

2012 Rates

Effective January 1, 2012, all bills will be calculated at the new rate. However, if a portion of your service period occurs before the effective date of the increase, your bill will be pro-rated.

Meter Size	Minimum Gallons Per Month	Minimum Monthly Charge
5/8"	0-1,000	\$16.59
3/4"	0-2,000	\$28.94
1"	0-5,000	\$56.44
1 1/4"	0-7,000	\$87.82
1 1/2"	0-10,000	\$110.79
2"	0-17,000	\$172.66
3"	0-40,000	\$371.86
4"	0-70,000	\$661.44
6"	0-175,000	\$1595.70
8"	0-325,000	\$2753.74
10" or larger	0-548,000	\$4726.20

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

	Total Combined Rate	Water Allocation	Sewer Allocation
Residential	\$8.48	\$5.66	\$2.82
Commercial	\$8.13	\$5.52	\$2.61
Industrial	\$7.62	\$5.05	\$2.57
Health & Educational Facilities	\$11.12	\$8.18	\$2.94

2012 DISC

Revenues from the 7% Distribution Infrastructure System Charge (DISC) will be allocated to the replacement and to the repair of aging water and sewer infrastructure, enhancing customer service through improved water supply and water quality. The DISC is a surcharge added to your bill to fund specific water supply and filtration projects, and water and sewer conveyance improvements, and it is in addition to funds provided through the Capital Improvement Program.

2012 Service Charges

Description:	Amount:
Certified Mailing	\$5.54
History Retrieval	\$10.00
Final Bill	\$20.00
Returned Check Fee	\$30.00
Termination of Water Service	\$50.00
Residential Meter Test	\$60.00
Second and Subsequent Terminations	\$125.00

We invite you to visit our web site at: www.pgh2o.com, to download final bill applications, residential water shut off requests, data protection release forms, and more. All completed forms should be mailed or faxed to:

PWSA
1200 Penn Avenue
Pittsburgh, PA 15222
Attn: Customer Service
Fax: 412-255-2475

COLD WEATHER TIPS

Frozen pipes can lead to costly repairs. Know how to protect your home by following these easy steps:

- Know your home. Be familiar with areas of your home that are not heated such as basements or garages and insulate exposed pipe.
- If you are leaving your home for an extended period, consider shutting your water at the meter and draining your pipes.

In Sub-Zero Temperatures

- Open kitchen and bathroom cabinets exposing pipes to warm air.
- If your pipes have a tendency to freeze, allow your water to drip. A small trickle is all you need.

Leak Detection

If you hear running water or receive a water bill that is greater than usual, you may have a leak. First locate your water meter; this is probably in your garage or basement., or in a crack setting in the ground.

- Make certain that no water is being used. If the dial on the meter is moving, you may have a leak.
- If you suspect that a toilet is leaking, place a few drops of food dye in the toilet tank. Let the dye sit for 30 minutes and do not flush the toilet. Check the bowl. If the dye is in the bowl, you may have a leak.

Ways To Pay PWSA

Electronic Bill Presentment and Payment (EBPP)

PWSA offers our customers a free, paperless, online billing service! Visit our web site, www.pgh2o.com, and click the Enroll Now link to get started. Receive your monthly PWSA bills via e-mail, and make payments with no fees attached. We look forward to saving your stamps, checks, and the environment!

One-Time Payment

PWSA offers our customers a remote payment option. You can make a one-time payment of your PWSA water and wastewater charges either by visiting our web site, www.pgh2o.com, and clicking the one-time payment link or by calling 1-866-837-9084.

Zipcheck

Zipcheck is an automated bill payment program that allows you to pay your PWSA bill through automatic deduction from your checking or savings account. To register your bank account, obtain a form from PWSA, then complete and return the form to PWSA, including a voided check or savings deposit slip.

General Information

Please contact PWSA with any questions concerning your bill **prior to the due date**.

Administrative Offices

PWSA accepts money orders, cashier's checks, credit and debit cards at the following location:

Customer Service
The Pittsburgh Water and Sewer Authority
1200 Penn Avenue
Pittsburgh, PA 15222

412-255-2423

Apply for new service, purchase water meters, and apply for water and sewer taps via:

Permit Counter
The Pittsburgh Water and Sewer Authority
1200 Penn Avenue
Pittsburgh, PA 15222

412-255-2443

Office hours: 8:00 AM - 4:30 PM
Monday through Friday

Visit us on the web at www.pgh2o.com.

Emergency Dispatch

Report water main breaks, service outages and sewer emergencies to PWSA, 24-hours a day, seven days a week via:

412-255-2429 or 412-255-2409

NOTICE OF RATE CHANGE

The Pittsburgh Water and Sewer Authority's (PWSA) Board of Directors enacted a 5% rate increase on December 16, 2011. This increase takes effect January 1, 2012 and is critical to the Authority due to rising costs of credit, declining customer usage, increasing operational costs, and the continued need to repair and to replace aging infrastructure for the enhancement of customer service through improved water supply and water quality.

The new rate increase does not include any change to the current 7% for the Distribution Infrastructure System Charge (DISC). The average PWSA residential customer consuming 5,000 gallons of water will see an increase of \$.08 per day or \$2.57 per month.

PWSA's cost of credit will decrease in 2012 due to credit facility renewals negotiated in 2011. PWSA continues to work in partnership with its credit providers to minimize the cost of credit and to manage the risks associated with the variable debt structure.

PWSA has increased its funding in its Operating Budget to double its efforts in catch basin cleaning and inspection services as well as continuing its leak detection program implemented in 2010.

Over the last decade, PWSA has experienced a significant decrease in usage due to declining population and to conservation efforts. The average residential customer was consuming 72,000 gallons of water annually in 2003. In 2010, the average residential customer is using 55,000 gallons per year — a decrease of 24%. PWSA was pumping a monthly average of 70 million gallons (MGD) per day in 2009. This number has decreased to 60 MGD in 2010. PWSA will continue to reinvest in our water and sewer infrastructure, improving the quality of service for all of our customers.