

Pittsburgh Water and Sewer Authority

2018 RATES



Delivering Safe Reliable Water

On November 8, 2017, the Pittsburgh Water and Sewer Authority's (PWSA) Board of Directors approved a multi-year rate increase that reflects the need to rebuild our water and sewer systems.

The 2018 rates will allow PWSA to invest \$74 million to renew our infrastructure and provide \$163 million to operate and maintain our systems.

Beginning on January 1, 2018, the average residential customer will see an increase of approximately \$15 in their monthly PWSA water and sewer charges. Rates are planned to increase by approximately an additional \$6 in 2019 and \$7.50 in 2020.

Our customers have made it clear that we must improve to become the water utility Pittsburgh expects and deserves. The 2018 rates will provide funding to deliver critically needed improvements to the systems that deliver safe and reliable drinking water, reduce basement flooding, and prevent sewage and stormwater from entering our rivers.



PWSA crews are dedicated to providing safe and reliable drinking water.

New Rates Reflect Our Needs

Providing safe and reliable drinking water and sewer systems requires consistent funding for years to come. PWSA has spent less than \$20 million per year for its facilities, pipe network, and water system for decades. Now our water system is at a crucial point where we must install upgrades and renew old pipes. PWSA's three-year rate plan puts us on a reasonable investment schedule to provide our customers with the water quality and service they deserve.

Priority drinking water projects for 2018 include completing an overhaul of the Lanpher Reservoir, upgrading the microfiltration treatment plant at Highland Park Reservoir #1, and improvements to the Bruecken Pump Station. We are also dedicating resources to replacing lead lines and improving our water treatment to reduce lead, and will implement changes to improve our customer service and billing functions. Over the next four to five years, investment in infrastructure will exceed \$500 million and will include improvements to the sewer system and green infrastructure projects to reduce flooding and combined sewer overflows.

WHAT DO WE DO?

PWSA supports community vitality by protecting public health and the environment through safe, reliable, and cost-effective drinking water, wastewater, and stormwater services.

OUR GOALS

- Protect Public Health and the Environment
- Ensure Customer and Stakeholder Satisfaction
- Improve Infrastructure Reliability
- Maintain a High-performing Workforce
- Be an Efficient and Effective Organization


WHAT IS OUR FUTURE?

PWSA will be a highly responsive and trusted public utility, recognized for excellence and valued by our community.

Getting Stuff Done



The 2018 budget provides the funding to reinvest in the pipes, pumps, equipment, systems and people who deliver essential water services to Pittsburgh every minute of every day. PWSA is committed to delivering efficiently and effectively on the projects and services you rely on. For the first time in PWSA history, we have the financial resources and people in place to become the utility that Pittsburgh can be proud of. We are working every day to deliver on our goals in 2018 and beyond.

Ways to Pay

Convenient options to match your schedule

You can always mail your payment, but if you're running late or can't find a stamp, PWSA offers many convenient ways to pay. From online bill pay, to remote one-time payments, or the ability to pay your bill in person at any **7-Eleven** or **Family Dollar** store, we strive to provide customers with options to match your schedule and lifestyle. Please visit our website, www.pgh2o.com/pay, for more information about paying your bill. You may also pay in person at our administrative offices at **1200 Penn Avenue**.

What To Expect

2018 Water and Sewer Rates

Beginning January 1, 2018, PWSA's average residential customer will pay an additional \$15 per month for water and sewer services. The increase will be reflected in the February 2018 bill and is the first phase of a three-year rate plan. The chart below outlines 2018 rates and the sample bill provides an example of what an average residential customer can expect to pay.

PWSA understands the burden any rate increase imposes on our customers. However, over the years our rates have remained very low – far below similar utilities. As a result, we have not been able to make the essential investments in our water, sewer, and stormwater systems. Inadequate investment has resulted in equipment failures, water quality issues, and a general public concern about its utility systems. The three-year rate increase provides the financial resources that we need to begin rebuilding our infrastructure. PWSA is committed to using your dollars responsibly to upgrade the water and sewer system we rely on.

PWSA 2018 Rates

Effective January 1, 2018, through December 31, 2018, charges for metered water and sewer conveyance will be determined and billed monthly, as follows:

Meter Size	Minimum Gallons	Minimum Charge: Water	Minimum Charge: Sewer	Total Minimum Charge
*5/8"	1,000	\$ 23.25	\$ 7.71	\$ 30.96
3/4"	2,000	\$ 37.83	\$ 15.62	\$ 53.45
1"	5,000	\$ 76.58	\$ 37.10	\$ 113.68
1 1/2"	10,000	\$ 149.47	\$ 76.62	\$ 226.09
2"	17,000	\$ 246.53	\$ 129.72	\$ 376.25
3"	40,000	\$ 546.96	\$ 295.88	\$ 842.84
4"	70,000	\$ 924.52	\$ 506.20	\$ 1,430.72
6"	175,000	\$ 2,181.24	\$ 1,213.27	\$ 3,394.51
8"	325,000	\$ 3,919.64	\$ 2,197.82	\$ 6,117.47
10" or larger	548,000	\$ 6,408.43	\$ 3,618.63	\$ 10,027.00

*Typical single-family residential meter size

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	\$ 9.41	\$ 6.92	\$ 16.33
Commercial Property	\$ 8.93	\$ 6.11	\$ 15.04
Industrial Property	\$ 7.51	\$ 5.57	\$ 13.08
Health or Education Property	\$ 12.21	\$ 7.64	\$ 19.85
Fire Systems (use other than reported fire – Rule 304.9)	\$ 11.50	\$ 9.17	\$ 20.67

*Average consumption for a single-family residence is 3,000 gallons per month

Bill Discount Program

Supporting our customers in need

To help ease the burden of the water rate increase, PWSA adopted a “Bill Discount Program,” a customer assistance program designed to provide financial relief if customers are having difficulty paying their water bill. Customers are eligible if they are at or below 150 percent of the federal poverty level. The program is managed by Dollar Energy Fund, and they will work with PWSA customers to determine eligibility (see eligibility chart on this page). If approved, you will receive a 50 percent reduction of your minimum monthly water and sewer charges for one year. Eligible customers may be asked to verify income on a yearly basis.

For more information about the Bill Discount Program, including frequently asked questions, please visit www.pgh2o.com/CAP or call Dollar Energy Fund at 866.762.2348.

Eligibility Chart

People in Household	Annual Income Eligibility (150% of Federal Poverty Level)
1	\$ 18,090
2	\$ 24,360
3	\$ 30,630
4	\$ 36,900
5	\$ 43,170
6	\$ 49,440
7	\$ 55,710
8	\$ 61,980
For more than 8 people, add this amount for each additional person	\$ 6,270



ALCOSAN Sewage Treatment Charges

PWSA bills on behalf of the Allegheny County Sanitary Authority (ALCOSAN) for sewage treatment.

In 2017, ALCOSAN’s Board of Directors approved a four-year rate structure to pay for the Clean Water Plan to improve the quality of water in our rivers and streams.

Beginning in January 2018, ALCOSAN’s average residential customer will pay \$34.92 per month. The average monthly cost will be \$37.33 in 2019, \$39.92 in 2020 and \$42.75 in 2021. For more information on ALCOSAN’s rate structure, please visit www.alcosan.org or call 412.766.4810.

PWSA is statutorily responsible to bill for sewer services provided by ALCOSAN and makes monthly payments to them for the treatment of wastewater.

PWSA 2018 Sample Bill

WATER	RATE
Minimum Water Charge (less than or equal to 1,000 gallons)	\$ 23.25
Volume Charge (for every full 1,000 gallons over the minimum, PWSA charges \$9.41)	\$ 18.82

Water consumption is based on gallons of water consumed. All customers are charged for a minimum amount based on meter size. The average residential customer is billed for a 5/8” meter and 3,000 gallons of water each billing cycle.

SEWER	
Minimum Sewer Charge (less than or equal to 1,000 gallons)	\$ 7.71
Volume Charge (for every full 1,000 gallons over the minimum, PWSA charges \$6.92)	\$ 13.84

PWSA is responsible for the collection and conveyance of wastewater to ALCOSAN. The sewer rate is based on gallons of water released into the sewer system. The average residential customer is billed for a 5/8” meter and 3,000 gallons of water into the sewer system.

SUB-TOTAL	
PWSA Charges	\$ 63.62
ALCOSAN	\$ 27.46

PWSA bills on behalf of ALCOSAN for the treatment of wastewater. ALCOSAN’s rates are separate from PWSA. Their rates are set annually and the amount that they charge for the treatment of wastewater is reflected in your bill from PWSA.

TOTAL BILL	
PWSA and ALCOSAN	\$ 91.08

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Steps to Reduce Lead in Your Drinking Water

PWSA found high levels of lead in drinking water in some homes, which can cause serious health problems. Follow these steps to reduce lead exposure.

- **Run your water to flush out lead.** If you haven't used your water for several hours, run your cold tap for one minute before using for cooking or drinking. Homes with longer lead water service lines may require flushing for a longer period of time. Using toilets, washing clothes, showering, or doing dishes before you drink from your tap are all ways that you can flush your service line without wasting water.
- **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.** Purchase an NSF water filter that is certified to remove lead. Customers can also choose to drink bottled water.
- **Get your child's blood tested.** Contact your local health department or healthcare provider to find out how you can get your child tested for lead if you are concerned about exposure.

Frequently Asked Questions

How can I identify if my plumbing fixtures contain lead?

There are commercially-available lead check swabs that can detect lead on plumbing surfaces such as solder and pipes. You can also go to www.pgh2o.com/lead-facts to see our infographic on identifying lead pipe materials in your home. Consider having lead-containing pipes and fixtures replaced.

What if I want to replace my lead plumbing?

Contact PWSA if you decide to replace your lead service line. PWSA will coordinate with residents to replace its portion of lead service line. There are assistance programs for customers interested in replacing their lead service lines.

How can I request a lead test kit?

If you want to test your water for lead, please call PWSA at 412.255.2423, or e-mail at ServiceLines@pgh2o.com to request a free lead test kit. This service is available for all homes in the City of Pittsburgh and The Borough of Millvale.

Stay in touch with PWSA

Sign-up for news and announcements.

PWSA wants to have an ongoing dialogue with our customers and the Pittsburgh community. One of the easiest ways to share information is through our email subscription and on social media. Join us to receive the latest about water and sewer services.

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Update Your Contact Information

Make sure we can reach you during a water or sewer emergency!

To receive automated phone call notifications about water or sewer emergencies, please make sure your contact information is up to date so we can provide you with timely information and alerts about extended interruptions to your water service. Simply contact customer service at **412.255.2423** or update your account information online at <https://srv1.publicnotify.com/pwsa/login.php>

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