

CURRENTS

Improved use of technology, self-service tools, and responsive service enhances your experience with PWSA



In recent years, the Pittsburgh Water and Sewer Authority (PWSA) has made vast improvements to enhance the customer experience with more responsive service, the use of technology, and expanded self-service tools to easily manage your account. As we deliver on our commitment to provide safe and reliable water service, here are some of the ways we have improved your ability to access account information, stay informed, and receive answers to immediate questions when calling Customer Service.

Manage Your Account Online

With our online Customer Advantage portal, you can easily manage your PWSA account and gain insightful information about your water usage. Launched in 2022, more than 63,000 customers are now using this online portal to view and pay their bill, see water usage in real time, set leak alerts, update contact information, and much more.

The online portal is a free resource available to all PWSA customers. When you enroll, you'll have immediate access to essential information about your account, including average gallons of water used

per day, historic data about your water usage, and tips to locate leaks to save water and money at your home or business.

The online portal provides greater transparency into your account and clearly charts your water usage throughout the month. All customers are automatically enrolled to receive leak detection alerts, but if there's a threshold you don't want to exceed, then use the portal to set customized alerts. Access the Customer Advantage portal online at myaccount.pgh2o.com.

Improved Service Outage Notifications

When a water service interruption occurs, we realize the importance of keeping you informed. That is why we place outbound calls to notify customers of a potential outage and post real-time information to our website at pgh2o.com/service-outages. The use of geographic data provides greater accuracy and more immediate notification about water outages.

To receive notifications by phone, please provide your current contact information online at pgh2o.com/update-contact-info or call Customer Service at 412-255-2423, Press 1.

Next Board Meeting: February 23

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

Responsive Service

Our Customer Service department is often your first point of contact with PWSA. From opening your account to calling in with questions about billing, your water meter, or other service-related concerns, our customer service representatives will help you every step of the way.

On average, a customer service representative will answer customers' calls in less than one minute. When wait times are longer – more than two minutes – customers can opt to receive a call back rather than wait on hold. To maintain a culture of continuous improvement, all calls are recorded, and you may also participate in an after-call survey to share your experience. These recordings and your feedback are used to support staff development and coaching.

At PWSA we are committed to continuously improving the services we provide to you. The tools that help you manage your account and stay informed are essential for maintaining service reliability and building trust with you - our customers.

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 1)
Available 24/7

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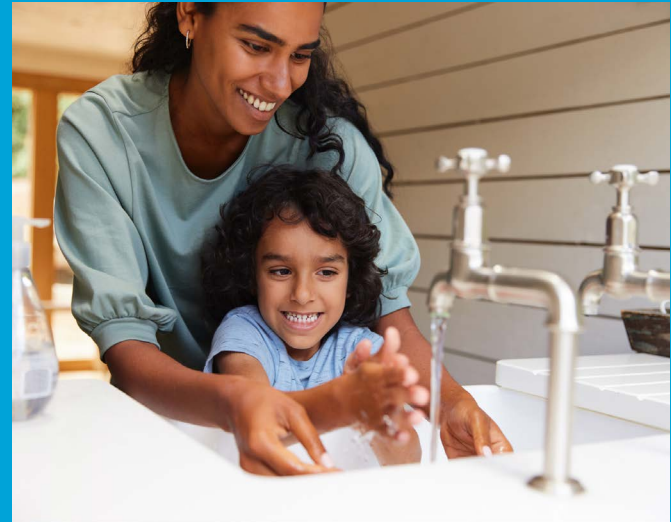
@pgh2o

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



WATER WISE

Save Water, Save Money!



It is important to use drinking water wisely and not waste it. By conserving water every day, you can help protect the environment and save water resources for future generations.

Our Customer Advantage portal is a free tool that helps customers track their real-time water usage and receive alerts when there is a spike in water usage. Setting usage alerts can help you detect costly water leaks in your property.

Visit myaccount.pgh2o.com to access the portal and easily manage your PWSA account.

Below are some simple steps you can take to conserve water and lower your PWSA bill:

- Turn off the faucet while brushing your teeth, lathering soap, shaving, washing hands, and washing dishes.
- Take a shorter shower to save between two and five gallons of water each minute.
- Using an efficient dishwasher instead of washing dishes by hand can save 5,000 gallons of water each year.
- Switching to an efficient clothes washer can save 2,000 gallons of water every year.
- Replacing an older toilet with an efficient model can save between 4,000 and 10,000 gallons of water a year.

Learn more at pgh2o.com/customer-advantage-portal.