

CURRENTS

PWSA Delivers Safe, High Quality Drinking Water



We are proud to announce that our 2020 Water Quality Report shows a clean bill of health for the quality and safety of our drinking water. Our drinking water customers can have confidence in the safety and security of their water and rest assured that we are providing Pittsburgh residents and businesses with the highest quality water.

This annual report outlines our treatment process, the effectiveness of our water quality testing, and the sample results of the various contaminants found in our source drinking water – the Allegheny River. Each day, we test for approximately 100 different chemical and microbial constituents before, during, and after the treatment process and work tirelessly to maximize their reduction and removal from your drinking water.

All the contaminants we test for are regulated by the Environmental Protection Agency and Pennsylvania Department of Environmental Protection and our latest report shows that we are meeting or exceeding state and federal regulations.

In addition to effective water quality testing, there are several other notable water quality improvements that took place in 2020.

Lowest Lead Levels in 20 Years: In July 2020, PWSA announced that lead levels came into compliance with federal regulatory standards. Our testing showed our lead level to be 5.1 parts per billion (ppb), approximately 10ppb below the state and federal action level of 15ppb, and the lowest lead levels we've recorded in 20 years.

Highland Park Microfiltration Plant: The Highland Park Microfiltration Plant provides a second layer of treatment to water leaving the open Highland I Reservoir. The Microfiltration Plant was taken out of service in 2017 to meet stricter state water quality standards. It was fully restored and placed back into service last year with changes to improve treatment methods, rehabilitate the microfiltration system, and provide greater security around the Highland I Reservoir.

Decreased Turbidity: Turbidity is a measure of water quality that refers to the cloudiness of water caused by suspended solids in our source water. As the solids are filtered out during the treatment process, turbidity levels become lower. We are now seeing the lowest turbidity levels in three

Next Board Meeting: June 25

For a complete list of PWSA's board and community meetings, please visit [Pgh2o.com/events-meetings](https://pgh2o.com/events-meetings).

Following COVID-19 restrictions, meetings are held virtually and may be tentative or postponed.

years, which is a testament to the effectiveness of our water treatment process. It is important for turbidity levels to be as low as possible.

PWSA's 2020 Water Quality Report, also referred to as the Consumer Confidence Report, is a requirement of all water systems by the Environmental Protection Agency. It can be accessed online at Pgh2o.com/2020WaterQuality.

We encourage you to read the 2020 Water Quality Report and if you have questions, please contact our Water Treatment Plant at (412) 782-7552 (Press 1).

If you prefer to have a hard copy sent by mail, please call Customer Service at (412) 255-2423 (Press 5) to request a copy.

Join our email list to get the latest news and updates.

Signing up is simple at pgh2o.com/subscribe.





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**.

Neighbors Helping Neighbors

Donate to the Hardship Grant Program online at Pgh2o.com/give.

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.

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

facebook.com/pgh2o

[@pgh2o](https://twitter.com/pgh2o)

nextdoor.com



WATER WISE

Save Water and Money This Summer!

With summer around the corner, you may be using more water than usual for outdoor gardening and home maintenance.

To track your household's real-time water use, enroll in our free customer usage portal. You'll be able to see daily water usage updates and set up alerts for spikes in water usage. Leaking hoses, irrigation systems, or spigots can waste a lot of water, so detecting and repairing outdoor leaks can help you reduce your water bills.

Following these water conservation tips can also help you save money:

- Sweep your sidewalk, steps, and driveway instead of hosing off those areas.
- Water your plants in the morning or early evening to reduce water lost to evaporation.
- Use an automatic shut-off nozzle for your gardening hose to control the flow.
- Set sprinklers to water the lawn or garden only – not the street or sidewalk.
- Wash your car using water from a bucket over your lawn or a commercial car wash that recycles water.

Learn more at Pgh2o.com/waterconservation.

