

# CURRENTS

## Happy New Year, Pittsburgh!

**Next Board Meeting:  
February 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.*



*CEO Will Pickering celebrates the rehabilitation of the 100+ year old M-29 combined sewer outfall in Oct. 2022. Improvements made will support public health by reducing river flow entering the combined sewer system and extend the useful life of the outfall.*

Each day in 2022, PWSA treated and produced an average of 65 million gallons of water for the customers we serve. That's enough to fill about 812,000 standard bathtubs per day.

Getting that water from the Allegheny River to our plant for treatment, and then to our customers, is no small order, but one that's essential in maintaining and further improving water quality and protecting public health in our region.

With that, we'd like to recap some quick, high-

level 2022 achievements around those twin goals of protecting public health and driving water quality.

Since 2016, we've replaced more than 9,800 public lead service lines. In 2019, we also began adding orthophosphate – a food-grade additive that creates an anti-corrosive barrier between the lead pipes and the water flowing through them – to reduce lead levels. Our most recent round of lead testing, conducted in July, shows the payoff: lead levels are well below the state and federal action

level of 15 parts per billion. This is the fourth consecutive round of testing where lead levels were in compliance.

Speaking of water quality testing, we performed approximately 2,500 routine water quality tests per month at our treatment plants and approximately 1,500 routine tests per month at various points of the distribution system. These tests monitor several, interconnected components of water quality to ensure that water is meeting all quality standards from our treatment plant to your tap.

Our Operations group met our annual PUC regulatory performance commitment to inspect and flush a third of our fire hydrants months ahead of schedule. This is important to ensuring proper flow and pressure is available in our distribution system and helps to remove sediment to maintain water quality. Operations also exercised more than 5,000 valves across our service area, which ensures that these important on/off mechanisms of our distribution system are in good working order.

That's just a taste, and more will be covered in our forthcoming Year in Review report.

We have a lot of optimism in what the next few years holds for PWSA and our community. If you see any of our crews in your neighborhood performing this essential work, please be sure to say hello or, if you'd like, ask them more about the work they're doing. After all, we're here to serve you!

**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 1)  
Available 24/7

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# WATER WISE

## Protect Your Pipes!



### Check out our list of tips for protecting your pipes this winter.

Harsh winter temperatures can cause your pipes to freeze or even break. Water expands when it freezes, which places a tremendous amount of pressure on your plumbing system.

### Follow these simple steps to protect your pipes this winter:

- Check frequently to make sure pipes are not frozen by opening and turning on taps in your home. Allow water to drip slightly from your faucets if your pipes tend to freeze.
- Insulate pipes, faucets, and water meters in cold areas of your home. If you have pipes in the attic, an unheated garage, or crawl space under the house, wrap pipes before temperatures drop.
- Seal off access doors, air vents, and cracks. Winter air that enters a home through any opening can quickly freeze exposed water pipes.
- Before temperatures drop, remove, drain, and store outside garden hoses. Close the internal valves that control the water supply to the outside hose spigot. Then, open the outside hose spigot to allow any remaining water to drain.
- If leaving your home for an extended period, consider closing your main water shut-off valve and draining the system by opening all faucets and flushing the toilets. To shut off individual fixtures, check for valves under sinks and behind toilets. You can also call us at 412-255-2423 to have us shut water service at the curb to avoid a minimum monthly charge.

Learn more at [Pgh2o.com/protecting-your-pipes](https://Pgh2o.com/protecting-your-pipes).