

# NOTICE OF RATE CHANGE:

PWSA is making improvements to  
your water and sewer system in 2017

## **New Water and Sewer Conveyance Rates for 2017:**

The Pittsburgh Water and Sewer Authority (PWSA) is committed to enhancing quality of life through water. To advance that goal, we are investing \$60 million in your water system in 2017. The funds ensure that we continue to:

1. Deliver high quality drinking water and convey wastewater,
2. Repair and replace deteriorating water and sewer infrastructure,
3. Modernize billing and phone call center systems to improve customer service,
4. Reduce neighborhood flooding and harmful sewage overflows, and
5. Expand customer lead water testing and service line replacements.

The investment also supports a “green” approach to handling stormwater that will protect communities from flooding, enhance the environment, and create additional natural spaces in our city. A rate increase is necessary to pay for these important projects.

**Beginning January 1, 2017, the typical PWSA residential customer will experience a rate increase of 23 cents per day, or \$6.90 per month.**

## ALCOSAN Sewage Treatment Rate

PWSA sends its used water to the Allegheny County Sanitary Authority (ALCOSAN) where it is cleaned and returned to the Ohio River. ALCOSAN charges are determined by their regional Board of Directors and PWSA collects the charges on their behalf. Funds are used to pay for their large construction projects like pump station upgrades, capacity improvements and mandated environmental projects.

**Effective, January 1, 2017, the sewage treatment rate will increase by 11 percent.** For more information on ALCOSAN's rates, visit [www.alcosan.org](http://www.alcosan.org) or call 412.766.6696 Monday through Friday from 9:00 am – 4:00 pm.



## PWSA 2017 Rates

Effective January, 1 2017, through December 31, 2017, charges for metered water and sewage conveyance will be determined and billed monthly, as follows:

Meter Size	Minimum Gallons	Minimum Charge: Water	Minimum Charge: Sewer	Total Minimum Charge
5/8"	0 - 1,000	\$18.42	\$6.09	\$24.51
3/4"	0 - 2,000	\$29.93	\$11.27	\$41.20
1"	0 - 5,000	\$60.61	\$25.07	\$85.68
1 1/2"	0 - 10,000	\$118.16	\$50.98	\$169.14
2"	0 - 17,000	\$194.88	\$85.51	\$280.39
3"	0 - 40,000	\$432.68	\$192.45	\$625.13
4"	0 - 70,000	\$731.83	\$326.93	\$1,058.76
6"	0 - 175,000	\$1,728.86	\$774.86	\$2,503.72
8"	0 - 325,000	\$3,109.25	\$1,394.77	\$4,504.02
10" or larger	0 - 548,000	\$5,087.62	\$2,282.80	\$7,370.42

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

Account Classification	Water Allocation	Sewer Allocation	Total Combined Rate
Residential Property	\$7.71	\$4.09	\$11.80
Commercial Property	\$7.47	\$3.95	\$11.42
Industrial Property	\$6.72	\$3.68	\$10.40
Health or Education Property	\$11.26	\$5.78	\$17.04
Fire Systems (use other than reported fire – Rule 304.9)	\$6.75	\$4.00	\$10.75

## 2017 Service Charges

The following charges will be adjusted annually in March if there are increases in the annual Consumer Price Index (CPI) for Pittsburgh. If the change in the CPI is 0 percent, or is a decrease, there will be no automatic adjustment.

Service Charges	
Certified Mailing	\$11.28
History Retrieval	\$15.23
Final Bill	\$20.30
Administrative Charge (Processing of backflow device tests - Business Use Properties)	\$25.38
Returned Check Fee	\$30.45
Collection Activity Fee Termination Activity Fee	\$76.13
Restoration of Service Fee	\$25.38
Same Day Restoration of Service Fee (Only applies to PWSA water customers)	\$45.68
Late Fee (backflow device tests - Business Use Properties)	\$60.90

## Electronic Bill Payment and Presentment (EBPP)

PWSA offers our customers a FREE paperless online billing service!

Visit our web site at [www.pgh2o.com](http://www.pgh2o.com) and click the "Pay Your Bill" tab to get started. Receive your monthly PWSA bills via e-mail and make payments for free.

You can also view and print invoices at your convenience by enrolling into the paperless billing option.

## One-Time Payment

PWSA offers our customers a remote payment option.

You can make a one-time payment of your PWSA bill by visiting our web site at [www.pgh2o.com](http://www.pgh2o.com) and clicking the "Pay Your Bill" tab or by calling 412.255.2423 (option 3) to pay by phone.

Please note a service fee will apply.

## 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. Zipcheck applications can be downloaded online at [www.pgh2o.com](http://www.pgh2o.com) by clicking on the "Pay Your Bill" tab or calling 412.255.2423.

Please complete the Zipcheck application and mail it back to:

PWSA Customer Service  
1200 Penn Avenue  
Pittsburgh, PA 15222

## PWSA Customer Service Center

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

PWSA Customer Service  
1200 Penn Avenue  
Pittsburgh, PA 15222  
8:00 AM - 6:00 PM, M-F

## Pay by Cash: 7-Eleven<sup>®</sup> and Family Dollar<sup>®</sup> Locations

PWSA is now offering a new way to pay your bill. Simply bring your bill stub to a Family Dollar<sup>®</sup> or 7-Eleven<sup>®</sup> location and tell the cashier the amount you wish to pay.

Convenience fee applies.

### Customer Instructions for Cash Payments:

1. Take this bill to Family Dollar<sup>®</sup> or 7-Eleven<sup>®</sup> to pay with cash
2. Tell cashier amount you wish to pay
3. A \$1.49 processing fee is added
4. Keep receipt as proof of payment

We invite you to visit our website at [www.pgh2o.com](http://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 Customer Service  
1200 Penn Avenue  
Pittsburgh, PA 15222  
OR  
Fax: 412.255.2475

# Steps for Reducing Lead in Your Drinking Water



PWSA found high levels of lead in drinking water in some homes. Lead can cause serious health problems. For more information, please call PWSA at 412.255.2423 or visit [www.pgh2o.com/lead-facts](http://www.pgh2o.com/lead-facts).

If you do not have access to a computer, visit your local library branch and they will help you connect for free. PWSA can also provide paper copies of information upon request.

If you have specific health concerns, consult your health care provider. The U.S. Environmental Protection Agency (EPA) suggests that you may want to ask your health care provider about testing children to determine levels of lead in their blood.

## Here are some steps you can take to reduce exposure to lead in drinking water:

- **Run your water to flush out lead.** If water hasn't been used for several hours, run it for 15-30 seconds or until it becomes cold or reaches a steady temperature before using for drinking or cooking. This process flushes lead-containing water from pipes.
- **Use cold water for cooking and preparing baby formula.** Lead dissolves more easily in hot water. Do not drink, cook with, or make baby formula using hot water.
- **Do not boil water to remove lead.** Boiling water will not reduce lead.
- **Look for alternative sources or treatment of water.** Drink bottled water or purchase an NSF water filter that is certified for lead.
- **Identify if your plumbing fixtures contain lead.** There are lead check swabs that can detect lead on plumbing surfaces such as solder and pipes. These swabs can be purchased at plumbing and home improvement stores. Consider having lead-containing pipes and fixtures replaced.
- **Contact PWSA if you decide to replace your lead service line for information about coordinating efforts.**
- **Visit the EPA's website for more on lead in drinking water:** [www.epa.gov/lead](http://www.epa.gov/lead)



# Did you know?

## **PWSA will call you in the event of a water or sewer emergency.**

It is important that your contact information is up to date so that we can notify you about extended water or sewer outages, water emergencies, and provide other safety information.

## How do I Update my Contact Information?

Call PWSA Customer Service at 412.255.2423 or visit our website: [www.pgh2o.com](http://www.pgh2o.com)