

CURRENTS

Understanding Your Water Quality
Highlighting PWSA's 2022 Water Quality Report



Paramount to the safety of your drinking water are our employees at the Water Treatment Plant. Shown here is just one of those teams: our Lab group. Back row, left to right: Chemists Robert Gomez, Jonathan Seward & Erich Schaftrick. Front row, left to right: Chemist Angela Carney, Lab Manager Linda Leopold & Chemist Alana Reynolds. Not pictured: Chemists Lavinia Falck & Paris Bundridge.

As stewards of a vital natural and public resource, PWSA is committed to providing safe and reliable drinking water to the approximately 500,000 consumers we serve. That's why we're proud to release our 2022 Water Quality Report, which shows a clean bill of health for the quality and safety of your drinking water. Our drinking water customers can have confidence that the water you rely on meets or exceeds all regulatory requirements.

We encourage you to read that full report, found on our Water Quality &

Treatment webpage, to learn more about our treatment process and the effectiveness of water quality testing. Because water treatment and quality is a technical topic, we wanted to condense and summarize some of the important techniques our talented teams use to ensure the water coming to your tap is safe and reliable.

Measuring pH. pH is essentially a measure of how acidic or basic a water-based solution is. Looking at a pH scale, a pH of 7 is neutral, a pH above 7 is basic, and a pH below 7 is

acidic. Too much acidity is harmful to consumers and can cause corrosion in our pipes.

The pH of our raw water source, the Allegheny River, is consistently between 7 and 8. When that water is first pumped into our plant, we add ferric chloride – a coagulant – causing the pH to drop. This drop is a critical part of the process, better enabling particles to coagulate and settle out of the water.

After additional treatment steps, the water is adjusted through the addition of soda ash until a pH of 7.4 to 8.0 is reached.

Building Orthophosphate Scale. Orthophosphate is a food-grade additive PWSA began using in 2019 to reduce lead in homes that have lead service lines or plumbing. It forms a protective barrier – or “scale” – in the interior of a pipe and prevents it from corroding and leeching lead into tap water.

Orthophosphate is approved by the Environmental Protection Agency (EPA) and successfully used in water systems all across the country.

Next Board Meeting: August 25

For more information and to join a PWSA Board Meeting, please visit pgh2o.com/board

For a complete list of PWSA's community meetings and events, please visit pgh2o.com/events-meetings

Controlling for Turbidity. Turbidity is most simply described as water cloudiness. The cloudier the water, the higher potential there is for possible microbial breakthrough, so turbidity is measured continuously throughout the treatment process and distribution system.

Many treatment adjustments are made by our teams throughout the year to keep turbidity as low as possible. The turbidity of the Allegheny River can soar following heavy rainfall, which can stir up sediment and move land-bound pollutants to our waterways. Here we can again use ferric chloride, the coagulant, causing the suspended solids in the raw water to clump together, lowering turbidity. After a few more treatment steps, the water moves to our sedimentation ponds to allow for extra particles to settle out, and is then brought back to the treatment plant where it receives additional disinfection – for instance, it's put in contact with chlorine at the Clearwell – before it's put into the distribution system.

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

Signing up is simple at 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 PWSA 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 call [412-255-2457](tel:412-255-2457).

ALCOSAN Clean Water Assistance Fund

The Allegheny County Sanitary Authority (ALCOSAN) Clean Water Assistance Fund is available to eligible residential customers and administered by Dollar Energy Fund. To learn more and apply for assistance, visit the [Clean Water Assistance Fund](#) page.

Neighbors Helping Neighbors

Your donation to PWSA's Hardship Grant Program will directly benefit PWSA customers having difficulty paying for basic water and sewer services. Donate 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 to your account, so your entire household is informed about our work.

Update your contact information online at pgh2o.com/update-contact-info or call PWSA Customer Service [412-255-2423](tel: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)
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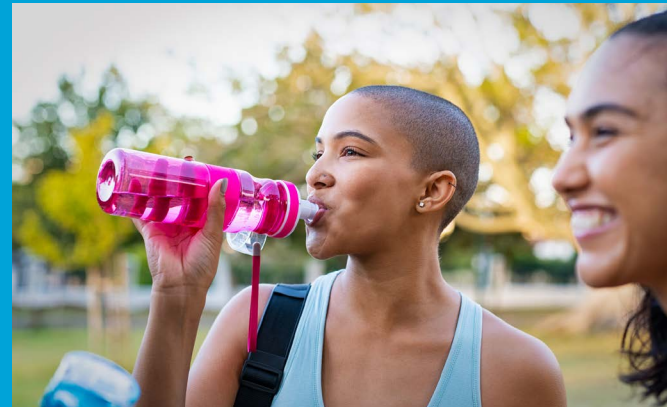
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WATER WISE

Stay hydrated this summer.
Drink water!



Your body needs water to function properly. Most people can stay hydrated by drinking water whenever they feel thirsty. However, when summer heat waves strike or a hard workout makes you sweat, remember to drink extra water to make up for fluid loss. Keep a pitcher of tap water in the fridge so you can easily pour cold glasses of water. When outside or without air conditioning, spritz cold water from a spray bottle to stay cool, wear wet towels or bandanas on your shoulders or head, or fill a bucket to soak your feet. Use the power of water to stay cool, hydrated, and safe this summer.

Team PGH2O Excellence



Our PWSA Operations crews are working around the clock for all our customers.

Shown here are, from left to right, **Anthony Colapietro** (Licensed Utility Worker II), **Chuck Schmitt** (Truck Driver), and **John Kuth** (Utility Worker I) digging a curb box for Dina of Point Breeze.