

STREET RESTORATION – WHAT YOU NEED TO KNOW

PWSA is responsible for road restorations (paving) after emergency repairs and capital improvement projects. Restoration does not always take place immediately after work has been done and below is information on how restorations are handled:

PWSA completed their work, why is the road restoration taking so long?

Capital Projects (planned construction projects): Street restorations for capital projects take place immediately after the work is completed. These projects always take place Spring-Fall when the asphalt plants are open.

Emergency repairs: These types of pavement restorations are called “utility cuts” and are common when PWSA makes a repair in the winter months when asphalt plants are closed. After a repair is made, the excavation is backfilled with aggregate and then a layer of cold patch (temporary asphalt) is placed at the surface. Several months of “settling” must occur before final paving can be done; this is due to the expansion and contraction of the aggregate or backfill material. You may notice some rippling in the repaired area as the soil settles - this is normal and will eventually flatten out, then final restorations are made.

How can I find out *when paving will be complete?*

Although emergency “utility cut” sites will usually be completed during the Spring-Fall paving season, it is difficult to determine exactly when a paving project will be finished. Due to the high number of sites, schedules are determined by neighborhood and subject to change. The paving schedule is weather permitting and this can lead to changes. Delays can also depend on contractors being called to a new emergency site.

An advisory notification is sent out on a weekly basis every Friday during paving season and posted to pgh2o.com with a list of locations (the list is not in the order paving will be completed, due to the changes that may occur that week).

My sidewalk was affected during a repair, when will that be fixed?

PWSA tries to be as cost-effective as possible when performing expensive restoration work. We cluster our projects in a particular neighborhood so contractors only need to mobilize equipment once and can take care of all the work in that area. This prevents the high costs of doing one job at a time and saves customers money. We understand and apologize for the inconvenience of waiting, but we do appreciate your understanding and patience.

**Any customer who needs additional information should call:
PWSA Emergency Dispatch 24/7 at 412.255.2423**