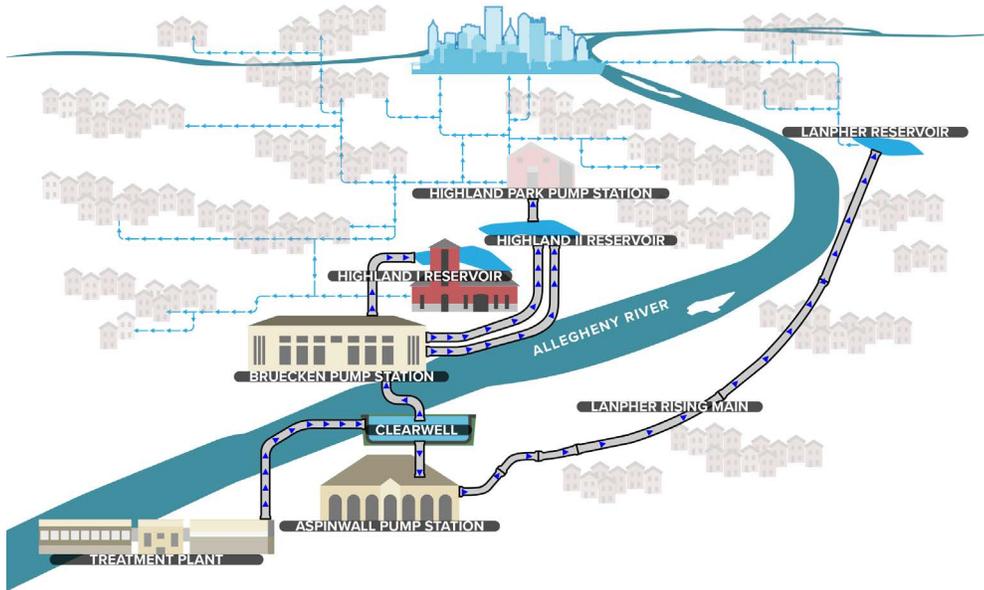


CURRENTS

PWSA's Water Reliability Plan secures our water system for years to come.

PGH₂O PWSA WATER RELIABILITY PLAN PITTSBURGH'S BLUEPRINT FOR HIGH QUALITY WATER INFRASTRUCTURE



BASIC SYSTEM

Each project must happen sequentially to prepare for the complete restoration of the Clearwell – a century-old water storage facility.

Pittsburgh's water system was built at the turn of the 20th century. These early engineers developed a system that made the best possible use of our natural water resources and topography to effectively distribute drinking water from the Allegheny River to Pittsburgh's neighborhoods.

As the city grew, engineers constructed additional reservoirs and pumping stations. Our early water treatment and distribution system, still used today, uses a combination of pumps to carry water from the Aspinwall Treatment Plant along the

Allegheny River to reservoirs located at higher elevations and gravity to continue its distribution.

Our water treatment and distribution facilities have served Pittsburgh well, but we now must renew these facilities for future generations of Pittsburgh residents.

The Water Reliability Plan is Pittsburgh's blueprint for high quality infrastructure - these projects will strengthen our water system, add redundancy, and provide an uninterrupted supply of safe, quality water.

Over the next several years, we will construct the following high-profile projects.

- Building a new pump station and large distribution pipes in Highland Park
- Replacing the liner and cover of the Highland II Reservoir
- Rehabilitating the century-old Aspinwall and Bruecken Pump Stations
- Reconstructing large distribution pipes that supply treated water to our reservoirs
- Upgrading electrical power and backup systems at the Aspinwall Water Treatment Plant

Next Board Meeting: September 24

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 culmination of this work will be the complete restoration of the Clearwell, a large, century-old water storage facility that is critical to the operations of PWSA's entire system and currently operates without redundancy or backups in place.

Much like how our current system was built with a vision for future generations, the Pittsburgh Water and Sewer Authority is rebuilding our system with the next generation in mind. The investments in our water and sewer infrastructure will ensure that our customers are provided with clean, high quality, reliable water services for years to come.

For more information about the Water Reliability Plan, please visit Pgh2o.com/water.

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

Signing up is simple at pgh2o.com/subscribe.





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 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)
info@pgh2o.com

Emergency Dispatch
412.255.2423 (Press 1)
Available 24/7

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nextdoor.com



PGH2O

WATER WISE

Become a Sewer Superhero!



Our sewer system provides Pittsburghers with crucial public health benefits. However, some people have gotten in the habit of putting things into our storm drains and sewers that don't belong. These materials can clog our pipes, cause flooding and basement backups, and pollute our streams and rivers – all of which have a negative and costly impact on our infrastructure and the environment.

Do your part to keep our sewers flowing.

- **Only rain down the drain!** Never dump vehicle fluids, grass clippings, leaves, trash, or other materials into storm drains.
- **Report illegal dumping.** If you see someone disposing of concrete, asphalt, grease, paint, or other materials in a storm drain, call our 24/7 Dispatch at 412-255-2423 (Press 1) to report. If possible, please note the license plate or company name.
- **Be a Gratekeeper!** Sign up with Allegheny CleanWays at www.alleghenycleanways.org/get-involved.html to adopt a storm drain in your neighborhood.
- **Report broken infrastructure.** If you see a clogged or broken storm drain, please call our 24/7 Dispatch at 412-255-2423 (Press 1), contact us @pgh2o on Twitter, or fill out the form at Pgh2o.com/report-an-issue so that we can send a crew out.

Learn more at Pgh2o.com/reducing-stormwater-pollution.