



January 1, 2017

Dear Valued Customer:

The Pittsburgh Water and Sewer Authority (PWSA) Board of Directors approved the Fiscal Year 2017 operating budget and two-year rate plan for the Authority on December 2, 2016. I am writing to make you aware of a change to the rate structure that will impact you as a customer who receives drinking water from either Pennsylvania American Water (PAW) or Wilksburg-Penn Joint Water Authority.

Beginning January 1, 2017, all PWSA customers, including sewage-only customers, will be charged a sewage conveyance rate. PWSA owns and operates the vast majority of the public sewer infrastructure in the City. This charge is necessary to fund the repair, maintenance, and replacement of PWSA's essential sewer infrastructure. Sewage-only customers are also users and beneficiaries of this system, but were not previously charged for the sewage and stormwater conveyance services provided to them.

PWSA is required to apply uniform and reasonable rates to all of its customers, and applying the sewer conveyance rate to sewage-only customer bills satisfies that requirement and improves equity across all users of the City's sewer system. Prior to 2017, sewage-only customers were only required to pay Allegheny County Sanitary Authority (ALCOSAN) charges. ALCOSAN charges fund the regional wastewater treatment system. Even though PWSA collects this charge, 100 percent of the revenue is passed through to ALCOSAN.

The amount you will see on your actual bills will depend on your water usage, as determined by your water utility provider.

We recognize that you have been impacted by our inability to produce timely bills caused by software and billing issues, and we apologize for the inconvenience this has caused. We understand your frustration and are working diligently toward our commitment to initiating change through action to fully rectify the billing situation in the very near future.

We will continue to work with you toward making these important changes, and encourage you to call our Customer Service Department at 412.255.2423 Monday through Friday from 8:00 am – 6:00 pm with any questions.

Sincerely,

Bernard R. Lindstrom  
Interim Executive Director