

# There Are Many Reasons Why Pittsburgh Water and Sewer Authority Customers May Notice an Increase in Their Bills

**1. PWSA is currently replacing existing meters, which are not as accurate as new meters, and existing meters may register readings that are lower than the actual consumption.**

PWSA is upgrading the water system and replacing existing meters, some of which are over 20 years old. The readings from the new meters will be more accurate and may be higher than past readings.

**2. You could have a leak.**

Check to make sure your hoses, faucets and toilets are not leaking. Even if there are no leaks, check to make sure no water is running, especially your toilets. A running toilet can use over 1,000 gallons per day!

**3. Customers receiving estimated bills may see an increase in their bill and amount when the actual meter reading is recorded and billed.**

If no actual reading is available, PWSA generates estimated bills. If the estimated water consumption was higher than the actual water usage, the customer will receive a credit to their account. If the estimated water consumption was lower than the actual water usage, the customer will receive a bill detailing the actual meter reading and a higher cost for water and sewer services. If you have specific questions on how your bill is estimated, please call Customer Service at 412-255-2423.

**4. Both the PWSA and ALCOSAN increased rates beginning January 1, 2015.**

Rates for PWSA were increased by 4% and rates for ALCOSAN were increased by 11%. That means even if you use the same amount of water that you did last year, your bill will increase by 15%. As an example, if your bill was previously \$100, that same bill will be \$115.00 for the same consumption.

## **PWSA is committed to working with its customers.**

We hope you found this information useful. If you have additional questions about your bill or service, please contact PWSA Customer Service at 412-255-2423 or send an email to [info@pgh2o.com](mailto:info@pgh2o.com). Our office hours are Monday through Friday 8:00 am to 7:00 pm. We appreciate your business!