

NOTICE OF RATE CHANGE:

PWSA will Invest \$70 Million for Infrastructure Improvements in 2016

The Pittsburgh Water and Sewer Authority (PWSA) will invest \$70 million dollars in 2016 for infrastructure improvements, including environmental mandates placed on sewer conveyance, to ensure continued delivery of clean, safe drinking water, and to expand our use of Green Infrastructure. In 2013, The PWSA Board of Directors authorized a four-year rate adjustment to fund identified water and sewer capital needs through 2017.

Beginning January 1, 2016, the average residential customer will see the PWSA rate for water and sewer conveyance increase by 4 cents per day, or \$1.26 per month.

Sewage Treatment Charges

PWSA bills on behalf of the Allegheny County Sanitary Authority (ALCOSAN) for sewage treatment. In 2013, ALCOSAN announced a four-year rate structure, to pay for \$70 million dollars in bonds used for a number of capital projects, including upgrading the main pump station at the plant to handle increased volume and complying with environmental mandates.

Effective, January 1, 2016, the sewage treatment rate will increase by 11 percent, increasing the average monthly bill by \$3.53 per month. For more information on the ALCOSAN rate structure, please visit www.alcosan.org or you may call ALCOSAN's Customer Service Department Monday through Friday from 9:00 AM - 4:00 PM at (412) 766-6696.



PWSA 2016 Rates

Effective January 1, 2016, and through December 31, 2016, charges for the supply of metered water and the conveyance of sewage shall 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 | \$16.07 | \$4.53 | \$20.60 |
| 3/4" | 0 - 2,000 | \$27.30 | \$9.05 | \$36.35 |
| 1" | 0 - 5,000 | \$56.14 | \$22.63 | \$78.77 |
| 1 1/2" | 0 - 10,000 | \$112.29 | \$45.26 | \$157.55 |
| 2" | 0 - 17,000 | \$186.04 | \$76.94 | \$262.98 |
| 3" | 0 - 40,000 | \$400.70 | \$181.03 | \$581.73 |
| 4" | 0 - 70,000 | \$689.11 | \$316.81 | \$1,005.92 |
| 6" | 0 - 175,000 | \$1,601.63 | \$792.02 | \$2,393.65 |
| 8" | 0 - 325,000 | \$2,849.85 | \$1,470.90 | \$4,320.75 |
| 10" or larger | 0 - 548,000 | \$4,612.52 | \$2,480.16 | \$7,092.68 |

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 | \$5.66 | \$3.99 | \$9.65 |
| Commercial Property | \$5.52 | \$3.89 | \$9.41 |
| Industrial Property | \$5.05 | \$3.56 | \$8.61 |
| Health or Education Property | \$8.18 | \$5.76 | \$13.94 |
| Fire Systems (use other than reported fire – Rule 304.9) | \$5.27 | \$3.71 | \$8.98 |

2016 DISC

The Distribution Infrastructure System Charge (DISC) is a surcharge added to your bill to fund system wide repair and replacement of aging water and sewer infrastructure, including emergency repairs. The 7% DISC surcharge is calculated based on water consumption and sewer conveyance.

2016 Service Charges

The following charges will be adjusted annually in March for increases in the annual Consumer Price Index (CPI) for Pittsburgh. If the change in the CPI is 0% 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 Presentment and Payment (EBPP)

PWSA offers our customers a FREE paperless online billing service!

Visit our web site at 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 and clicking the "Pay Your Bill" tab or by calling (412) 255-2423 (option 2) 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 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 Ave, Pittsburgh,
PA, 15222.

PWSA Customer Service Center

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

1200 Penn Ave,
Pittsburgh, PA, 15222
8AM-6PM, M-F

Pay by Cash: 7-Eleven Locations

PWSA is now offering a new way to pay your bill. Simply bring your bill stub to a 7-Eleven® location and tell the cashier the amount you wish to pay.

Please note a Convenience fee applies.

Customer Instructions for Cash Payments:

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

We invite you to visit our website 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 Ave,
Pittsburgh PA, 15222 or
Fax: (412) 255-2475.

PGH₂O Protect Your Pipes from Freezing



There are many steps that you can take to help prevent frozen pipes in your home. Water expands as it freezes, placing tremendous pressure on your pipes, which may cause them to break.

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

- Remove, drain, and store outside garden hoses. Close the valves inside that control the water supply to the outside hose attachment outside (known as a bib). Open the outside hose bib to allow any remaining water to drain.
- Know your home. Locate your water meter, main shut-off valve, and individual fixture valves inside your home. The main water shut-off valve is typically located near the water meter where the water service line enters the building. Individual fixtures are typically located under sinks and behind toilets.
- Be sure to insulate water pipes, faucets, and water meters located in unheated areas. Open cabinet doors to allow warm air to circulate around pipes.
- If you are leaving your home for an extended period of time, consider closing your main shut-off valve and draining your pipes. You may want to contact a registered plumber for proper winterization techniques.
- If your pipes have a tendency to freeze in the winter you may consider allowing water to drip slightly.
- Make sure the drain is opened and working. Check frequently to make sure the water is not freezing.
- If you are leaving your home for the winter or for an extended period of time, shut off the main water supply and drain the system by opening all faucets and flushing the toilets.



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. Contact information that is inaccurate or out of date can lead to frustrations and wasted time for you as well as for us.

How do I Update my Contact Information?

Call PWSA Customer Service at (412) 255-2423 or visit our website: www.pgh2o.com