

# CURRENTS

Today's improvements benefit customers now and the future

## Next Board Meeting: May 24

For more information and to join a PWSA Board Meeting, please visit [pgh2o.com/board](http://pgh2o.com/board)

For a complete list of PWSA's community meetings and events, please visit [pgh2o.com/events-meetings](http://pgh2o.com/events-meetings)



PWSA crews replacing a lead service line.

When you see us in your neighborhood replacing aging water mains, lining sewer pipes, and rehabilitating aging infrastructure, you'll know that the action we're taking now will result in fewer service interruptions and low pressure that have caused precautionary boil water advisories in the past.

### Strengthening the Pipe Network

In 2023 we replaced more than five miles of water main and lined more than 13 miles of sewer pipe. This work fortifies and

creates a more resilient network of pipe so we can safely bring water to your home and carry it away as it leaves your house through the sewer system.

### Block-by-Block Removing Lead Lines

Paramount to drinking water safety and protecting public health for customers now and in the future, is our community-based approach to removing lead service lines. Since 2016, we have replaced more than 11,000 lead service lines and are continuing to go block-by-block, neighborhood-by-

neighborhood to remove any lead pipe we encounter.

This year, lead line replacements are taking place in Homewood, portions of the Hill District, Larimer, and Fineview. If you received information from us about a lead service line replacement, please contact [LeadHelp@pgh2o.com](mailto:LeadHelp@pgh2o.com) for more information and the next steps you must take as a property owner.

### Water Reliability Plan Progress

With our water system more than a century-old, we are moving ahead with our [Water Reliability Plan](#) – a series of once-in-a-generation projects to transform Pittsburgh's water system.

Since 2022, we've replaced the cover and liner at the covered Highland Reservoir and restored two large-diameter water mains within the vicinity of Highland Park. Construction of a new pump station in Highland Park started earlier this year and when complete will improve service reliability to two-thirds of our drinking water customers.

Projects on the horizon include the rehabilitation of the Aspinwall Pump Station, the replacement of the Bruecken Pump Station and the construction of a new by-pass pipe around the Clearwell, which is located at the Water Treatment Plant. The plan culminates with the complete restoration of the Clearwell – originally built in 1912 and the final step of drinking water treatment process – its replacement will add redundancy and ensure secure and reliable water services for the next century.

### Learn More About Recent Accomplishments

This month, we released our 2023 Year in Review – our annual report that shows the progress we are making to improve the water services you rely on. It is available online at [pgh2o.com/year-review-2023](http://pgh2o.com/year-review-2023). Meant to inform and build confidence, we encourage you to review the report, learn about our projects and programs, and the essential services we provide for the health and well-being of you – our customers.

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

Signing up is simple at [pgh2o.com/subscribe](http://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](mailto: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](http://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](http://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](http://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](mailto:info@pgh2o.com)  
*\*translation services available*

**Emergency Dispatch\***  
412.255.2423 (Press 1)  
Available 24/7

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**PGH<sub>2</sub>O**  
**WATER WISE**

# Water Workshops



As stewards of the water services you rely on, we are hosting a series of community workshops aimed to build awareness and greater confidence in the quality and safety of the drinking water we provide.

Upcoming Water Workshops will take place this June in neighborhoods across Pittsburgh. They will include an informative presentation on our process for treating and distributing water, facilitated table discussions to answer questions about your drinking water services, and exploratory storyboards and hands-on activities allowing you to learn at your own pace and engage with our team of water quality experts.

We hope you'll take the time to attend! Visit [pgh2o.com/events-meetings](http://pgh2o.com/events-meetings) for the upcoming schedule and most up-to-date information.