

CURRENTS

For a complete list of PWSA's board and community meetings, please visit Pgh2o.com/events-meetings.

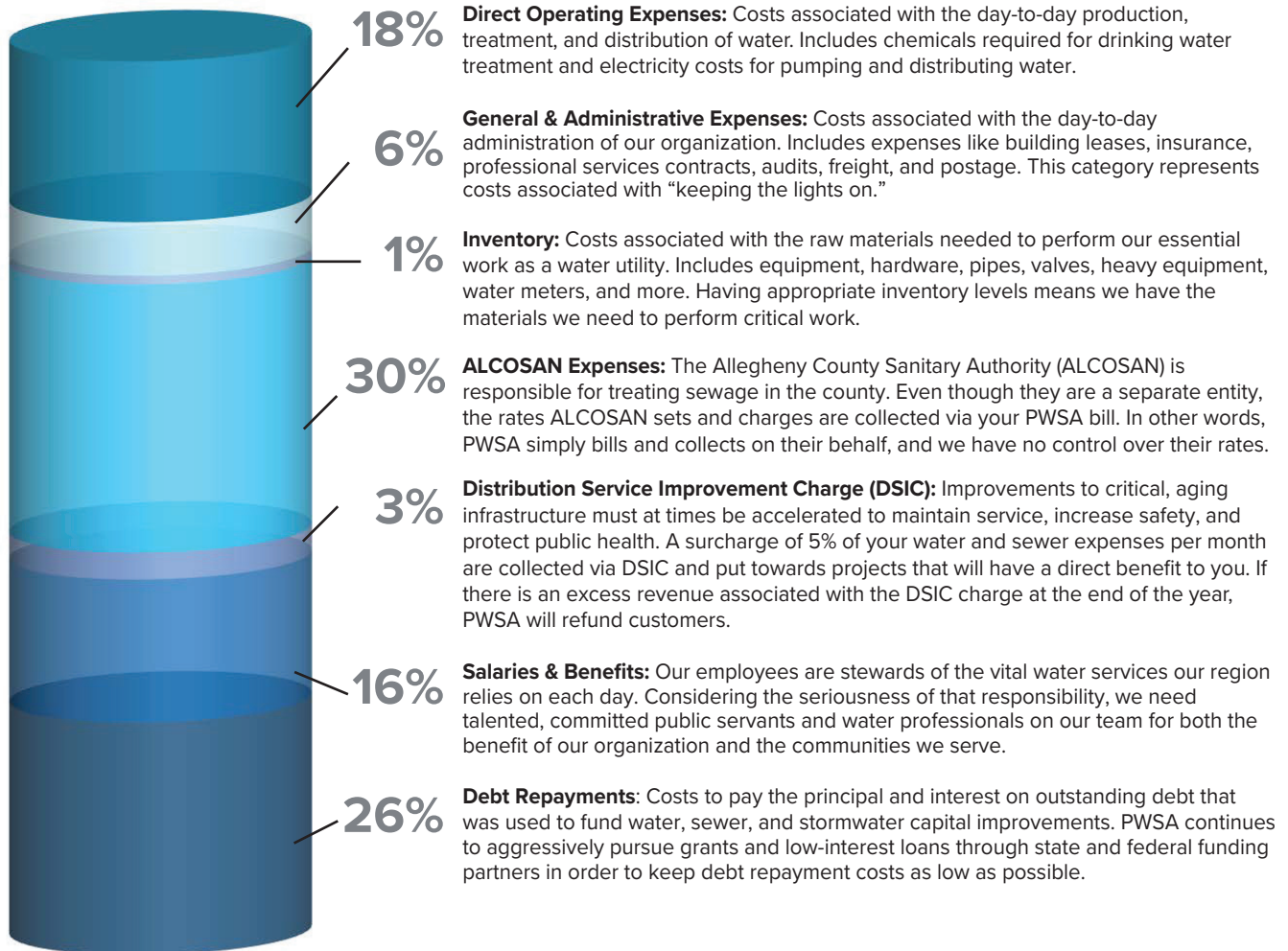
Following COVID-19 restrictions, meetings are held virtually and may be tentative or postponed.

PGH₂O Your Ratepayer Dollars Explained



PWSA is making unprecedented levels of investment in the water systems that serve our region. Since 2018, we've invested more than \$524 million to renew critical drinking water infrastructure, remove lead service lines, construct new stormwater infrastructure, and rehabilitate century-old sewer mains. This investment has culminated in landmark successes: the removal of our 10,000th lead service line, the completion of the first phase of Water Reliability Plan projects, and since 2020, some of the lowest recorded lead levels in our history. As a publicly owned and operated water utility, every dollar we receive from customers is invested back into the water systems you rely on each day. Unlike investor-owned utilities, we do not have shareholders and do not generate a profit.

Below is a summary of the ways PWSA invests your ratepayer dollars back into our water distribution system for the benefit of everyone we serve.





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

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WATER WISE

Learn More About The Quality of Your Drinking Water!

Our Annual Water Quality Report is now available online:

Pgh2o.com/2022WaterQuality



The Pittsburgh Water and Sewer Authority (PWSA) is the largest water, wastewater, and stormwater authority in Pennsylvania, serving a population of approximately 500,000 throughout the City of Pittsburgh and surrounding areas. We produce 70 million gallons of water daily and provide drinking water to the majority of residents living in Pittsburgh.

Ensuring the safe and reliable delivery of drinking water is our top priority. The talented men and women working at the water treatment plant, in the lab, and in the field perform essential tasks to maintain water quality and ensure that it meets or exceeds all state and federal drinking water requirements.

PWSA's 2022 Water Quality Report, also referred to as the Consumer Confidence Report, is required by the Environmental Protection Agency.

We encourage you to read the 2022 Water Quality Report and if you have questions, or prefer to have a hard copy sent by mail, please call Customer Service at 412-255-2423 (Press 5).