



Understanding your new bill with the stormwater fee:

- A** **Installation/Contact Info:** We are ready to serve your water, wastewater, and stormwater needs. If you are on a payment plan, the amount owed will appear here.
- B** **Total Balance:** Equals your account balance after previous payments are subtracted from your prior balance and current charges are added.
- C** **Total Gallons Used:** Displays the total gallons of water used during this service period.
- D** **Average Gallons Used:** Shows the average amount of gallons of water used per day.
- E** **Calculation of Water/Wastewater Conveyance Charges:** See the calculation of your water and wastewater conveyance charges.
- F** **Calculation of Stormwater Fee:** See the calculation of your stormwater fee. Visit www.pgh2o.com/stormwater-fee for more information.
- G** **Allegheny County Sanitary Authority (ALCOSAN) Charges:** Contact ALCOSAN for an explanation of their rates: www.alcosan.org/our-customers/understanding-your-bill.
- H** **Meter Readings and Usage:** See previous and current meter readings with usage (in thousands of gallons) over days of service.
- I** **Customer Assistance Program Info:** Call Dollar Energy Fund to explore our customer assistance programs: 1-866-762-2348.
- J** **Credits and Incentives:** Learn more about our Stormwater Credit Program to reduce your total stormwater charges.
- K** **Ways to Pay:** We offer various ways to pay your PWSA bill for your convenience.
- L** **PayNearMe Option:** Pay your bill at participating CVS, Dollar General, Walgreens, Family Dollar, or 7-Eleven stores.



Bill Date 02/12/2022 Account Number 1234567-1234565

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Billing Statement for JANE SMITH
Service Location: 1234 WATER ST

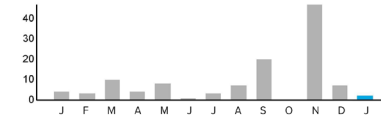
Need Assistance?
Contact Center
412-255-2423 - Press Menu Option #5
Pay-By-Phone 24 hours a day / 7 days a week
1-833-660-1366

Billing Summary

PRIOR BALANCE	-	PAYMENTS	=	ACCOUNT BALANCE	+	CURRENT CHARGES	=	TOTAL BALANCE
\$109.23		\$109.23		\$0.00		\$120.99		\$120.99

My Water Usage

Average Monthly Usage in 1,000 Gallons



C 3,000 Total gallons used this period

D 97 Average gallons used per day

3,000 Gallons / 31 Days = 97 Average Daily Gallons



Understanding the Stormwater Fee

Stormwater charges are based on the hard or impervious surfaces on a property. This includes areas such as roofs, pavement, asphalt, and similar hard surfaces.

In Pittsburgh, the average amount of hard surface on a property is 1,650 square feet. This is equal to one equivalent residential unit (ERU) of impervious surface.

To view the calculations for your property, apply for the stormwater credits program, and learn more about the stormwater fee, please visit www.pgh2o.com/stormwater-fee.



MAKE CHECK OR MONEY ORDER PAYABLE TO: PWSA

Account Number 1234567-1234565

1200 Penn Avenue, Pittsburgh, PA 15222

Due on 03/4/2022

TOTAL BALANCE \$120.99

A 10% annual late payment charge applies to all unpaid bills.

AMOUNT ENCLOSED

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 JANE SMITH
 1234 WATER ST
 PITTSBURGH PA 15222-4204

1234567812345678123456781234567812

My Billing Details

Previous Balance \$109.23
 Payment - 02/01/2022 - Thank You -\$109.23
 Current Charges \$120.99
Total Due On or Before 03/04/2022 \$120.99

Current Charges \$120.99
 PWSA \$27.00
 Water Minimum \$26.20
 2,000 gallons @ \$13.10 per 1,000 gallons \$8.09
 Wastewater Conveyance Minimum \$13.98
 2,000 gallons @ \$6.99 per 1,000 gallons \$3.76
 Distribution System Improvement Charge \$5.96
 Stormwater Fee: 1 @ 5.96 per ERU

Allegheny County Sanitary Authority Charges billed on behalf of ALCOSAN
 Sewage Treatment \$36.00

My Meter Readings

Meter #: 12345678 Type: Residential
 Current: 348,000 02/11/2022 Actual
 Previous: 345,000 01/12/2022 Actual
 Usage: 3,000
 Days of Service: 31



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ALCOSAN's new sewage treatment rates are effective as of January 1, 2022. PWSA's new water and wastewater conveyance rates and new stormwater fee are effective as of January 12, 2022. pgh2o.com/rates

The Pittsburgh Water and Sewer Authority
1200 Penn Avenue, Pittsburgh, PA 15222

Pay-By-Phone
1-833-660-1366 - 24 hours a day / 7 days a week

Customer Service
412-255-2423 (Press Option #5) or info@pgh2o.com
Monday through Friday from 8 AM to 6 PM

24/7 Water/Sewer Emergency
412-255-2423 (Press Option #1)

Customer Assistance Programs
If you are having difficulty paying your PWSA bill, call Dollar Energy Fund at 1-866-762-2348 to see if you qualify for our assistance programs. pgh2o.com/CAP

Credits and Incentives
PWSA offers a stormwater credit and incentive program to encourage all customers to install stormwater solutions on their property. Doing so could reduce your bill while helping to control stormwater. pgh2o.com/stormwater-fee

Please register any questions or complaints about your bill prior to the due date. Visit pgh2o.com for more information or to view a current rate brochure.

PWSA bills on behalf of ALCOSAN for sewage treatment. ALCOSAN's rates are separate from PWSA. Their rates are set annually and the amount that they charge for sewage treatment is reflected in your bill from PWSA. If you have any questions regarding your ALCOSAN charges, please contact ALCOSAN at 412-766-6696.

Per Section A.1.a of PWSA's Supplemental Service Conditions, "...unpaid water, wastewater and/or stormwater charges are a lien against the property."

PAY YOUR PITTSBURGH WATER AND SEWER AUTHORITY BILL WITH CASH AT PARTICIPATING STORES.

Bring this barcode with you to make a payment. Payments are recognized immediately and are posted on the next business day.

1. SCAN the customer's barcode.
2. The register will PROMPT you to enter an amount.
3. ENTER the amount the customer wants to pay.
4. COLLECT the desired cash amount (and fee, if applicable).
5. When the transaction is COMPLETE, send customer the receipt.



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For PWSA Customer Service, please call 412-255-2423 and press option 5.



- Other convenient ways to pay:
- M** Make one time payments via pgh2o.com.
 - N** Enroll in eBilling to go green, make fee free payments, and view bills and inserts via pgh2o.com.
 - O** Make payment via telephone at 412-255-2423 and press option 2.

PLEASE MAIL TO BELOW ADDRESS.



THE PITTSBURGH WATER AND SEWER AUTHORITY
PO BOX 747055
PITTSBURGH, PA 15274-7055

Learn about our Customer Assistance Programs on the back



Enhanced Customer Assistance Programs

Our Customer Assistance Programs are designed to provide financial relief for income-qualified residential customers who are having difficulty paying their PGH2O bill.

FLEXIBLE PAYMENT PLANS: We offer payment plans for those earning between 250% and 300% of the federal poverty level (FPL) to pay their balance over one to five years without accruing interest or paying additional fees. We also offer arrearage forgiveness! A \$30 monthly credit is available for each on-time payment for customers who have an active payment arrangement and are enrolled in our Bill Discount Program.

BILL DISCOUNT PROGRAM: More than 5,000 income eligible customers are enrolled in the Bill Discount Program and there are still many more people we can help. Customers earning an annual income that is at or below 150% of the FPL are eligible. If this program can help you or someone you know, please contact us today. It can substantially reduce your monthly PGH2O bill.

- Provides eligible customers with a 100% discount on the fixed monthly drinking and wastewater conveyance charges. This is a savings of approximately \$36.84 per month.
- An additional 50% discount on the volumetric charges (the usage charges over the monthly minimum charge) for customers earning an annual income that is at or below 50% of the FPL.
- 85% reduction on the new stormwater fee.
- A monthly \$30 credit to reduce past due balances. Customers must be enrolled in the Bill Discount Program, on an active payment plan, and make on time payments to receive this benefit.
- All verified low-income customers will automatically be enrolled in the Winter Shutoff Moratorium.
- Enrollment is applicable for 2 years.

HARDSHIP GRANT PROGRAM: Provides cash grants up to \$300 per year for customers at or below 150% of the FPL. Grants are now available to PWSA's sewage-only customers to apply to past due wastewater charges. No sincere effort of payment is required to receive this grant. *We have currently distributed more than \$165,000 through the program and have helped more than 630 Pittsburgh households maintain essential water services.*

WINTER SHUT OFF MORATORIUM: Provides customers with the peace of mind that water services will be maintained from December 1 through March 31 regardless of ability to pay. The program is available to single-family residential customers earning an annual income at or below 300% FPL.

LEAD SERVICE LINE REIMBURSEMENT PROGRAM: PWSA will assist customers with the cost of private lead service line replacement. For more information, visit lead.pgh2o.com/leadreimbursement.

For more information, please visit Pgh2o.com/CAP or call Dollar Energy Fund to enroll at **866.762.2348**.



Call PGH2O Cares!

Call our PGH2O Cares team today to learn more about our customer assistance programs to find out if you qualify.

CALL 412-255-8800 x3107

VISIT Pgh2o.com/CAP

EMAIL cares@pgh2o.com

Penn Liberty Plaza 1
1200 Penn Avenue
Pittsburgh, PA 15222

Customer Service
T 412.255.2423 (Press 5)
info@pgh2o.com

Emergency Dispatch
412.255.2423 (Press 5)
Available 24/7

 [linkedin.com/company/pgh2o](https://www.linkedin.com/company/pgh2o)

 @pgh2o

 [facebook.com/pgh2o](https://www.facebook.com/pgh2o)

 [nextdoor.com](https://www.nextdoor.com)