



Pittsburgh  
Water & Sewer  
Authority

# Pittsburgh Water and Sewer Authority 2024 Rate Brochure

New rates, going into effect on February 15, 2024, will enhance customer assistance, offer a one-time rain barrel credit, and provide funding to advance infrastructure investment.



*The rehabilitation of Rising Main 4, completed in 2023, strengthens our water distribution system and will reliably serve customers for years to come.*

## Expanding Customer Assistance

Since 2018, PWSA has provided financially eligible customers with multiple avenues to reduce their water bill. With more than 7,000 customers currently enrolled in our Bill Discount Program, we recognize that these programs are essential for many of our customers. With the new rates now in effect, income eligibility for the Bill Discount Program will increase from 150% of

the federal poverty level to 200%. Additionally, the current 50% volumetric discount for very low-income customers will increase to 60% and monthly credits for those enrolled in the Arrearage Forgiveness Program will increase from \$30 to \$40 for customers making on time payments.

Our Hardship Grant Program will also expand eligibility to 200% and includes two separate annual grants – one for eligible drinking water customers and another for eligible wastewater customers - increasing the maximum grant from \$300 to \$450 for each service.

Learn more at [www.pgh2o.com/CAP](http://www.pgh2o.com/CAP).

## Get Credit for Managing Stormwater

PWSA is also offering customers a one-time \$40 rain barrel credit. Installing a

rain barrel on your property helps to reduce stormwater runoff and is a simple solution to capture and repurpose rainwater to maintain your lawn or garden. We will also expand community outreach to further educate customers about the existing stormwater credit program and the steps they can take to reduce their monthly stormwater fee. Visit [www.pgh2o.com/stormwater-credit](http://www.pgh2o.com/stormwater-credit) to learn more.

## Accelerating Projects, Reducing Costs to Ratepayers

Our \$1.8 billion capital program, which includes the replacement of lead service lines and the once-in-a-generation Water Reliability Plan projects, will transform the water systems you rely on. To expedite these projects and offset the cost to ratepayers, we aggressively pursue funding from our state and federal funding partners.

In 2023, we secured more than \$150 million in low-interest loans and \$22 million in grants that do not have to be repaid. Over time, this additional funding will reduce the cost to our customers.

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. To understand how the rate changes will impact you, go to Page 3 of the Rate Brochure or visit [www.pgh2o.com/rates](http://www.pgh2o.com/rates).

Rates approved on January 18, 2024 by the Pennsylvania Public Utility Commission (PUC) balance the Pittsburgh Water and Sewer Authority's (PWSA) immediate need to protect public health by investing in aging water infrastructure, and the need to provide assistance for customers with affordability concerns.

As a publicly owned and managed water utility, PWSA never generates a profit and does not pay investors. Every dollar we receive is reinvested back into the water systems you rely on. The work we are doing today will provide safe, high-quality water services for current and future generations of customers.

## Do We Have Your Number?

Did you know that we call customers during water emergencies and outages? To verify or update your contact information, call PWSA Customer Service at **(412) 255-2423** (Press 5) or visit our website at [www.pgh2o.com/update-contact-info](http://www.pgh2o.com/update-contact-info).

*PWSA is committed to maintaining and protecting the confidentiality and privacy of our customers and will not share your information with third party vendors.*



# Your Ratepayer Dollars at Work

## 2023 Highlights



Principal Deputy Assistant Administrator for the EPA's Office of Water Bruno Pigott watches as crews replace a lead service line on Hazelwood Avenue.

### More than 10,000 Lead Lines Removed

In 2023, PWSA reached a significant milestone, [celebrating the replacement of 10,000 lead service lines](#). This achievement reflects our commitment to protecting public health. By prioritizing the removal of lead service lines, we are minimizing lead exposure and ensuring the delivery of safe, top-notch drinking water within our drinking water area. With more than 10,600 public lead service lines removed since 2016, we remain focused on our goal to replace all lead pipes by 2026.

### High Marks for Water Quality

At PWSA we employ rigorous monitoring and testing procedures to ensure the continued delivery of clean and safe water to your home or business. Our 2022 Annual Water Quality Report, released in June 2023, found that PWSA meets and exceeds all regulatory requirements and 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.



The scientists and chemists at our certified lab perform hundreds of water quality tests each day to ensure the safety and quality of our drinking water.



PWSA construction crews install a segment of Rising Main 4, a large water distribution pipe, in the vicinity of Highland Park.

### Strong, Modern Water Infrastructure

The [Water Reliability Plan](#) is a series of once in a generation projects that will renew century old water pumping, storage, and distribution pipes throughout our system.

With the first several projects complete, we are poised to break ground on the [Highland Reservoir Pump Station](#) in 2024. The new pump station will improve service reliability for approximately two-thirds of our customers.

As we complete more of these projects, customers will experience fewer service disruptions, improved water reliability, and modern infrastructure that will last for generations.

# Current Rates: 2024

The new rates, including the stormwater fee, balance our immediate need to protect public health by investing in aging water infrastructure, and the need to provide assistance for customers with affordability concerns. A typical residential customer using 3,000 gallons of water per month and charged the base rate (Tier 2) for stormwater, will see a monthly increase of \$13.84 in 2024. The typical residential customer enrolled in the Bill Discount Program, will see an increase of \$5.80 per month. The Distribution System Improvement Charge or DSIC will remain at 5% and is applied to water and wastewater conveyance charges.

## Minimum Monthly Charges

Meter Size	Minimum Gallons	Minimum Charge: Water	Minimum Charge: Wastewater	Total Minimum Charges
*5/8"	1,000	\$31.54	\$8.25	\$39.79
3/4"	2,000	\$55.26	\$13.19	\$68.45
1"	5,000	\$121.38	\$27.35	\$148.73
1 1/2"	10,000	\$240.01	\$52.06	\$292.07
2"	17,000	\$401.04	\$85.98	\$487.02
3"	40,000	\$911.28	\$195.00	\$1,106.28
4"	70,000	\$1,562.27	\$335.31	\$1,897.58
6"	175,000	\$3,774.85	\$817.77	\$4,592.62
8"	325,000	\$6,877.76	\$1,499.45	\$8,377.21
10" or larger	548,000	\$11,393.44	\$2,500.18	\$13,893.62

\*Typical single-family residential meter size

## Fire Line Minimum Charge

Meter Size	Total Minimum Charges
1" or less	\$31.39
1 1/2" - 3"	\$97.60
4"	\$314.87
6" or greater	\$654.54

## Additional Volumetric Charges

For every 1,000 gallons over the minimum, the rate will be the following:

Account Classification	Water Rates	Wastewater Rates	Total Combined Rate
Residential Property	\$16.38	\$6.68	\$23.06
Commercial Property	\$16.58	\$5.94	\$22.52
Industrial Property	\$16.50	\$6.09	\$22.59
Health or Education Property	\$20.70	\$6.75	\$27.45
Fire Line (use other than reported fire – Rule 304.9)	\$27.11	---	\$27.11

## Stormwater Charges

Based on a property's impervious surface

Stormwater Class	ERU's	Stormwater Monthly Fees
Residential - Tier 1: (400 to 1,015 sf)	0.5	\$ 5.03
Residential - Tier 2: (1,015 to 2,710 sf)	1.0	\$10.06
Residential - Tier 3: (2,710 sf or greater)	2.0	\$20.12
Non-Residential	per ERU	\$10.06

70% of residential customers will fall within Tier 2.

## Your Ratepayer Dollars Explained

**Repairs and Maintenance:** Day to day production and distribution of water, surface restoration, water treatment chemicals, equipment and inventory.

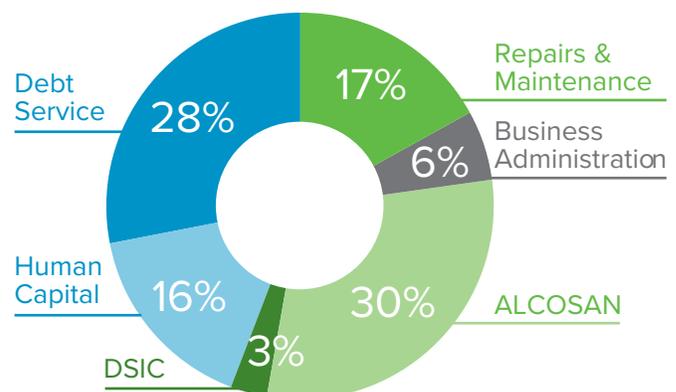
**Business Administration:** Day to day costs like building leases, insurance, office supplies and services.

**ALCOSAN:** Treats sewage in Allegheny county. We bill and collect on their behalf.

**DSIC:** Costs to improve critical, aging infrastructure.

**Human Capital:** Salaries and Benefits.

**Debt Service:** Repayments on money borrowed to modernize and improve our systems.



# Programs to help customers with their water and sewer bills



**FLEXIBLE PAYMENT PLANS:** If you have fallen behind on your monthly bills, we can help you with an income-based, flexible plan and monthly forgiveness credits to reduce your past due balance.

**BILL DISCOUNT PROGRAM:** For eligible customers, the first 1,000 gallons of monthly water and wastewater conveyance charges are free, and stormwater charges are reduced by 85%.

**HARDSHIP GRANT:** Grants of up to \$450 a year are provided to eligible PWSA water and wastewater conveyance customers for each service.

**WINTER SHUTOFF MORATORIUM:** This program assures that water service to verified low-income customers will not be shut off due to non-payment from December 1<sup>st</sup> through March 31<sup>st</sup>.

## Pittsburgh Water and Sewer Authority Cares!

Call our PGH2O Cares team today to learn more about our customer assistance programs and find out if you qualify.

CALL **412-255-2457**

VISIT [www.pgh2o.com/CAP](http://www.pgh2o.com/CAP)

EMAIL [cares@pgh2o.com](mailto:cares@pgh2o.com)



*The PGH2O Cares team builds awareness and enrolls income-eligible customers in our financial assistance programs.*

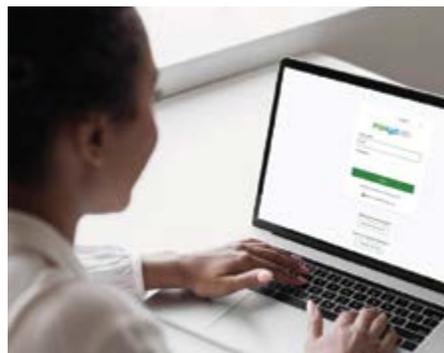
## Manage Your Account Online

Join the over 64,000 customers already enrolled in our online Customer Advantage portal! Manage your account 24/7, including viewing and paying your bill, receiving leak alerts and leak investigation tips, setting usage alert thresholds, starting and stopping service, 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.

Access the Customer Advantage portal online at [www.myaccount.pgh2o.com](http://www.myaccount.pgh2o.com) or visit [www.pgh2o.com/customer-advantage](http://www.pgh2o.com/customer-advantage) for more information.



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This brochure is available in Spanish online

(Este folleto está disponible en español en línea):

[www.pgh2o.com/rates](http://www.pgh2o.com/rates)