

CURRENTS

Understanding the New Stormwater Fee

Resources for Ratepayers at pgh2o.com/stormwater-fee



The stormwater fee will support the construction of new stormwater infrastructure in Pittsburgh.

Historically, stormwater services were funded through wastewater rates, which are based on water usage. This meant that those using more wastewater services paid more towards stormwater services.

The new stormwater fee, which went into effect on January 12, 2022, is calculated based on the hard or impervious surfaces on a property like roofs, driveways, and parking lots. This ensures that all property owners in Pittsburgh contribute a share that is proportional to the amount of runoff generated by their property. This is a more equitable way to distribute these costs, and customers may notice their wastewater rates go down accordingly.

How much is the stormwater fee?

Calculating the stormwater fee meant that we needed to understand the amount of

hard surface on each property in Pittsburgh. Using aerial photography, we mapped the entire city and determined that the average amount of impervious surface on a single-family residential property is approximately 1,650 square feet. This is equal to one equivalent residential unit (ERU) of impervious surface and is accepted as the industry standard unit of measure. The new stormwater fee is applied to all residential and non-residential properties in Pittsburgh using the following rate table:

| Stormwater Monthly Fees (Based on Impervious Surface) | ERUs | 2022 | 2023 |
|--|---------|---------|---------|
| Residential Tier 1 (>=400 to <1,015 sf) | .5 | \$2.98 | \$3.98 |
| Residential Tier 2 (>=1,015 to <2,710 sf) | 1 | \$5.96 | \$7.95 |
| Residential Tier 3 (>=2,710 sf) | 2 | \$11.92 | \$15.90 |
| Non-Residential | Per ERU | \$5.96 | \$7.95 |



70% of all Pittsburgh homeowners fall into Residential Tier 2.

Can I reduce my stormwater fee?

Income qualified customers enrolled in the Bill Discount Program will receive an 85% discount on the stormwater fee. This is in addition to the other benefits available through the Bill Discount Program. More information about this and other customer assistance programs is available at www.pgh2o.com/cap.

Additionally, we have established a credit program for customers who choose to manage stormwater on their properties. Residential and non-residential customers can earn stormwater credit by

Next Board Meeting: March 25

For a complete list of PWSA's board and community meetings, please visit Pgh2o.com/events-meetings.

Following COVID-19 restrictions, meetings are held virtually and may be tentative or postponed.

meeting certain requirements and maintaining their stormwater systems. The Credit Manual and Application are available at www.pgh2o.com/stormwater-fee.

Customers may also replace paved surfaces with a garden or vegetated area. Reducing hard surfaces could lead to an overall fee reduction.

Is more information available?

Visit www.pgh2o.com/stormwater-fee for more information. It is your one stop shop for all things pertaining to the new stormwater charge - including our searchable Fee Finder Website. If you have questions, please email info@pgh2o.com.

Your PGH2O bill looks a little different with a line item for stormwater services. Download the 2022 Bill Explainer at pgh2o.com/understanding-your-bill.



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.

- **Winter Shut Off Moratorium:** December 1st through March 31st for customers who are at or below 300% of the Federal Poverty Level (FPL).
- **Bill Discount Program:** 100% reduction of minimum monthly water and wastewater conveyance charges and an 85% discount on stormwater charges for customers who are at or below 150% of FPL.
- **Flexible Payment Plans:** We offer income-based payment arrangements to help customers pay down high balances without accruing penalties and interest.
- **Hardship Grant Program:** Cash grants up to \$300 per year for customers at or below 150% of 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 about the Customer Assistance Program, please visit Pgh2o.com/CAP or call Dollar Energy Fund at **866.762.2348**.

Neighbors Helping Neighbors

Donate to the Hardship Grant Program online at Pgh2o.com/give.

Do We Have Your Number?

Did you know that we call customers during water emergencies and outages? It is important to verify that we have the best number to reach you. You can even add multiple numbers for your account, so your entire household is informed about our work.

HOW DO I UPDATE MY CONTACT INFORMATION?

Visit our website: Pgh2o.com/update-contact-info
Or call PWSA Customer Service: **412.255.2423 (Press 5)**

Enroll in eBilling

Convenient and easy to use, our online billing and payment portal ensures timely delivery of bills and payments. Visit Pgh2o.com/ebilling to enroll.

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Customer Service*

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**translation services available*

Emergency Dispatch*

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WATER WISE

Clean Your Faucet Aerator for Better Water Quality



When's the last time you cleaned or replaced your faucet aerators? The aerator at the end of your water faucet adds air into the water to reduce splashing and limit the flow of excess water. Aerators catch some of the silt, minerals, and other debris that can flow through your tap water, which can cause a build-up and affect your water quality over time.

Most aerators simply unscrew from the faucet, but you may need to use a pair of pliers or a wrench. Once your aerator is removed, separate its parts and remove any debris. Soak the parts in white vinegar and scrub with a brush. Rinse and reassemble the cleaned aerator, then screw it back onto the faucet.

Track Water Usage!

Monitor your water use in real-time and set customized, automated usage alerts. You can even authorize multiple users, such as tenants, to receive usage alerts. Setting usage alerts can help detect costly water leaks in your property.

Learn more at Pgh2o.com/usage-portal