

CURRENTS

Water Quality is High. Lead Levels are Low. PWSA customers have exceptional reasons to trust the tap!



In 2023, the Pittsburgh Water and Sewer Authority (PWSA) has demonstrated its commitment to protecting public health for the customers and communities we serve. This round up of the greatest moments from this past year highlight the many ways we provide Pittsburgh families with safe, high-quality drinking water.

10,000 Lead Lines Removed

PWSA reached a significant milestone, [celebrating the replacement of 10,000 lead service lines](#) alongside federal, state, and local leaders. This achievement stands as a cornerstone for Pittsburgh, prioritizing the

removal of lead service lines to minimize lead exposure and ensure the delivery of safe, top-notch drinking water to its residents. Since the inception of PWSA's groundbreaking [Community Lead Response](#) in 2016, we've successfully replaced more than 10,600 public lead service lines and over 7,400 private ones from our drinking water system.

High Marks for Water Quality

In June, we released our [2022 Annual Water Quality Report](#), which found that PWSA meets and exceeds all regulatory requirements for safe, clean drinking water. Then in July, we reported the [lowest lead levels in decades](#). At 3.4 parts per billion (ppb),

our corrosion control continues to be effective in keeping lead levels low for those who still have lead service lines or internal lead plumbing. Our new, one-page fact sheet, "[Is My Water Safe?](#)" is a great resource if you want to know more about our treatment process, water quality testing, and regulatory oversight.

Trusted stakeholders are taking notice of PWSA's progress. Local organizations like [Women for a Healthy Environment](#) and the [Pitt Water Collaboratory](#) to the [Association of Metropolitan Water Agencies](#) and the [EPA](#), are recognizing PWSA as a leader for its Community Lead Response and its overall commitment to water quality and equity.

Strong, Modern Water System on the Horizon

PWSA is now implementing the [Water Reliability Plan](#) – a series of once-in-a-generation projects to strengthen and add back-up systems to large components of our water pumping and distribution system. With the first projects complete and the second phase under construction, PWSA continues to transform the

Next Board Meeting: January 26

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

water systems our customers rely on. As we complete more of these projects, customers will experience fewer service disruptions like water main breaks or boil water advisories, improved water quality, and modern infrastructure that will last for generations.

Funding Awards Accelerate Projects, Reduce Cost to Ratepayers

As a publicly owned and operated water authority, PWSA has access to federal and state funding. In 2023, we secured substantial funding, including a [\\$52 million federal loan](#) for Water Reliability Plan projects as well as \$102 million in low interest loans and \$22.2 million in grants from state and federal sources to remove lead service lines and support the replacement of aging water and sewer pipes.

Looking ahead, PWSA remains steadfast in its mission, continuously striving to protect public health by upholding the highest standards of water quality, safety, and service excellence for the vibrant communities we serve.

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, Line Repair and Conservation Pilot Program, 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 5)
Available 24/7

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

[@pgh2o](https://twitter.com/pgh2o)

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

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



WATER WISE

Protect Your Pipes!



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.