

CURRENTS

PWSA's Recent Rate Settlement Reflects "One Water" Approach



From drinking water, wastewater, and now stormwater to affordability, equity, and assistance for our most financially vulnerable customers, our [recent rate settlement](#) signifies the complexity of a modern water utility.

In recent years, the Pittsburgh Water and Sewer Authority has steadily increased investment in critical water and sewer projects and has developed a robust customer assistance program. With the [new stormwater fee](#), slated to go into effect in early 2022, we will establish a dedicated funding source to improve stormwater management and deliver these necessary services in a more equitable way.

Some of the funding generated by the stormwater fee will be used to construct new stormwater infrastructure. Over time, the benefits of this investment will show up in ways that improve the

functionality of our sewer system, reduce pollution in local waterways, and positively affect the quality of water we drink.

How is that possible? When it rains, our sewer system is frequently overwhelmed causing sewage to spill into rivers, which are the primary source of drinking water for us and our downstream neighbors. Since water is a finite resource, even in a water rich region such as Pittsburgh, we need to manage water

at every stage, and ensure that everyone has equitable access to this essential resource.

The new stormwater fee will be based on a properties' impervious or hard surface, which is a more equitable way to charge for stormwater than charging based on metered water usage. The average amount of impervious surface on a property in Pittsburgh is 1,650 square feet. This is equal to one equivalent residential unit (ERU) of impervious surface.

Approximately 70% of all homeowners fall into the second residential tier, or one ERU. Non-residential customers will also be billed based on the ERU system. When the new rates go into effect in early 2022, the typical residential customer currently paying \$79.34 per month would see an increase of \$5.65 per month, to \$84.99.

The stormwater fee also includes a credits and

Next Board Meeting: October 22

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.

incentives program for residential and non-residential customers who build projects to manage stormwater on their property. We also are seeking an 85% discount for income-eligible customers enrolled in the Bill Discount Program.

For more information about our recent rate settlement, please visit [Pgh2o.com/our-water-future](https://pgh2o.com/our-water-future).

Stormwater Monthly Fees	ERUs	2022	2023
Residential Tier 1 (>=400 to <1,015 sf)	.5	\$2.98	\$3.98
Residential Tier 2 (>=1,015 to <2,710 sf)	1	\$5.96	\$7.95
Residential Tier 3 (>=2,710 sf)	2	\$11.92	\$15.90
Non-Residential	Per ERU	\$5.96	\$7.95

70% of all Pittsburgh homeowners fall into Residential Tier 2.

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

[linkedin.com/company/pgh2o](https://www.linkedin.com/company/pgh2o)

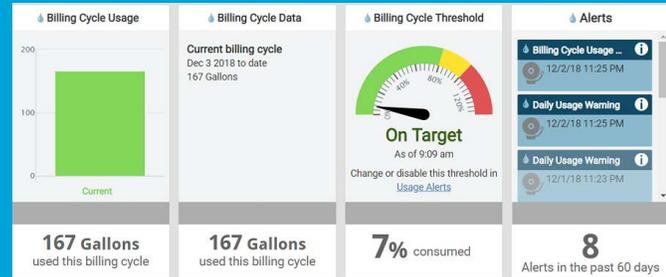
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nextdoor.com



Track Your Water Usage and Save Money!



Did you know that you can track your household's water usage on your monthly bill or through our online Customer Usage Portal?

Our bill layout includes your total gallons of water used during the billing period, your average daily use, and a graph comparing your average use for the current month and past months to help you spot seasonal or monthly changes in usage.

Our online Customer Usage Portal allows you to track your real-time water usage and set up text message or email alerts for spikes above a customizable threshold. The portal's dashboard includes the gallons of water used in the current billing cycle, billing cycle data, and the status of your usage threshold. Alert options include daily usage alerts, billing cycle usage alerts, and vacation alerts.

If you experience a sudden spike in your bill, it could be due to increased water use or a leak in your plumbing after your meter. Detecting and repairing leaking toilets, faucets, and other plumbing is often easy and can save you up to 10 percent on your water bills.

Learn more at
Pgh2o.com/check-your-water-usage.