

CURRENTS

On Course to Fulfill Our Mission

2022 Year in Review highlights recent accomplishments and our commitment to rebuilding public trust



The Pittsburgh Water and Sewer Authority (PWSA) has never been in a better position to fulfill our mission: *to support our region by protecting public health and the environment through the delivery of safe and reliable water services.*

With diligence, clarity of purpose, and support from community stakeholders, state and federal funding partners, and our regulators, PWSA is committed to delivering high-quality water services that you, our customers, can rely on.

We started the year with a [short video](#) to highlight some of our accomplishments from 2022. It featured our progress on the removal of

lead service lines, improved drinking water treatment, and the daily testing we do to maintain water quality. Shortly thereafter, we celebrated the removal of the [10,000th lead service line](#) from our drinking water system.

This was a proud moment for PWSA and an accomplishment the Pittsburgh community can celebrate. Rest assured, we will not stop until all lead pipes are removed from our system.

While our Community Lead Response is often at the forefront, many other initiatives, like our [Water Reliability Plan](#), [Water Main Replacement program](#), and

[Sewer Rehabilitation projects](#) are underway. These capital investments will renew our water and sewer infrastructure and will create a modern, more reliable system to serve current and future generations of customers for years to come.

In the summer of 2022, we conducted a robust, service-area-wide customer satisfaction survey to gain a better perspective into what you expect from a trusted community utility partner like PWSA. We learned that approximately 80 percent of respondents signaled their support for PWSA using ratepayer dollars to invest funds to maintain, improve, and modernize water infrastructure.

Additionally, respondents were nearly unanimous in their conclusion that PWSA should be communicative and transparent regarding drinking water quality and our role in protecting public health.

Paramount to the protection of public health, are the unsung heroes in our Operations Department. Each day, this group of dedicated men and women

**Next Board Meeting:
May 26**

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.

perform necessary, routine tasks that are essential for maintaining water quality. In the field and at the Water Treatment Plant, they repair water main breaks, unclog storm drains, treat and monitor water as it moves through the treatment process and our distribution system, and perform thousands of water quality tests each month.

This critical work assures that our customers have high-quality water for drinking, cooking, cleaning, and personal hygiene; that sewer pipes safely move water away from homes and businesses, and that storm drains are properly maintained to capture runoff from neighborhood streets.

Our team of talented public servants and water professionals remain committed to rebuilding trust with those we serve and modeling transparency in our daily work. There are many reasons for optimism in what the next few years hold for us and for Pittsburgh. Read more about our progress and the accomplishments from this past year in our [2022 Year in Review](#).

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

Signing up is simple at pgh2o.com/subscribe.

PGH₂O



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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nextdoor.com



PGH2O
WATER WISE

PWSA Hosts Stormwater Conversations



Attend upcoming community workshops about the Stormwater Strategic Plan.

The Stormwater Strategic Plan is the first phase of a long-term planning effort to address local stormwater challenges. It is available to the public for review and comment through June 30, 2023.

To gather feedback and hear your stormwater experiences, PWSA is hosting a series of six community workshops. Join the conversation and attend the one that's most convenient for you! All workshops will be held from 6:00pm - 8:00pm:

April 13 (West End)

Sheraden Healthy Active Living Center
720 Sherwood St.

April 18 (South)

Phillips Recreation
201 Parkfield St.

April 25 (East End)

Kingsley Association
6435 Frankstown Ave.

May 16 (Northside)

Brighton Heights Healthy Active Living Center
3515 McClure Ave.

May 23 (Hazelwood, Four Mile Run)

Hazelwood Healthy Active Living Center
5344 Second Ave.

June 6 (Central: Hill District, Downtown, Strip District, Oakland)

Elsie H. Hillman Auditorium
1825 Centre Ave.

Learn more at:
Pgh2o.com/stormwater-conversations.