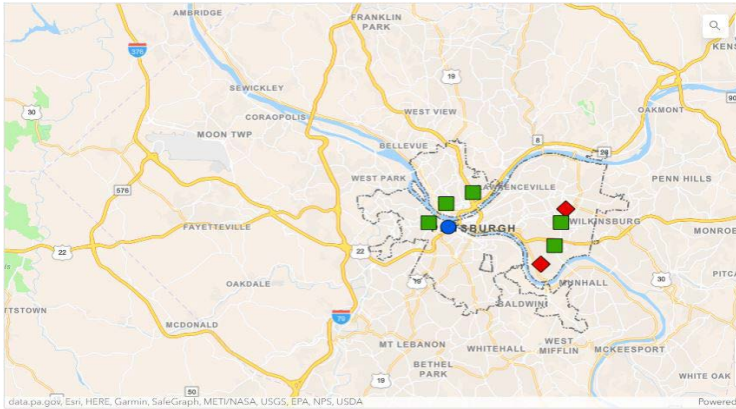


CURRENTS

Improved Service Outage Map

Provides customers with real-time information about water service interruptions



2 Active Outage(s)

- Active outage in Hazelwood** near 316 Flowers Ave due to a **Service Line Repair/Replace**.
 Estimated Restoration Time: **8/10/2023, 1:30 PM**
 Water buffalo location, if applicable:
- Active outage in Point Breeze** near 142 W Lyndhurst Dr due to a **Water Main Break**.
 Estimated Restoration Time: **8/10/2023, 3:00 PM**
 Water buffalo location, if applicable:

PWSA's new service outage map shows active, planned, and recently restored water service interruptions. To view work happening in your neighborhood, go to pgh2o.com/service-outages.

We want every PWSA customer to know about our new service outage web map! Recently released, it provides customers with with greater accuracy and more immediate notification about water service interruptions.

Using our in-house Geographic Information System (GIS) talent and technology, PWSA streamlined internal processes to introduce the new service outage map improving the

way customers receive information about service interruptions.

Features of the Service Outage Map

The new map provides current information about active, planned, and recently restored water interruptions. Outages are displayed on the map and listed with pertinent information about their location, restoration time, and other details as needed.

Responsive features on mobile or desktop, allow users to toggle between the different outage types, then click on a listing to zoom into the location on the map. Here you can see the boundaries in more detail for a better understanding of the impacted streets or properties. If you are impacted by an outage or any scheduled work that requires us to temporarily shut water, you will be notified by robocall provided your contact information is up to date in our system.

The features of the map give our 24/7 emergency Dispatchers the ability to enter reports of water outages, water main breaks, and other service needs into the back-end database of the map. From there, they draw the boundaries of the outage based on information reported from our crews in the field. The mapped outage areas are then automatically updated onto the PWSA website and into our robocall system, so Dispatchers can more

Next Board Meeting: September 22

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

easily initiate a call to notify the impacted population.

Update Contact Information, Report Water Main Breaks

To receive notifications about water main breaks or service interruptions impacting your home or property, make sure we have your contact information. You can enter it online at pgh2o.com/update-info or by calling our Customer Service department at 412-255-2423, press 5. To report a water, sewer, or stormwater emergency, please call our 24/7 emergency Dispatch at 412-255-2423, press 1.

Crews are working around the clock to provide reliable, high quality water service. When an outage happens our first priority is to safely restore service for our customers. If you receive a robocall or think you might be impacted by a service interruption, please check pgh2o.com/service-outages for current information about water service in your neighborhood.

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.

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 (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

[linkedin.com/company/pgh2o](https://www.linkedin.com/company/pgh2o)

[facebook.com/pgh2o](https://www.facebook.com/pgh2o)

@pgh2o

[nextdoor.com](https://www.nextdoor.com)



WATER WISE

Help Our Rivers by Preventing Illicit Discharges



Across approximately 25 percent of Pittsburgh, stormwater and wastewater are routed into separate underground sewer pipes. In these municipal separate storm sewer system (MS4) areas, **primarily located in Pittsburgh's Saw Mill Run neighborhoods**, storm drains on the street carry rainwater directly to our streams and rivers through storm sewer pipes.

That means any materials that enter a storm sewer will not have a chance to be removed at a wastewater treatment plant before they reach our many rivers. This pollution can harm local water quality, fish, wildlife, and recreation. Any unauthorized discharge from our MS4 system that is not composed entirely of stormwater is considered an illicit discharge and is prohibited.

We can all do our part to protect water quality and keep our rivers clean! Follow these best practices to prevent illicit discharges:

- Never dump vehicle fluids, grass clippings, leaves, household chemicals, paint, animal waste, car washing soaps, litter, or fats, oils, and greases into storm drains.
- Contact us about any sanitary, restaurant waste, or industrial wastewater line connected to the storm sewer system to coordinate proper disconnection and rerouting.
- Only the following uncontaminated water sources are permitted to enter a storm sewer: water used for firefighting, dechlorinated fire hydrant and water line flushing, lawn watering, uncontaminated groundwater, residential car rinsing (no cleaners), and condensation from heating and air conditioning.

If you discover an illicit discharge, please report it to us at 412-255-2423 (Press 1) or use the **Report an Issue Form** on our website so that we can investigate.

Learn more at pgh2o.com/ms4.