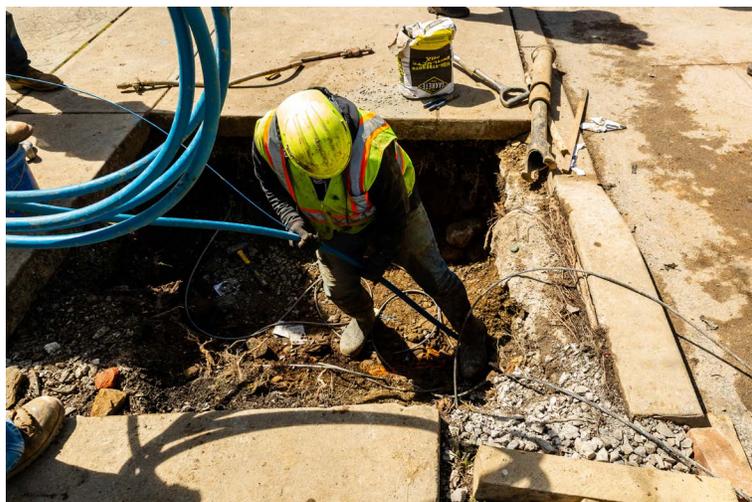


CURRENTS

PWSA Makes the Most of State Funding

Receives second funding award from PennVEST this year



Funding received from PennVEST since 2018 has supported the removal of thousands of lead service lines from our drinking water system.

With an ambitious \$1.4 billion capital improvement program, the Pittsburgh Water and Sewer Authority (PWSA) aggressively pursues state and federal infrastructure funding to help reduce the cost of this historic investment to ratepayers.

In October, we received our second award from PennVEST this year. The funding totals \$139 million and includes a \$133 million low-interest loan as well as a \$6 million grant that does not have to be repaid. The

funding will go towards critical water, sewer, and stormwater infrastructure projects and security enhancements at several PWSA facilities.

Using this funding from the state to advance several initiatives at PWSA, ensures that our customers receive reliable, high-quality drinking water, supports the ongoing removal of lead service lines, and improves the performance of our sewer system through the replacement and

modernization of hundreds of catch basins. Improved security at PWSA facilities further protects essential infrastructure and the critical water systems we rely on each day.

In July, we were awarded \$209 million in low-interest loan funds from PennVEST for the construction of projects within our [Water Reliability Plan](#). The Water Reliability Plan involves the rehabilitation or replacement of critical components of our water pumping and distribution system. These components include large diameter transmission pipes, reservoirs, pump stations, and electrical stations that help to deliver water. PWSA will also replace the Clearwell - a large, century-old storage facility used to disinfect and kill any harmful bacteria or pathogens in the water. When built, these assets will be the resilient backbone of the water system and allow us to provide continuous service to all customers,

even in the event of power outages, weather events, or other unforeseen issues that can impact service.

Since 2018, we have received \$559 million from PennVEST in the form of low interest loans and grants. Over time, this state funding will save customers millions in ratepayer dollars. This most recent award includes a single \$75 million award to replace 8 miles of water main and removal of lead service lines. This is the second largest award received by PWSA preceded by the [\\$209 million](#) awarded earlier this year for the Water Reliability Plan.

We appreciate our partnership with PennVEST and their recognition of the extensive improvements we are making to our water infrastructure. This investment will provide current and future generations of PWSA customers with safe and reliable water services for years to come.

**Next Board Meeting:
November 18**

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.

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 PGH2O bill. These programs are managed by our **PGH2O Cares team**, a group of education and outreach professionals dedicated to working directly with our most vulnerable customers to bolster enrollment in our Customer Assistance Programs and identify ways to reduce water usage.

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 our **Customer Assistance Program** page or contact **PGH2O Cares** at cares@pgh2o.com or 412-255-2457.

Additional Assistance Programs

Additional assistance programs are offered separately from PWSA's Customer Assistance Programs.

The **Pennsylvania Housing Assistance Fund (PAHAF)** provides financial assistance to eligible homeowners to help cover water and wastewater charges. Please visit their [website](#) or call 888-987-2423 for more information and to apply.

The **Allegheny County Sanitary Authority (ALCOSAN) Clean Water Assistance Fund** is available to eligible residential customers. It is also administered by Dollar Energy Fund. To learn more and apply for assistance, visit the **Clean Water Assistance Fund** page.

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

Convenient and easy to use, our online billing and payment portal ensures timely delivery of bills and payments. 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
**translation services available*

Emergency Dispatch*
412.255.2423 (Press 1)
Available 24/7

linkedin.com/company/pgh2o

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

facebook.com/pgh2o

nextdoor.com



WATER WISE

Protect Green Stormwater Infrastructure This Winter



Our Centre and Herron stormwater project in the Hill District with a hint of frost in December 2021.

Green stormwater infrastructure such as rain gardens, permeable pavement, and rain barrels mimic nature to capture, store, and filter stormwater. Even when plants are dormant during winter, green infrastructure can continue to function, helping to reduce flooding and river pollution. However, improper handling of snow and ice can damage public and private green infrastructure.

Follow these winter tips to keep green infrastructure functioning properly:

- Do not overapply de-icing salt or sand on sidewalks or streets, especially next to green infrastructure. De-icing salts can harm plants and water quality, while sand can clog rain gardens and permeable pavement.
- Do not plow or shovel snow piles next to or on top of green infrastructure, since piles can block stormwater flow and crush plants and soil.
- Make sure rain barrels are completely drained and spigots are left open to prevent freeze damage. Switch downspout diverters to bypass the barrels so that stormwater drains through the downspout. If storing barrels outside, cover with a tarp.