

Rate Brochure: What to expect in 2023



Historic Investment and What Comes with It: Water Reliability, Your Ratepayer Dollars at Work, and Expanded Customer Assistance.



Here at the Pittsburgh Water and Sewer Authority, we are committed to using ratepayer dollars to offer expanded customer assistance programs, invest in our water infrastructure, rehabilitate sewer mains, replace lead lines and construct new stormwater infrastructure.

This past year, we made tremendous progress on our Water Reliability Plan and several other high-profile projects to strengthen Pittsburgh's water infrastructure, improve water quality in our rivers and streams, and provide safe, reliable water services.

We intend to continue this important work in 2023 and beyond, progressing with many more of these vital, future-oriented projects that our ratepayers expect.

Water Reliability Plan

The projects making up the [Water Reliability Plan](#) will happen sequentially

and work together to fortify the system so it's ready to supply continuous water service during the final and biggest project—the complete restoration of the Clearwell.

In 2022, PWSA completed the first projects within this plan — the [Highland II Reservoir Liner and Cover Replacement](#), and

rehabilitation of [Rising Main 3](#). In 2023, construction begins on the second set of projects, which includes the new [Highland Reservoir Pump Station](#) and rehabilitation of [Rising Main 4](#).

Stormwater Improvements

In 2022, PWSA completed six stormwater improvement projects in five Pittsburgh neighborhoods that will help to protect residents from basement sewage backups, neighborhood flooding, and improve water quality in Saw Mill Run. We also released a Stormwater Strategic Plan, which is the first phase of a long-term planning effort to inform future projects and analyze capacity within our sewer system.

Expanded Customer Assistance

PWSA's customer assistance programs provide essential support for those

who need it most. These programs, first established in 2018 and now ingrained in our organizational culture, help thousands of PWSA customers satisfy outstanding balances and pay reduced monthly charges.

You can learn more about our customer assistance programs at [Pgh2o.com/CAP](https://pgh2o.com/CAP).

Funding this Important Work

Since 2018, PWSA has received a combination of \$533 million in low-interest loans and \$26 million in grants from the state's infrastructure investment authority — PENNVEST. This funding supports our historic investment and will save PWSA rate payers millions of dollars over time.

PWSA's current rate structure, approved in November 2021 by the PA Public Utility Commission (PUC), phases in an additional \$21 million in revenue over two years. As such, in 2023, revenue will increase by an additional \$4 million and customers will see a slight increase in their PGH2O bill (see rates tables on page 3).

As a publicly owned and managed utility, every dollar we receive from ratepayers is reinvested back into the water, sewer and stormwater 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.

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](https://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

Since 2017, PWSA has steadily increased investment in essential water, sewer, and stormwater infrastructure. This year, we turned our attention to the construction of projects within our Water Reliability Plan. This sequence of projects will strengthen and add needed redundancy to critical components of our water pumping and distribution system.

As we look to 2023, customers will continue to see PWSA operations and construction crews in their neighborhoods where we are removing lead service lines, replacing aging water mains, rehabilitating sewer pipes, and constructing new stormwater infrastructure. This investment, projected to reach \$1.8 billion over the next five years, will modernize critical water infrastructure, optimize the performance of systems, and provide safe, reliable water services for years to come.



PWSA CEO Will Pickering talks to media and stakeholders at the Highland II Reservoir during a media event in August 2022.

2022 Highlights

Water Reliability Plan

The [replacement of the liner and cover of the Highland II Reservoir](#), pictured right, was the largest project of its kind happening in North America in 2022. It meets water safety and regulatory requirements and creates greater reliability within our water distribution system.



Lead Line Replacement

In 2022, PWSA continued to replace lead service lines throughout Pittsburgh. Since 2016, we have replaced more than 9,700 lead service lines. We look forward to reaching the 10,000 mark in 2023! [Lead.Pgh20.com](https://www.pgh20.com/Lead).

Stormwater Infrastructure

We completed six [stormwater improvement projects](#) this year to help protect Pittsburghers, our neighborhoods, and our three rivers. These projects will help to manage stormwater by capturing, holding back, and slowing the flow of stormwater into our sewer system when it rains.



Pictured above are permeable pavers installed on [Maryland Avenue](#) of Shadyside as part of this stormwater improvement project.



Sewer Rehabilitation

In April, construction began on the [Fuchsia Way Sewer Reconstruction Project](#) in Homewood, pictured left. This project is a community-focused solution that will improve the reliability of water and wastewater services by reconstructing both sewer and water mains in addition to replacing lead service lines where found.

Learn more about our many projects at [Pgh20.com/search-all-projects](https://www.pgh20.com/search-all-projects).

CURRENT RATES: 2023

The average residential customer using 3,000 gallons of water per month will see an increase of \$1.44 in 2023. The typical residential customer enrolled in our low-income customer assistance Bill Discount Program using 3,000 gallons of water per month, will also see an increase of \$1.06 per month in 2023.

Minimum Monthly Charges

Meter Size	Minimum Gallons	Minimum Charge: Water	Minimum Charge: Wastewater
*5/8"	1,000	\$ 26.52	\$ 7.32
3/4"	2,000	\$ 46.47	\$ 11.70
1"	5,000	\$ 102.08	\$ 24.27
1 1/2"	10,000	\$ 201.85	\$ 46.19
2"	17,000	\$ 337.28	\$ 76.29
3"	40,000	\$ 766.42	\$ 173.03
4"	70,000	\$ 1,313.93	\$ 297.52
6"	175,000	\$ 3,174.80	\$ 725.62
8"	325,000	\$ 5,784.48	\$ 1,330.48
10" or larger	548,000	\$ 9,582.36	\$ 2,218.44

*Typical single-family residential meter size

Meter Size	Total Minimum Charges
Fire Line Minimum Charge	
1" or less	\$ 15.43
1 1/2" - 3"	\$ 46.28
4"	\$ 152.25
6" or greater	\$ 325.06

Additional Volume Charges

For every 1,000 gallons over the minimum, the rate will be the following:

Account Classification	Water Rates	Wastewater Rates	Total Combined Rate
Residential Property	\$14.64	\$ 5.81	\$20.45
Commercial Property	\$13.80	\$5.28	\$19.08
Industrial Property	\$12.13	\$5.05	\$17.18
Health or Education Property	\$16.29	\$6.38	\$22.67
Fire Systems (use other than reported fire – Rule 304.9)	\$39.05	---	\$39.05

Stormwater Charges

Based on a property's impervious surface

Stormwater Class	ERU's	Stormwater Monthly Fees
Residential - Tier 1: (400 to 1,015 sf)	0.5	\$ 3.98
Residential - Tier 2: (1,015 to 2,710 sf)	1.0	\$ 7.95
Residential - Tier 3: (2,710 sf or greater)	2.0	\$15.90
Non-Residential	per ERU	\$ 7.95

70% of residential customers will fall within Tier 2.



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 payment plan. Income-eligible customers could also receive forgiveness of some of their past due charges.

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

HARDSHIP GRANT: Grants of up to \$300 a year are provided to eligible PWSA water and wastewater conveyance 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 confirmed low-income customers are automatically enrolled.

PITTSBURGH WATER AND SEWER AUTHORITY CARES!

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

CALL 412-255-2457

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

EMAIL Cares@pgh2o.com

Enroll in E-Billing


Join your friends and neighbors who are already using our Customer Advantage portal to receive and pay their bill, monitor their usage and set usage alerts, and manage their PGH2O account from their desktop or phone. Paperless billing provides a convenient and easy way to view your monthly bills, make one-time payments, set up recurring payments, and manage notifications.

Visit Pgh2o.com/ebilling to enroll.



Customer Advantage Portal

This summer, PWSA launched the Customer Advantage portal that has enhanced customer engagement, provided more self-service features, and made it easier for customers to manage their bills, usage, and services under one username and password. If you are not already enjoying these benefits, visit myaccount.pgh2o.com/register to enroll today!



PGH2O Customer Advantage Portal

Featuring:

- Expanded self-service functionality
- One username and password to manage your PWSA account
- Easily complete simple tasks like paying a bill, tracking water usage, updating contact information and more!
- Manage multiple accounts under the same username and password

To log in or create an account, click the 'Pay a Bill' button at Pgh2o.com or visit Pgh2o.com/e-billing.

This new portal is part of PWSA's continued investment in technological innovations to enhance customer service and strengthen PWSA's commitment to our customers.

Learn more at Pgh2o.com/customer-advantage.



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Pgh2o.com/rates