

# CURRENTS

## Highlighting Our Successful 2022 Community Lead Response



PWSA crews replacing a lead service line.

As stewards of a vital natural and public resource, PWSA is committed to providing safe and reliable drinking water to the communities we serve. We're pleased to announce that our most recent round of testing – conducted between July and December of 2022 – shows lead levels at 5 parts per billion (ppb), well below the state and federal action level of 15 ppb.

PWSA's water has remained in compliance with federal lead regulations

since 2020 and, since the 2016 establishment of our Community Lead Response program, PWSA has replaced nearly 10,000 public lead service lines and more than 6,800 private lead service lines at no direct cost to customers.

### 2022 Accomplishments

We launched a variety of targeted lead removal programs in 2022. In addition to water main replacement programs, which focused on areas

with a high concentration of lead service lines, we also launched the Priority Lead Line Replacement Program, a unique effort to replace lead lines at all daycare facilities and any homes that submitted a lead test kit with elevated results. Made possible by a \$4.7 million funding package from PENNVEST, the program included the following:

- Service line material investigations at 180 daycare facilities within PWSA's water service area.

### Next Board Meeting: March 24

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.

- 19 lead lines found and replaced at daycare facilities. All daycare facilities within PWSA's service area are now free of lead lines.
- 306 replacements at homes with elevated lead test kit results.

We also continued replacing lead lines through the \$17 million Neighborhood Lead Line Replacement Program, an effort funded by the American Rescue Plan Act of 2021, granted to PWSA through the City of Pittsburgh. Thus far, the project has completed work in Elliott, Crafton Heights, North and South Oakland, East Allegheny, the North Shore, Bloomfield, and East Liberty replacing any lead lines found within a given work area.

Hundreds of lead lines have been replaced by this program already, and work will continue into 2023, providing replacements free of charge to our customers.

Since its inception in 2016, PWSA has invested approximately \$270 million in PENNVEST funding alone to replace lead lines and upgrade water infrastructure for thousands of our customers.

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

Signing up is simple at [pgh2o.com/subscribe](https://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](mailto: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](https://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](https://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](https://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](mailto:info@pgh2o.com)  
*\*translation services available*

**Emergency Dispatch\***  
412.255.2423 (Press 5)  
Available 24/7

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# WATER WISE

Do you know how to protect your family and home from flooding?



Flooding is the most common natural disaster in the United States. Since spring rains bring an increased risk of stream and river flooding, street flooding, and sewage backups, take the following steps today to prepare.

Make an emergency plan for your household, including pets, so that you and your family know what to do and where to go. Sign up or listen for emergency and weather alerts. Remember: never walk, swim, or drive through floodwaters.

Look up the flood risk for your home. Store important documents and valuables in a safe, dry place. Elevate and anchor critical utilities like electrical panels and propane tanks.

Purchase or renew a flood insurance policy through the National Flood Insurance Program (NFIP). Take photos of your property and do an inventory in case of damage.

Learn more at [Pgh2o.com/your-water/stormwater/flood-preparedness](https://Pgh2o.com/your-water/stormwater/flood-preparedness).