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March 29, 2019

Via Hand Delivery

PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Pittsburgh Water and Sewer Authority
Annual Report for Calendar Year 2018
M-2014-2448824

Dear Secretary Chiavetta:

On behalf of Pittsburgh Water and Sewer Authority ("PWSA") enclosed for filing please find its Annual Report for the calendar year 2018 per the reporting requirements found in Sections 1410.1(3) and 1410.1(4).

Sincerely,



Daniel Clearfield

DC/lww
Enclosure

cc: Director of Consumer Services (abehtel@pa.gov) w/enc.
Lisa Jenkins (lisjenkins@pa.gov) w/enc.
Kathy Solence (ksolence@pa.gov) w/enc.

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2019 MAR 29 PM 3:07
PA PUC
SECRETARY'S BUREAU
FRONT DESK

Utility Reporting - Accounts with Arrearages in Excess of \$10,000

Year Being Reported:

Company Name:

Date of "Snapshot":

Filed By:

Phone:

Email:

If NO accounts to report, check this box:

Data in #5-8 should be from date account established (#3 in Column D)

1. Unique Acct ID	2. Account Balance	3. Date Account Established	4. Avg Monthly Bill (prev 12 months)	5. # of PUC Informal Complaints	6. # of PUC Formal Complaints	7. # of Company PARs	8. # of Times Terminated for Non-Payment	9. Account is Confirmed Low-Income (YES or NO)
1 5029730	\$10,422.07	2/10/2018	\$946.02	1	0	0	0	NO
2 5075487	\$32,120.25	6/20/2005	\$2,654.52	0	0	0	0	NO
3 5015624	\$10,423.24	2/26/2009	\$223.85	1	0	0	1	NO
4 5010761	\$20,255.15	5/27/1999	\$1,684.26	0	0	0	0	NO
5 5033560	\$16,925.84	12/21/2012	\$1,508.66	1	0	0	0	NO
6 5037042	\$92,291.83	12/3/2001	\$7,944.59	1	0	0	0	NO
7 5004003	\$15,062.41	6/20/2000	\$1,331.76	1	0	0	0	NO
8 5007147	\$28,253.61	6/14/1999	\$2,526.87	1	0	0	0	NO
9 5035253	\$25,459.34	12/30/2004	\$2,660.49	1	0	0	0	NO
10 5075772	\$21,418.83	10/2/2018	\$1,789.96	1	0	0	0	NO
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MAR 29 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Utility Reporting - Medical Certificates

Year Being Reported: 2018

Company Name: Pittsburgh Water and Sewer Authority

Date Submitted: 3/28/2019

Filed By: Brittany Schacht

Phone: 412-255-8800 ext. 2662

Email: bschacht2@pgh2o.com

of Med Certs/Renewals Submitted by Customers in 2018
243

of Med Certs/Renewals Accepted by Utility in 2018
214

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MAR 29 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PWSA's yearly reporting under Commission regulation reflects data and information from April 1, 2018 to December 31, 2018. In 2018, PWSA altered its Non-Access process to comply with PUC regulatory requirements. As a result, multiple customers received catch-up consumption billings. These billings represent consumption that had been underestimated for the period of time when PWSA was unable to gain access to the water meter and/or meter reading device. With respect to the over \$10,000 account balances, in most cases the periods of estimation are greater than 12 months. Due to the 12-month reporting requirement, this caused the affected data to appear much higher than if PWSA was able to report the average over the extent of the estimated meter reading period. Provided below is a brief description of each account reported as having a balance with PWSA over \$10,000.

- 5029730 – On September 12, 2018, PWSA generated a billing statement for 455,000 gallons of water in the amount of \$10,826.08. The estimated meter readings began on October 12, 2005. PWSA's records also reflected that the water service was inactive. Upon receiving an actual meter reading on August 18, 2018, it was determined that the account was underestimated, and 453,000 gallons of water had been used during the period of estimation when the account was coded inactive. Due to the length of time that the account was estimated, and PWSA's inability to determine the exact period of time in which the 453,000 gallons of water were consumed, on March 28, 2019 PWSA applied a credit adjustment in the amount of \$6,570.67. This adjustment reduced the catch-up consumption bill to average consumption over a four-year period and decreased the account balance to less than \$10,000.
- 5075487 – On December 6, 2018, PWSA generated a billing statement for 1,338,000 gallons of water in the amount of \$31,797.33. The estimated meter readings began on May 31, 2007. PWSA's records also reflected that the water service was inactive. Upon receiving an actual meter reading on November 4, 2018, it was determined that the account was underestimated, and 1,338,000 gallons of water had been used during the period of estimation when the account was coded inactive. Due to the length of time that the account was estimated and PWSA's inability to determine the exact period of time which the 1,338,000 gallons of water were consumed, and on March 28, 2019 PWSA applied a credit adjustment in the amount of \$22,150.34. This adjustment reduced the catch-up consumption bill to the average consumption over a four-year period and decreased the account balance to less than \$10,000.
- 5015624 – The customer submitted their first letter of appeal in December 2016. The customer pursued their dispute and was heard in front of the Water Exoneration Hearing Board (WEHB) in December 2017. The WEHB issued a decision on January 29, 2018. The customer filed an Informal Complaint with the PUC in October 2018. The total account balance reflects the originally disputed high consumption bills, in addition to undisputed, unpaid monthly billings since the dispute was submitted.
- 5010761 – The customer received three high consumption bills; February 18, 2018, March 15, 2018, and April 16, 2018. The customer received a one-time leak adjustment from ALCOSAN for the Sewage Treatment portion of the high consumption billing. As a result, the customer received a credit in the amount of \$5,778.20 for Sewage Treatment and \$6,195.70 for Sewer

System Maintenance. These adjustments were applied to the account on March 11, 2019. These adjustments decreased the account balance to less than \$10,000.

- 5033560 – On May 15, 2018, PWSA generated a billing statement for 734,000 gallons of water in the amount of \$17,452.33. The estimated meter readings began on September 21, 2014. During the period of estimation, the customer confirmed that there was a known leak. Upon receiving an actual meter reading on May 3, 2018, it was determined that the account was underestimated, and 734,000 gallons of water had been used during the period of estimation.
- 5037042 – On July 17, 2018, PWSA generated a billing statement for 3,923,000 gallons of water in the amount of \$93,197.24. The estimated meter readings began on September 17, 2014. Upon receiving an actual meter reading on May 13, 2018, it was determined that the account was underestimated, and 3,915,000 gallons of water had been used during the period of estimation.
- 5004003 – On October 10, 2018, PWSA generated a billing statement for 621,000 gallons of water in the amount of \$14,768.58. The estimated meter readings began on October 5, 2017. Upon receiving an actual meter reading on September 7, 2018, it was determined that the account was underestimated, and 621,000 gallons of water had been used during the period of estimation.
- 5007147 – On August 9, 2018, PWSA generated a billing statement for 1,175,000 gallons of water in the amount of \$27,926.08. The estimated meter readings began on June 6, 2015. Upon receiving an actual meter reading on July 27, 2018, it was determined that the account was underestimated, and 1,172,000 gallons of water had been used during the period of estimation.
- 5035253 – On August 14, 2018, PWSA generated a billing statement for 562,000 gallons of water in the amount of \$26,869.32. After the bill generated, it was determined that the calculated bill reflected an inaccurate consumption total of 1,609,000 gallons of wastewater. This amount was corrected on March 21, 2019 via an adjustment in the total amount of \$14,165.91. The estimated meter readings began on August 24, 2014. Upon receiving an actual meter reading on July 12, 2018, it was determined that the account was underestimated, and 485,000 gallons of water had been used during the period of estimation.
- 5075772 – On October 7, 2018, PWSA generated a billing statement for 896,000 gallons of water in the amount of \$21,299.83. The estimated meter readings began on May 26, 2004. PWSA records also reflected that the water service was inactive. Upon receiving an actual meter reading on September 13, 2018, it was determined that the account was underestimated, and 896,000 gallons of water had been used during the period of estimation when the account was coded inactive. Due to the length of time that the account was estimated and PWSA's inability to determine the exact period of time which the 896,000 gallons of water were consumed, and on March 28, 2019 PWSA applied a credit adjustment in the amount of \$16,342.27. This adjustment reduced the catch-up consumption bill to the average consumption over a four-year period and decreased the account balance to less than \$10,000.