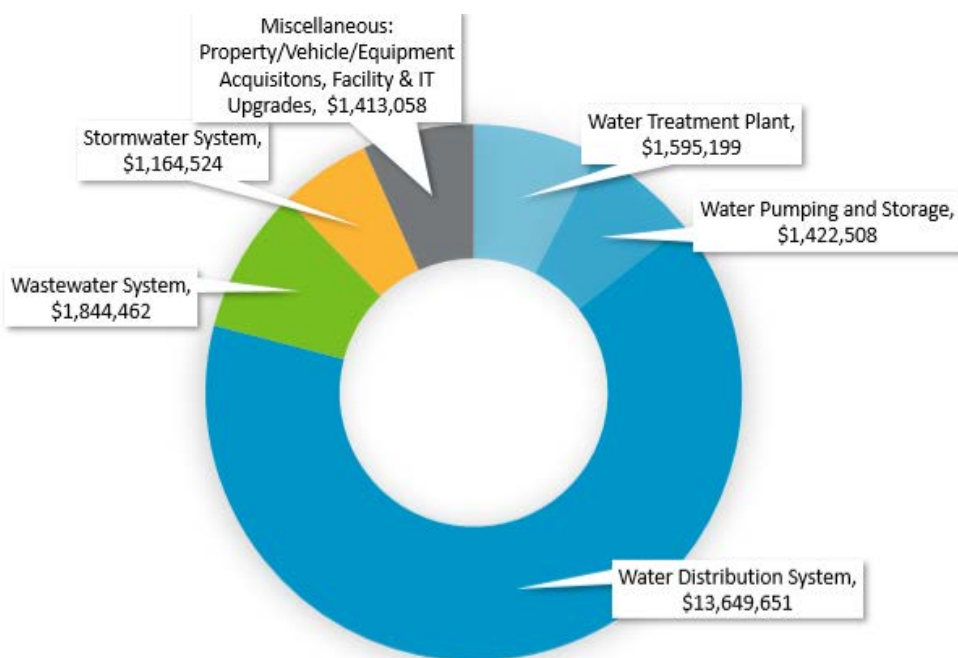
PWSA's Water Reliability Plan features a series of projects that will strengthen and add resiliency to our water system. The Aspinwall and Bruecken Pump Station rehabilitation and the complete restoration of the Clearwell, a century-old storage facility, are active capital projects currently in design.

These capital projects include rehabilitating the Aspinwall and Bruecken Pump Stations, replacing reservoir liners and cover systems, updating electrical and backup power systems, restoring pump stations, and repairing or replacing various large-diameter water mains.

The Capital Improvement Projects graphic below shows a Financial breakdown through 2021.



A PWSA contractor replaces a water main in a Pittsburgh neighborhood.



Capital Spending: 4/11/21



Digging Into Development

Development Permit Application Process.

Learn why we have a three-step submittal process.

The [Development Permit application process](#) is an umbrella term for three (3) distinct submittals that result in one permit. The submittals include:

- The water and sewer use application.
- The DEP Sewage Facilities Planning Module (SFPM).
- Tap-in plan review.

A project is not considered permitted until all three have been approved through our Engineering Department.

Water and Sewer Use Application

Every new land development or renovation project increasing existing water use must complete the [water and sewer use application](#). The purpose of the application is to understand the current water usage and sewage discharge of a development and the new water usage and sewer discharge. This information will determine what fees are due at the end of the process and inform the PA Department of Environmental Protection (DEP) to determine if an SFPM is required. The water and sewer use application is an essential first step to ensure all regulations are followed.

Sewage Facilities Planning Module (SFPM)

The [SFPM](#) is required for developments that meet a minimum threshold set by the DEP. If a development is adding enough sewage flow to trigger an SFPM, the applicant must submit information about the capacity of the sewers to which the flow will be added. This information will ensure that the sewers will not experience a dry-weather overflow. Pittsburgh has combined sewers which means rainwater and sewer flow into one pipe. A dry-weather overflow means that the sewer is to its capacity when it

is not raining. After PWSA review, several agencies also review the SFPM, including ALCOSAN, several City of Pittsburgh Departments, City Council, and finally, the DEP. This is typically the portion of the development permit process that takes the most time.

Tap-in Plan Review

While the SFPM is making its way through the agencies, a [tap-in plan](#) can be submitted for a concurrent review. The tap-in plan is the technical drawings designed by an engineer that shows where and how PWSA infrastructure connections will be constructed. PWSA plan reviewers ensure that the drawings meet our minimum standards and identify any issues.

Once all three submittals are approved, PWSA engineering techs can provide the fee. The applicant then pays the fee, and the permit is issued. You can read more about the roles of the development services team in the [February newsletter](#).

How long does it take?

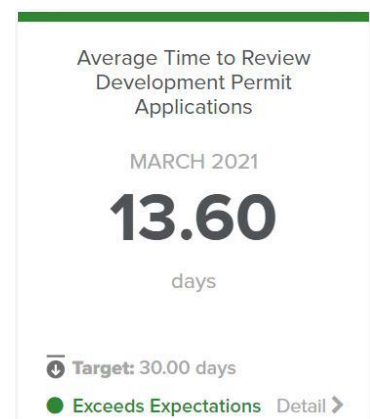
Review times can vary for each application. PWSA maintains a goal of under 30 days per review. Review times are tracked through our [Headwaters Performance dashboard](#). As of the publication of the April newsletter, we are averaging 13.60 days per review. That means an applicant will receive a response from our engineering department in under two weeks.

The process may seem complicated, but we have a team of experts ready to help. Begin the conversation by scheduling a [free pre-development meeting](#).

Development Process Overview

Step One: Pre-Development Meeting	+
Step Two: Water and Sewer Availability Letter Request Form	+
Step Three: Water and Sewer Use Application	+
Step Four: Pennsylvania Department of Environmental Protection Sewage Facilities Planning Module (DEP SFPM)	+
Step Five: Water and Sewer Tap-in Plan Review	+

A chronological list of steps of the Development Process as shown on our website pgh2o.com/developers-contractors-vendors/permits/development-permits



Our goal for Average Time to Review Development Permit Applications is within 30 days. As of March 2021, we are returning applications within 14 days.

PGH₂O WATER WISE

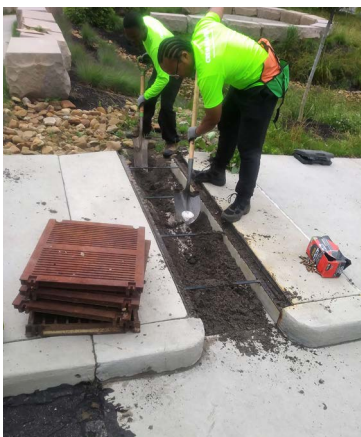
Stormwater Tip: Spring Cleaning for Green Infrastructure

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. 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 and mulch depth and quality 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 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.



Wipes Clog Pipes!

Wipes can be convenient for cleaning bodies and surfaces, but they wreak havoc on our crucial sewer system. Unlike toilet paper, wipes don't break down if flushed down the drain. Even products labeled as "flushable" have plastic fibers that don't break down! Wipes of any kind can clog your sewer lateral and our public sewer system, leading to nasty sewage backups and expensive cleanup and repairs.

When wipes combine with fats, oils, and grease (FOGs) that were improperly disposed down the drain, they become huge clogs known as "fatbergs" that can break home plumbing systems and our sewer infrastructure. Removing a fatberg from the sewer system is dangerous for our workers and a costly public expense. When they clog your sewer lateral, it's an expensive repair for the homeowner.

Help keep our sewer infrastructure running smoothly by only flushing #1, #2, and toilet paper! Everything else goes in the trash.



Learn more at pgh2o.com/defend-your-drains.



Customer Assistance Programs

Our Customer Assistance Programs are designed to provide financial relief for income-qualified residential customers who are having difficulty paying their water and wastewater bill.

For more information about our programs, including the Winter Shut-off Moratorium, Bill Discount, Flexible Payment Plans, Hardship Grant, and Lead Line Reimbursements, 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/update-contact-info

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.

Board of Directors

Paul Leger
Chair

Erika Strassburger
Vice Chairperson

Jim Turner
Secretary

Michael Domach
Assistant Secretary/Treasurer

Audrey Murrell
Member

BJ Leber
Member

Rosamaria Cristello
Member

Currents Contributors

Will Pickering
Chief Executive Officer

Rebecca Zito
Senior Manager of Public Affairs

Julie Ascioia
Industry Relations Manager

Rachel Rampa
Senior Public Affairs Coordinator

Mora McLaughlin
*Construction Communications
Project Manager*

Jordan Treaster
Development Coordinator

Elaine Hinrichs
*Education and Outreach
Associate*

Hali Hetz
Public Affairs Associate

Nick Letzkus
Public Affairs Associate

Stay in the know with PGH2O!

Join our email list to make sure you're getting the latest news and updates. Signing up is simple at pgh2o.com/subscribe or view online at pgh2o.com/newsletters.

[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)

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