

Rate Brochure: What to expect in 2022



The PUC's approval of our new rates and the stormwater fee reflect the ongoing renewal of our water and sewer infrastructure and will significantly change how we fund stormwater improvements.



When rain falls on hard surfaces like parking lots and roofs, it runs off these surfaces. This stormwater runoff can cause flooding and sewer backups and carry pollution (including combined sewage) into our streams and rivers. The consequences of excessive and unmanaged stormwater affect everyone in Pittsburgh.

Stormwater is a growing part of the investment we are making to modernize and improve the water services customers rely on each day. Several stormwater projects already under construction include things like improvements to the existing sewer system, as well as the development of green infrastructure like rain gardens and street planters to help catch, retain, and filter stormwater runoff.

To help fund these improvements, the Pennsylvania Public Utility Commission (PUC) approved a new stormwater fee. The new charge will be included on customers' bills starting in January. Historically, stormwater services were funded through the wastewater rates, which are based on water usage. The

people who used more wastewater services were paying more towards stormwater services.

The new stormwater fee will be calculated based on the amount of impervious or hard surfaces on a property, such as roofs, driveways, and parking lots. This ensures that all property owners in Pittsburgh

contribute a share that is proportional to the amount of runoff generated by their property. This is a more equitable way to distribute these costs, and customers may notice their wastewater rates go down accordingly.

For more information about the stormwater fee, please visit Pgh2o.com/stormwater-fee.

What does this mean for customers?

The new rates, including the stormwater fee, were approved by the PUC on November 18, 2021. The new rate structure will generate \$21 million in additional revenue that will be phased in over the next two years.

Focusing on rate changes occurring in 2022, the average residential customer using 3,000 gallons of water per month and falling into the Residential Tier 2 category for stormwater will see an increase of \$5.65. The typical residential customer enrolled in our low income customer assistance Bill Discount Program using 3,000 gallons of water per month and receiving the discounted Residential Tier 2 rate for stormwater will

see an increase of \$1.32. Rates will also change in 2023 and more information will be shared at that time.

For more information about changes to our rates, please visit Pgh2o.com/our-water-future.

Expanded Customer Assistance Programs

Several of the new enhancements will extend to customers enrolled in the Bill Discount Program. This includes doubling the monthly arrearage forgiveness credit from \$15 to \$30 for those enrolled in the program and on a monthly payment plan, a 50% discount on water usage charges for very low-income customers, and an 85% discount on the stormwater fee. These changes are in addition to the 100% discount on fixed charges for water and wastewater services.

We are also expanding the Hardship Grant Program to include sewage-only customers, and automatic enrollment for all verified low-income customers into the Winter Shutoff Moratorium. The PGH2O Cares team will continue its proactive outreach and education to encourage eligible customers to enroll in our assistance programs.

For more information about our Customer Assistance Programs, please visit Pgh2o.com/CAP.

As a publicly owned and managed utility, every dollar we receive from ratepayers is reinvested back into our infrastructure and the improvements we are making to provide high-quality services to our customers. We appreciate your support as we make these improvements for current and future generations of customers.

Do We Have Your Number?

Did you know that we call customers during water emergencies and outages? To verify or update your contact information, call PWSA Customer Service at (412) 255-2423 (Press 5) or visit our website at Pgh2o.com/update-contact-info.

PWSA is committed to maintaining and protecting the confidentiality and privacy of our customers and will not share your information with third party vendors.



Your Ratepayer Dollars at Work



PWSA crews installing underground stone storage before laying permeable pavers at the [Maryland Avenue Stormwater Improvement Project](#).

Since 2017, we have increased investment in water, sewer, and stormwater infrastructure. The past several years focused on the replacement of lead service lines, with the greatest amount of capital spending being allocated to the water distribution system. We are now also turning our attention to other essential water, wastewater, and stormwater projects that are necessary to revitalize and secure Pittsburgh's water future.

This investment will steadily increase to fortify and renew Pittsburgh's water, wastewater, and stormwater systems. Our [Capital Improvement Plan](#) projects a record investment of \$1.4 billion over the next five years. It emphasizes projects that will modernize critical water infrastructure, optimize the performance of systems, and improve reliability of essential water services.

2021 Highlights

Water Main Replacement

In 2021, we replaced 9.1 miles of water main and continued the removal of lead service lines throughout our drinking water service area in neighborhoods across Pittsburgh. Replacing aging water mains in our distribution system improves service reliability and ensures customers are receiving safe, high-quality drinking water. The largest amount of capital spending was directed towards the water distribution system.

Sewer Rehabilitation

Our sewer system got the attention it deserves this year. We are rehabilitating and repairing sewer mains and have lined approximately 9 miles of sewer pipes using sewer lining technology. This cost-effective process installs a protective barrier to the inside of the pipe to secure cracks and prevent leaks for many years.

We also began rehabilitating the century old M-29 sewer outfall located along the Monongahela River. This project, part of the larger [Four Mile Run Stormwater Improvements](#), will help to reduce river flow from backing up into the combined sewer system. Completion is expected in spring 2022.

Stormwater Infrastructure

We began constructing five stormwater projects this year in Squirrel Hill, Shadyside, Point Breeze North and the Northside and continued work on a project in Banksville. These projects will help to manage stormwater by capturing, holding back, and slowing the flow of stormwater into our sewer system when it rains. When construction is complete, they will reduce basement backups, neighborhood flooding, and improve water quality in our rivers and streams.

Water Reliability Plan

We continued the design of several projects within the [Water Reliability Plan](#). This series of projects will invest nearly \$300 million in a series of large-scale water improvement projects that will strengthen our water system, add redundancy, and provide an uninterrupted supply of safe, quality water to our drinking water customers. The first of these projects will move to construction in 2022 starting with the replacement of the liner and cover of the Highland II Reservoir.

The capital investment we are making today will provide current and future generations of customers with safe and reliable water services for years to come. As these projects are completed, our customers, Pittsburgh, and the region will benefit by having a system that is built to meet the demands that today's population and economy place on a modern water utility.

CURRENT RATES: 2022

Minimum Monthly Charges

Additional Volume Charges

Stormwater Charges

Based on a property's impervious surface

**Typical single-family residential meter size*

PROGRAMS TO HELP CUSTOMERS WITH THEIR WATER AND SEWER BILLS

FLEXIBLE PAYMENT PLANS: If you have fallen behind on your bill, we can help you with a repayment plan and forgiveness of some of your past due balance.

BILL DISCOUNT PROGRAM: For eligible customers, minimum monthly water, wastewater conveyance, and stormwater charges are reduced.

HARDSHIP GRANT: Cash grants of up to \$300 a year are provided to eligible customers. Now expanded to include wastewater only customers.

WINTER SHUTOFF MORATORIUM: This program assures that water service will not be shut off during winter months (December 1 through March 31) due to non-payment. All verified low-income customers will automatically be enrolled.

PITTSBURGH WATER AND SEWER AUTHORITY CARES!

Call our PGH2O Cares team today to learn more about our customer assistance programs to find out if you qualify.

CALL 412-255-8800 x3107

VISIT [Pgh2o.com/CAP](https://www.pgh2o.com/CAP)

EMAIL cares@pgh2o.com

Enroll in E-Billing

Use our paperless billing and payment portal to receive and pay your bill and manage your PGH2O account from your desktop or phone. Paperless billing provides a convenient and easy way to view your PWSA bills, make one-time payments, set up recurring payments, and manage notifications.

New enrollees who also enroll in the autopay feature will receive a one-time \$5.00 discount on their bill, visit Pgh2o.com/ebilling to enroll.



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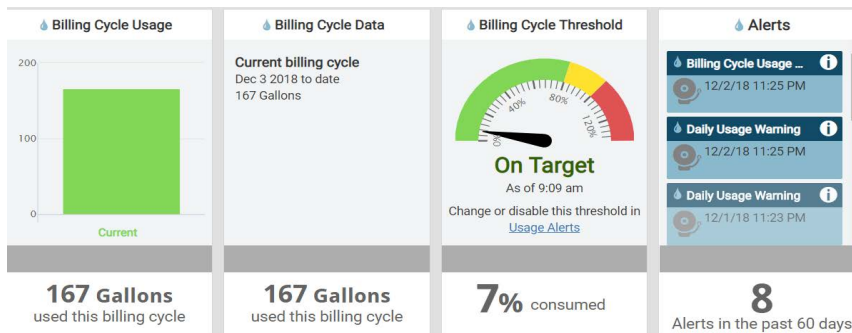
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Track Water Usage!

Monitor your water use in real-time and set customized, automated usage alerts. You can even authorize multiple users, such as tenants, to receive usage alerts. Setting usage alerts can help detect costly water leaks in your property.



To sign up for this service:

1. Go to pgh2o.com and click on **Pay a Bill**
2. Select "Check Usage"
3. Enter your email address, and click the link provided in an email that you will receive from the portal.
4. Type your full 14-digit account number and meter serial number.
5. Add your cell phone number to receive important alerts via text message and create a password.
6. Use your email address and password to log in.
7. Tour the portal, and set usage thresholds for email and/or text alerts.

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Pgh2o.com/rates