
Paul Rehwald,		
v.		Docket No.:
The Pittsburgh Water and		C-2024-3048734
Sewer Authority		
Initial Call-In		
Telephonic Hearing		

Pages 1 - 72

Judge's Chambers
 Piatt Place
 301 5th Avenue
 Suite 220
 Pittsburgh, PA

September 18, 2024
 Commencing at 10:03 a.m.

INDEX TO EXHIBITS

Docket No. C-2024-3048734

Hearing Date: September 18, 2024

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>PWSA Exhibits:</u>		
PWSA Exhibit 1	47	66
Answer		
PWSA Exhibit 2	47	66

Paul Rehwald
v.
Pittsburgh Water and Sewer Authority
Docket No. C-2024-3048734

*Proposed Hearing Exhibits
of The Pittsburgh Water and Sewer Authority*

PWSA Exhibit 1

*PWSA Answer to Formal Complaint
dated May 20, 2024*



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Karen O. Moury
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May 20, 2024

Via Electronic Filing

Rosemary Chiavetta, Secretary
Pa. Public Utility Commission
400 North Street
Harrisburg, PA 17120

Re: Paul Rehwald v. The Pittsburgh Water and Sewer Authority
Docket No. C-2024-3048734

Dear Secretary Chiavetta:

Enclosed for electronic filing please find The Pittsburgh Water and Sewer Authority's Answer with regard to the above-referenced matter. Copies to be served in accordance with the attached Certificate of Service.

Sincerely,

/s/ Karen O. Moury

Karen O. Moury

Enclosure

cc: Certificate of Service (with Enclosures)

CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of the foregoing Answer upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

Via Email

Paul Rehwald
5718 Woodmont Street
Pittsburgh, PA 15127
rehwaldo@yahoo.com

Hon. Charles E. Rainey, Jr.
Chief Administrative Law Judge
Pa. Public Utility Commission
400 North Street
Harrisburg, PA 17120
bobbwillia@pa.gov

Date: May 20, 2024

/s/ Karen O. Moury

Karen O. Moury, Esquire
Counsel for
The Pittsburgh Water and Sewer Authority

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Paul Rehwald,	:	
	:	
Complainant,	:	
	:	
v.	:	Docket No. C-2024-3048734
	:	
	:	
The Pittsburgh Water and Sewer Authority,	:	
Respondent.	:	

**THE PITTSBURGH WATER AND SEWER AUTHORITY’S
ANSWER TO FORMAL COMPLAINT**

Pursuant to the regulations of the Pennsylvania Public Utility Commission (“Commission” or “PUC”) at 52 Pa. Code § 5.61, The Pittsburgh Water and Sewer Authority (“PWSA” or “Authority”) submits this Answer to the Formal Complaint of Paul Rehwald (“Mr. Rehwald” or “Complainant”) served on April 29, 2024. In support of this Answer, PWSA avers as follows:

INTRODUCTION

The Complainant is disputing a water bill generated on November 27, 2023 in the amount of \$258.43, which reflected high consumption and was based on actual readings from a meter that passed testing at 99.3751% accuracy. Mr. Rehwald claims that 16,000 gallons of water, as reported on that bill, could not have been used and blames the reading on an allegedly faulty water meter. By way of relief, the Complainant is seeking a credit of \$362.59, which he says includes charges imposed by the Borough of Millvale during the same period, as well as interest that has accrued on the outstanding balance.

PWSA seeks dismissal of the Complaint. The disputed bill reflecting high consumption was based on actual readings from a meter that passed testing at 99.3751% accuracy. The Complainant is responsible to pay the charges for the water services provided to the property. Additionally, if the

Complainant is not required to pay for the water services provided to the property, other customers will be unfairly required to shoulder the burden for this uncollectible amount.

ANSWER

1. To the best of PWSA's knowledge and belief, the name and contact information for the Complainant is accurate. Per the Allegheny County Real Estate Assessment website, Mr. Rehwald is the owner of the residential single-family property located at 612 Fremont Street, Millvale, PA 15209 ("the Property"), which he purchased on February 13, 2017.¹

2. It is admitted that the Formal Complaint is directed at PWSA. By way of further answer, PWSA is a municipal authority created in 1984 and is responsible for producing and supplying water along with maintaining and operating the water and sewer infrastructure in Pittsburgh. Effective April 1, 2018, PWSA became subject to the jurisdiction of the Commission as a regulated public utility. 66 Pa. C.S. §§ 3201-3209. PWSA's currently approved water, wastewater and stormwater tariffs were issued on February 5, 2024 with an effective date of February 15, 2024 (see February 13, 2024 Secretarial Letters entered at Docket Numbers: R-2023-3039920 [water], R-2023-3039921 [wastewater] and R-2023-3039919 [stormwater]).²

3. It is admitted that PWSA provides water services to the Property.

4. The allegations in Paragraph 4 of the Formal Complaint are admitted and denied consistent with the following:

¹ See Allegheny County [tax records](#) for 612 Fremont Street, Pittsburgh, PA 15209 (Parcel ID: 0118-R-00051-0000-00).

² PWSA's previously approved water, wastewater and stormwater tariffs became effective on January 12, 2022 (see January 11, 2022 Secretarial Letters entered at Docket Numbers: R-2021-3024773 [water], R-2021-3024774 [wastewater] and R-2021-3024779 [stormwater]). Further, by Secretarial Letter dated January 11, 2023, the Commission approved PWSA's Compliance Tariffs at Docket Nos. M-2018-2640802 and M-2018-2640803, effective January 14, 2023.

Billing Dispute

- (a) It is denied that there are incorrect charges on PWSA's November 27, 2023 bill issued to the Complainant for the Property in the amount of \$258.43 for 16,000 gallons of water consumption. To the contrary, the disputed bill reflects high consumption that occurred between November 11, 2023 and November 14, 2023 and was based on actual meter readings.
- (b) After reasonable investigation, PWSA does not have sufficient information or knowledge to form a belief as to the averments regarding a total bill in the amount of \$362.59 containing Borough of Millvale charges, and demands proof thereof, if relevant, at a hearing held in this matter.
- (c) It is admitted that Mr. Rehwald had previously disputed a bill issued on June 27, 2023 for 79,000 gallons of water consumed at the Property. It is further admitted that the dispute regarding that bill was investigated internally by PWSA and resolved in the Complainant's favor. As a result, PWSA believes and therefore avers that the only bill in dispute in this Complaint proceeding is the one issued on November 27, 2023.

Accuracy of Meter

- (d) It is denied that the meter measuring water consumption at the Property is faulty. To the contrary, the meter that measured the 16,000 gallons of water reported on the November 27, 2023 bill was tested on December 8, 2023 and passed accuracy with a rating of 99.3751%, which is well within the acceptable range under the PUC's regulations.³

Informal Complaint Filed With Bureau of Consumer Services

- (e) It is admitted that on January 8, 2024, Mr. Rehwald filed an Informal Complaint with the Commission's Bureau of Consumer Services ("BCS") at case number 3960865 regarding the accuracy of meter reading at the Property.
- (f) On April 3, 2024, BCS issued a decision on case number 3960865, dismissing the Informal Complaint and finding that the disputed bill was based on actual readings taken from a meter that passed accuracy testing within PUC-approved guidelines. Based on the information provided, BCS concluded that the bill was correct as rendered.

Additional Responses By PWSA

- (g) No response is required to the legal conclusions in the Formal Complaint.

³ 52 Pa. Code § 65.8.

- (h) After reasonable investigation, PWSA does not have sufficient information to form a belief as to the truth of the remaining factual allegations in the Formal Complaint. Such allegations are, therefore, denied. Strict proof of said allegations, if relevant, is demanded at the time of hearing in this matter.
- (i) The Formal Complaint fails to allege a violation by PWSA of PWSA's tariff.
- (j) The Formal Complaint fails to allege a violation by PWSA of the Public Utility Code, another statute administered by the Commission, the Commission's Regulations and/or the Commission's Orders.

5. It is denied that Complainant is entitled to relief. The Formal Complaint fails to allege that PWSA has violated Pennsylvania law or Commission regulations. PWSA properly billed the Complainant based upon actual meter readings. By way of further answer, PWSA incorporates herein its response to Paragraph 4, above.

6-11. No response is required to Paragraphs 6 through 11 of the Formal Complaint. To the extent such allegations are deemed factual, the factual allegations in Paragraphs 6 through 11 of the Formal Complaint are admitted or denied consistent with Paragraphs 1 through 5 of this Answer. By way of further answer, this Complaint is related to the Informal Complaint decision at case number 3960865, in which BCS found that PWSA had properly billed the Complainant.

CONCLUSION

WHEREFORE, The Pittsburgh Water and Sewer Authority respectfully requests that the Commission (a) dismiss the Complaint; and, (b) grant any other relief deemed appropriate. Notwithstanding PWSA's requests for dismissal of the Complaint, PWSA is willing to work with the Complainant to resolve this matter and therefore requests that the Office of Administrative Law Judge issue an "Interim Order Setting Resolution Conference" directing the parties to hold a conference about resolving the case.

Respectfully submitted,

/s/ *Karen O. Moury*

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lburge@eckertseamans.com

Date: May 20, 2024

Counsel for
The Pittsburgh Water and Sewer Authority

Verification

I, Julie A. Mechling, am the Director of Customer Service for The Pittsburgh Water and Sewer Authority (“PWSA” or “Authority”), and I hereby state that the facts set forth in the foregoing **Answer** are true and correct to the best of my knowledge, information and belief and that I expect the Authority to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Date: May 20, 2024

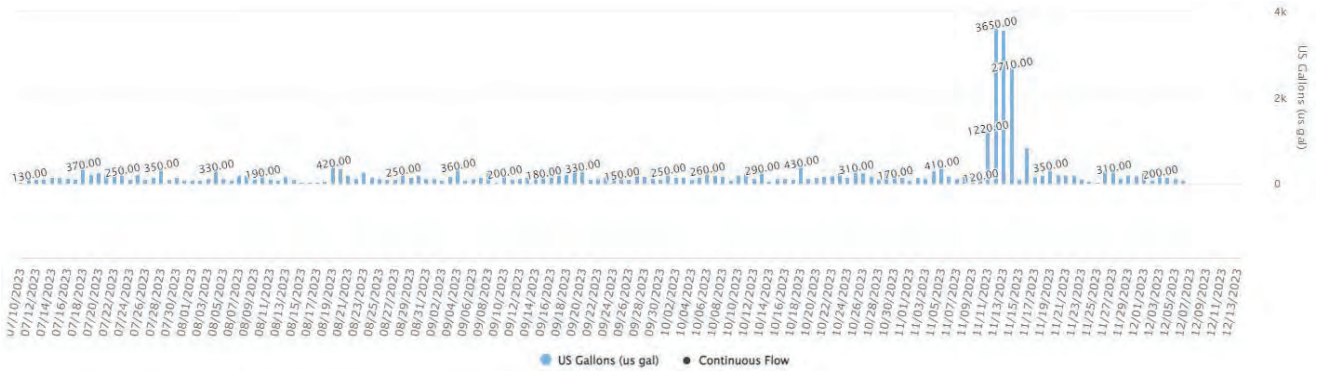
/s/ Julie A. Mechling

Julie A. Mechling
Director of Customer Service
The Pittsburgh Water and Sewer Authority

PWSA Exhibit 2

*612 Fremont Street –
Meter Readings and Usage Data*

Customer Name: PAUL REHWALD
 Address: 612 FREMONT STREET MILLVALE PA 15209
 Account: [REDACTED]
 Device ID: 0023118770
 Radio ID: 81119088
 Date Range: 2023-07-10 to 2023-12-13
 Meter Installed: 7/10/2023
 Meter Removed: 12/6/2023



Meter Read Time	Read (GAL)	Usage	Flags	Source
2023-12-06	37,473.1	94.8		PWSA-IntervalReport.20231206150005-000001.csv;92 PWSA-IntervalReport.20231206150005-000001.csv;93
2023-12-05	37,378.3	298.3		PWSA-IntervalReport.2023120610005-000003.csv;1118 PWSA-IntervalReport.2023120610005-000003.csv;1119
2023-12-04	37,080.0	12.1		PWSA-IntervalReport.20231205040008-000001.csv;1866 PWSA-IntervalReport.20231205040008-000001.csv;1867
2023-12-03	37,067.9	202.1		PWSA-IntervalReport.20231203210008-000001.csv;639 PWSA-IntervalReport.20231203210008-000001.csv;640
2023-12-02	36,865.8	95.9		PWSA-IntervalReport.20231202200007-000001.csv;475 PWSA-IntervalReport.20231202200007-000001.csv;476
2023-12-01	36,769.9	327.9		PWSA-IntervalReport.20231201190007-000001.csv;331 PWSA-IntervalReport.20231201190007-000001.csv;332
2023-11-30	36,442.0	172.6		PWSA-IntervalReport.20231130180010-000000.csv;23089 PWSA-IntervalReport.20231130180010-000000.csv;23090
2023-11-29	36,269.4	169.1		PWSA-IntervalReport.20231129180007-000001.csv;525 PWSA-IntervalReport.20231129180007-000001.csv;526
2023-11-28	36,100.3	227.3		PWSA-IntervalReport.20231128220007-000001.csv;1037 PWSA-IntervalReport.20231128220007-000001.csv;1038
2023-11-27	35,873.0	237.5		PWSA-IntervalReport.20231127150007-000001.csv;192 PWSA-IntervalReport.20231127150007-000001.csv;193
2023-11-26	35,635.5	268.4		PWSA-IntervalReport.20231126200008-000001.csv;1045 PWSA-IntervalReport.20231126200008-000001.csv;1046
2023-11-25	35,367.1	43.4		PWSA-IntervalReport.20231126010007-000003.csv;3661 PWSA-IntervalReport.20231126010007-000003.csv;3662
2023-11-24	35,323.7	67.0		PWSA-IntervalReport.20231124220009-000001.csv;2322 PWSA-IntervalReport.20231124220009-000001.csv;2323
2023-11-23	35,256.7	152.4		PWSA-IntervalReport.20231123220007-000001.csv;139 PWSA-IntervalReport.20231123220007-000001.csv;140
2023-11-22	35,104.3	367.3		PWSA-IntervalReport.20231122160007-000001.csv;32 PWSA-IntervalReport.20231122160007-000001.csv;33
2023-11-21	34,737.0	0.0		PWSA-IntervalReport.20231121040008-000001.csv;1801 PWSA-IntervalReport.20231121040008-000001.csv;1802
2023-11-20	34,737.0	258.8		PWSA-IntervalReport.20231121010008-000003.csv;1344 PWSA-IntervalReport.20231121010008-000003.csv;1345
2023-11-19	34,478.2	524.3		PWSA-IntervalReport.20231119220007-000001.csv;65 PWSA-IntervalReport.20231119220007-000001.csv;66
2023-11-18	33,953.9	69.0		PWSA-IntervalReport.20231118020007-000001.csv;1856 PWSA-IntervalReport.20231118020007-000001.csv;1857
2023-11-17	33,884.9	151.8		PWSA-IntervalReport.20231117110008-000001.csv;303 PWSA-IntervalReport.20231117110008-000001.csv;304
2023-11-16	33,733.1	783.2		PWSA-IntervalReport.20231116190007-000001.csv;499 PWSA-IntervalReport.20231116190007-000001.csv;500
2023-11-15	32,949.9	130.4		PWSA-IntervalReport.20231116010007-000003.csv;1463 PWSA-IntervalReport.20231116010007-000003.csv;1464
2023-11-14	32,819.5	3,151.1		PWSA-IntervalReport.20231114220005-000001.csv;360 PWSA-IntervalReport.20231114220005-000001.csv;361
2023-11-13	29,668.4	3,584.9		PWSA-IntervalReport.20231113210007-000001.csv;560 PWSA-IntervalReport.20231113210007-000001.csv;561
2023-11-12	26,083.5	3,196.4		PWSA-IntervalReport.20231112210007-000001.csv;693 PWSA-IntervalReport.20231112210007-000001.csv;694
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2023-11-10	21,652.2	279.7		PWSA-IntervalReport.20231110180007-000001.csv;652 PWSA-IntervalReport.20231110180007-000001.csv;653
2023-11-09	21,372.5	13.5		PWSA-IntervalReport.20231109030004-000001.csv;2019 PWSA-IntervalReport.20231109030004-000001.csv;2020
2023-11-08	21,359.0	205.7		PWSA-IntervalReport.20231108220005-000001.csv;518 PWSA-IntervalReport.20231108220005-000001.csv;519
2023-11-07	21,153.3	102.9		PWSA-IntervalReport.20231107150006-000000.csv;23785 PWSA-IntervalReport.20231107150006-000000.csv;23786
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2023-11-05	20,868.5	404.6		PWSA-IntervalReport.20231106010011-000003.csv;2174 PWSA-IntervalReport.20231106010011-000003.csv;2175
2023-11-04	20,463.9	308.4		PWSA-IntervalReport.20231105010010-000004.csv;1364 PWSA-IntervalReport.20231105010010-000004.csv;1365
2023-11-03	20,155.5	153.0		PWSA-IntervalReport.20231103220010-000001.csv;77 PWSA-IntervalReport.20231103220010-000001.csv;78
2023-11-02	20,002.5	149.4		PWSA-IntervalReport.20231102210006-000001.csv;261 PWSA-IntervalReport.20231102210006-000001.csv;262
2023-11-01	19,853.1	101.2		PWSA-IntervalReport.20231101210008-000001.csv;362 PWSA-IntervalReport.20231101210008-000001.csv;363
2023-10-31	19,751.9	158.6		PWSA-IntervalReport.20231031200011-000001.csv;694 PWSA-IntervalReport.20231031200011-000001.csv;695
2023-10-30	19,593.3	349.0		PWSA-IntervalReport.202310310310011-000003.csv;2243 PWSA-IntervalReport.202310310310011-000003.csv;2244
2023-10-29	19,244.3	133.4		PWSA-IntervalReport.20231029170010-000001.csv;319 PWSA-IntervalReport.20231029170010-000001.csv;320
2023-10-28	19,110.9	156.3		PWSA-IntervalReport.20231028160010-000001.csv;44 PWSA-IntervalReport.20231028160010-000001.csv;45
2023-10-27	18,954.6	193.2		PWSA-IntervalReport.20231027150010-000001.csv;284 PWSA-IntervalReport.20231027150010-000001.csv;285
2023-10-26	18,761.4	189.7		PWSA-IntervalReport.20231026150010-000001.csv;332 PWSA-IntervalReport.20231026150010-000001.csv;333
2023-10-25	18,571.7	356.2		PWSA-IntervalReport.20231026010010-000003.csv;958 PWSA-IntervalReport.20231026010010-000003.csv;959
2023-10-24	18,215.5	124.7		PWSA-IntervalReport.20231024180006-000001.csv;138 PWSA-IntervalReport.20231024180006-000001.csv;139
2023-10-23	18,090.8	278.2		PWSA-IntervalReport.20231023220006-000001.csv;203 PWSA-IntervalReport.20231023220006-000001.csv;204
2023-10-22	17,812.6	334.9		PWSA-IntervalReport.20231022210011-000001.csv;55 PWSA-IntervalReport.20231022210011-000001.csv;56
2023-10-21	17,477.7	17.2		PWSA-IntervalReport.20231021100010-000001.csv;295 PWSA-IntervalReport.20231021100010-000001.csv;296
2023-10-20	17,460.5	169.8		PWSA-IntervalReport.20231021010008-000003.csv;685 PWSA-IntervalReport.20231021010008-000003.csv;686
2023-10-19	17,290.7	128.2		PWSA-IntervalReport.20231019180008-000001.csv;272 PWSA-IntervalReport.20231019180008-000001.csv;273
2023-10-18	17,162.5	460.6		PWSA-IntervalReport.20231018220010-000001.csv;293 PWSA-IntervalReport.20231018220010-000001.csv;294
2023-10-17	16,701.9	77.4		PWSA-IntervalReport.20231017100006-000001.csv;413 PWSA-IntervalReport.20231017100006-000001.csv;414
2023-10-16	16,624.5	178.8		PWSA-IntervalReport.20231017010009-000003.csv;498 PWSA-IntervalReport.20231017010009-000003.csv;499
2023-10-15	16,445.7	166.3		PWSA-IntervalReport.20231015140007-000001.csv;203 PWSA-IntervalReport.20231015140007-000001.csv;204
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2023-10-11	15,717.9	114.9		PWSA-IntervalReport.20231011090007-000001.csv;1044 PWSA-IntervalReport.20231011090007-000001.csv;1045
2023-10-10	15,603.0	206.9		PWSA-IntervalReport.20231011010011-000003.csv;3704 PWSA-IntervalReport.20231011010011-000003.csv;3705
2023-10-09	15,396.1	89.4		PWSA-IntervalReport.20231009220007-000001.csv;1030 PWSA-IntervalReport.20231009220007-000001.csv;1031
2023-10-08	15,306.7	173.7		PWSA-IntervalReport.20231008220007-000001.csv;1190 PWSA-IntervalReport.20231008220007-000001.csv;1191
2023-10-07	15,133.0	191.6		PWSA-IntervalReport.20231007200008-000001.csv;1060 PWSA-IntervalReport.20231007200008-000001.csv;1061
2023-10-06	14,941.4	279.4		PWSA-IntervalReport.20231007010008-000003.csv;3284 PWSA-IntervalReport.20231007010008-000003.csv;3285
2023-10-05	14,662.0	145.7		PWSA-IntervalReport.20231005190008-000001.csv;1040 PWSA-IntervalReport.20231005190008-000001.csv;1041
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2023-10-03	14,399.7	188.1		PWSA-IntervalReport.20231003160006-000001.csv;800 PWSA-IntervalReport.20231003160006-000001.csv;801

PWSA Exhibit 2

2023-10-02	14,211.6	137.9	PWSA-IntervalReport.20231002160010-000001.csv;969	PWSA-IntervalReport.20231002160010-000001.csv;970
2023-10-01	14,073.7	261.6	PWSA-IntervalReport.20231001200012-000001.csv;949	PWSA-IntervalReport.20231001200012-000001.csv;950
2023-09-30	13,812.1	91.0	PWSA-IntervalReport.20230930140013-000001.csv;1287	PWSA-IntervalReport.20230930140013-000001.csv;1288
2023-09-29	13,721.1	139.9	PWSA-IntervalReport.20230929220010-000001.csv;1012	PWSA-IntervalReport.20230929220010-000001.csv;1013
2023-09-28	13,581.2	194.8	PWSA-IntervalReport.20230928210007-000001.csv;1154	PWSA-IntervalReport.20230928210007-000001.csv;1155
2023-09-27	13,386.4	181.1	PWSA-IntervalReport.20230927150007-000001.csv;1308	PWSA-IntervalReport.20230927150007-000001.csv;1309
2023-09-26	13,205.3	117.5	PWSA-IntervalReport.20230927010007-000003.csv;4778	PWSA-IntervalReport.20230927010007-000003.csv;4779
2023-09-25	13,087.8	156.1	PWSA-IntervalReport.20230926010009-000003.csv;3848	PWSA-IntervalReport.20230926010009-000003.csv;3849
2023-09-24	12,931.7	210.3	PWSA-IntervalReport.20230924220007-000001.csv;1286	PWSA-IntervalReport.20230924220007-000001.csv;1287
2023-09-23	12,721.4	136.5	PWSA-IntervalReport.20230923210007-000001.csv;1008	PWSA-IntervalReport.20230923210007-000001.csv;1009
2023-09-22	12,584.9	136.2	PWSA-IntervalReport.20230922210009-000001.csv;1121	PWSA-IntervalReport.20230922210009-000001.csv;1122
2023-09-21	12,448.7	134.9	PWSA-IntervalReport.20230922010009-000003.csv;3802	PWSA-IntervalReport.20230922010009-000003.csv;3803
2023-09-20	12,313.8	323.4	PWSA-IntervalReport.20230920180005-000001.csv;1447	PWSA-IntervalReport.20230920180005-000001.csv;1448
2023-09-19	11,990.4	420.3	PWSA-IntervalReport.20230920010005-000003.csv;3856	PWSA-IntervalReport.20230920010005-000003.csv;3857
2023-09-18	11,570.1	186.6	PWSA-IntervalReport.20230918110006-000001.csv;1291	PWSA-IntervalReport.20230918110006-000001.csv;1292
2023-09-17	11,383.5	138.9	PWSA-IntervalReport.20230917150006-000001.csv;1511	PWSA-IntervalReport.20230917150006-000001.csv;1512
2023-09-16	11,244.6	163.1	PWSA-IntervalReport.20230917010006-000003.csv;4072	PWSA-IntervalReport.20230917010006-000003.csv;4073
2023-09-15	11,081.5	175.3	PWSA-IntervalReport.20230916010007-000003.csv;4092	PWSA-IntervalReport.20230916010007-000003.csv;4093
2023-09-14	10,906.2	120.6	PWSA-IntervalReport.20230915010010-000003.csv;3674	PWSA-IntervalReport.20230915010010-000003.csv;3675
2023-09-13	10,785.6	159.5	PWSA-IntervalReport.20230913220006-000001.csv;1191	PWSA-IntervalReport.20230913220006-000001.csv;1192
2023-09-12	10,626.1	138.3	PWSA-IntervalReport.20230912200007-000001.csv;1333	PWSA-IntervalReport.20230912200007-000001.csv;1334
2023-09-11	10,487.8	162.7	PWSA-IntervalReport.20230911200007-000001.csv;1281	PWSA-IntervalReport.20230911200007-000001.csv;1282
2023-09-10	10,325.1	139.7	PWSA-IntervalReport.20230910190007-000001.csv;1077	PWSA-IntervalReport.20230910190007-000001.csv;1078
2023-09-09	10,185.4	53.3	PWSA-IntervalReport.20230910010008-000003.csv;3193	PWSA-IntervalReport.20230910010008-000003.csv;3194
2023-09-08	10,132.1	280.8	PWSA-IntervalReport.20230908210008-000001.csv;900	PWSA-IntervalReport.20230908210008-000001.csv;901
2023-09-07	9,851.3	177.0	PWSA-IntervalReport.20230907210007-000001.csv;906	PWSA-IntervalReport.20230907210007-000001.csv;907
2023-09-06	9,674.3	136.4	PWSA-IntervalReport.20230906150008-000001.csv;1128	PWSA-IntervalReport.20230906150008-000001.csv;1129
2023-09-05	9,537.9	59.9	PWSA-IntervalReport.20230905140005-000001.csv;1199	PWSA-IntervalReport.20230905140005-000001.csv;1200
2023-09-04	9,478.0	371.9	PWSA-IntervalReport.20230905010011-000003.csv;3988	PWSA-IntervalReport.20230905010011-000003.csv;3989
2023-09-03	9,106.1	174.0	PWSA-IntervalReport.20230903170011-000001.csv;840	PWSA-IntervalReport.20230903170011-000001.csv;841
2023-09-02	8,932.1	93.6	PWSA-IntervalReport.20230902200012-000001.csv;1090	PWSA-IntervalReport.20230902200012-000001.csv;1091
2023-09-01	8,838.5	117.6	PWSA-IntervalReport.20230901190010-000001.csv;1048	PWSA-IntervalReport.20230901190010-000001.csv;1049
2023-08-31	8,720.9	136.6	PWSA-IntervalReport.20230831190009-000001.csv;1161	PWSA-IntervalReport.20230831190009-000001.csv;1162
2023-08-30	8,584.3	233.3	PWSA-IntervalReport.20230830220005-000001.csv;1290	PWSA-IntervalReport.20230830220005-000001.csv;1291
2023-08-29	8,351.0	246.3	PWSA-IntervalReport.20230829210005-000001.csv;1170	PWSA-IntervalReport.20230829210005-000001.csv;1171
2023-08-28	8,104.7	150.8	PWSA-IntervalReport.20230828100009-000001.csv;905	PWSA-IntervalReport.20230828100009-000001.csv;906
2023-08-27	7,953.9	115.1	PWSA-IntervalReport.20230827200008-000001.csv;1147	PWSA-IntervalReport.20230827200008-000001.csv;1148
2023-08-26	7,838.8	107.0	PWSA-IntervalReport.20230826180007-000001.csv;975	PWSA-IntervalReport.20230826180007-000001.csv;976
2023-08-25	7,731.8	144.6	PWSA-IntervalReport.20230825220005-000001.csv;1368	PWSA-IntervalReport.20230825220005-000001.csv;1369
2023-08-24	7,587.2	147.2	PWSA-IntervalReport.20230824210005-000001.csv;816	PWSA-IntervalReport.20230824210005-000001.csv;817
2023-08-23	7,440.0	267.2	PWSA-IntervalReport.20230824020005-000003.csv;16700	PWSA-IntervalReport.20230824020005-000003.csv;16701
2023-08-22	7,172.8	138.2	PWSA-IntervalReport.20230823010005-000003.csv;3653	PWSA-IntervalReport.20230823010005-000003.csv;3654
2023-08-21	7,034.6	208.8	PWSA-IntervalReport.20230822010005-000003.csv;2685	PWSA-IntervalReport.20230822010005-000003.csv;2686
2023-08-20	6,825.8	438.3	PWSA-IntervalReport.20230821010004-000003.csv;3470	PWSA-IntervalReport.20230821010004-000003.csv;3471
2023-08-19	6,387.5	342.9	PWSA-IntervalReport.20230819210004-000001.csv;970	PWSA-IntervalReport.20230819210004-000001.csv;971
2023-08-18	6,044.6	72.4	PWSA-IntervalReport.20230818210004-000001.csv;523	PWSA-IntervalReport.20230818210004-000001.csv;524
2023-08-17	5,972.2	25.9	PWSA-IntervalReport.20230817190004-000001.csv;881	PWSA-IntervalReport.20230817190004-000001.csv;882
2023-08-16	5,946.3	14.6	PWSA-IntervalReport.20230816180004-000001.csv;1428	PWSA-IntervalReport.20230816180004-000001.csv;1429
2023-08-15	5,931.7	24.6	PWSA-IntervalReport.20230815220004-000001.csv;980	PWSA-IntervalReport.20230815220004-000001.csv;981
2023-08-14	5,907.1	123.1	PWSA-IntervalReport.20230814210004-000001.csv;803	PWSA-IntervalReport.20230814210004-000001.csv;804
2023-08-13	5,784.0	205.0	PWSA-IntervalReport.20230813210004-000001.csv;670	PWSA-IntervalReport.20230813210004-000001.csv;671
2023-08-12	5,579.0	58.1	PWSA-IntervalReport.20230812090004-000001.csv;924	PWSA-IntervalReport.20230812090004-000001.csv;925
2023-08-11	5,520.9	108.8	PWSA-IntervalReport.20230812010004-000003.csv;3664	PWSA-IntervalReport.20230812010004-000003.csv;3665
2023-08-10	5,412.1	201.8	PWSA-IntervalReport.20230810220004-000001.csv;1022	PWSA-IntervalReport.20230810220004-000001.csv;1023
2023-08-09	5,210.3	212.7	PWSA-IntervalReport.20230809170005-000001.csv;997	PWSA-IntervalReport.20230809170005-000001.csv;998
2023-08-08	4,997.6	230.0	PWSA-IntervalReport.20230808110004-000001.csv;1355	PWSA-IntervalReport.20230808110004-000001.csv;1356
2023-08-07	4,767.6	58.5	PWSA-IntervalReport.20230807100004-000001.csv;1006	PWSA-IntervalReport.20230807100004-000001.csv;1007
2023-08-06	4,709.1	98.5	PWSA-IntervalReport.20230807010004-000003.csv;3684	PWSA-IntervalReport.20230807010004-000003.csv;3685
2023-08-05	4,610.6	182.5	PWSA-IntervalReport.20230805220004-000001.csv;1127	PWSA-IntervalReport.20230805220004-000001.csv;1128
2023-08-04	4,428.1	294.3	PWSA-IntervalReport.20230804220004-000001.csv;1352	PWSA-IntervalReport.20230804220004-000001.csv;1353
2023-08-03	4,133.8	140.6	PWSA-IntervalReport.20230803200004-000001.csv;1202	PWSA-IntervalReport.20230803200004-000001.csv;1203
2023-08-02	3,993.2	86.9	PWSA-IntervalReport.20230802200004-000001.csv;1046	PWSA-IntervalReport.20230802200004-000001.csv;1047
2023-08-01	3,906.3	98.0	PWSA-IntervalReport.20230802010005-000003.csv;3458	PWSA-IntervalReport.20230802010005-000003.csv;3459
2023-07-31	3,808.3	231.5	PWSA-IntervalReport.20230801010004-000003.csv;3337	PWSA-IntervalReport.20230801010004-000003.csv;3338
2023-07-30	3,576.8	24.8	PWSA-IntervalReport.20230730070004-000001.csv;1282	PWSA-IntervalReport.20230730070004-000001.csv;1283
2023-07-29	3,552.0	104.0	PWSA-IntervalReport.20230730010004-000003.csv;3437	PWSA-IntervalReport.20230730010004-000003.csv;3438
2023-07-28	3,448.0	357.1	PWSA-IntervalReport.20230729060003-000001.csv;1377	PWSA-IntervalReport.20230729060003-000001.csv;1378
2023-07-27	3,090.9	164.9	PWSA-IntervalReport.20230728010004-000003.csv;4067	PWSA-IntervalReport.20230728010004-000003.csv;4068
2023-07-26	2,926.0	110.6	PWSA-IntervalReport.20230726170004-000001.csv;795	PWSA-IntervalReport.20230726170004-000001.csv;796
2023-07-25	2,815.4	216.2	PWSA-IntervalReport.20230725220004-000001.csv;1417	PWSA-IntervalReport.20230725220004-000001.csv;1418
2023-07-24	2,599.2	105.2	PWSA-IntervalReport.20230724200004-000001.csv;1188	PWSA-IntervalReport.20230724200004-000001.csv;1189
2023-07-23	2,494.0	254.6	PWSA-IntervalReport.20230724010004-000003.csv;3516	PWSA-IntervalReport.20230724010004-000003.csv;3517
2023-07-22	2,239.4	191.0	PWSA-IntervalReport.20230723010004-000003.csv;2979	PWSA-IntervalReport.20230723010004-000003.csv;2980
2023-07-21	2,048.4	325.7	PWSA-IntervalReport.20230722010005-000003.csv;3362	PWSA-IntervalReport.20230722010005-000003.csv;3363
2023-07-20	1,722.7	188.3	PWSA-IntervalReport.20230720170011-000001.csv;826	PWSA-IntervalReport.20230720170011-000001.csv;827
2023-07-19	1,534.4	376.4	PWSA-IntervalReport.20230719210007-000001.csv;901	PWSA-IntervalReport.20230719210007-000001.csv;902
2023-07-18	1,158.0	230.6	PWSA-IntervalReport.20230718150006-000001.csv;813	PWSA-IntervalReport.20230718150006-000001.csv;814
2023-07-17	927.4	178.4	PWSA-IntervalReport.20230717180006-000001.csv;1135	PWSA-IntervalReport.20230717180006-000001.csv;1136
2023-07-16	749.0	105.1	PWSA-IntervalReport.20230716120008-000001.csv;1223	PWSA-IntervalReport.20230716120008-000001.csv;1224
2023-07-15	643.9	158.0	PWSA-IntervalReport.20230715160006-000001.csv;937	PWSA-IntervalReport.20230715160006-000001.csv;938
2023-07-14	485.9	90.0	PWSA-IntervalReport.20230714100005-000001.csv;1139	PWSA-IntervalReport.20230714100005-000001.csv;1140
2023-07-13	395.9	103.4	PWSA-IntervalReport.20230713200005-000001.csv;1213	PWSA-IntervalReport.20230713200005-000001.csv;1214
2023-07-12	292.5	111.8	PWSA-IntervalReport.20230713010006-000003.csv;3444	PWSA-IntervalReport.20230713010006-000003.csv;3445
2023-07-11	180.7	133.3	PWSA-IntervalReport.20230712010010-000003.csv;3547	PWSA-IntervalReport.20230712010010-000003.csv;3548
2023-07-10	47.4		PWSA-IntervalReport.20230710210008-000001.csv;1550	PWSA-IntervalReport.20230710210008-000001.csv;1551

PWSA Exhibit 3

612 Fremont Street – Account History

Account History: [REDACTED] Open Amount 260.01 USD, Amount Due 155.30 USD

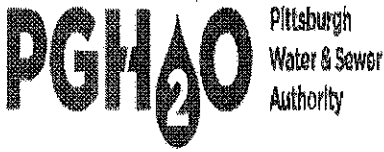
PAUL REHWALD / [REDACTED]
612 FREMONT STREET / MILLVALE PA 15209

Account History

Document Number	Posting Date	Consumption	Amount (\$)	Current Total (\$)	Net Due Date	Origin Text
550000209375	12/26/2023	6	\$104.71	\$260.01	1/15/2024	IS-U Invoicing
153000169503	12/13/2023		\$103.13	\$155.30	12/13/2023	Payment Lot
510000192115	11/27/2023	16	\$258.43	\$258.43	12/17/2023	IS-U Invoicing
156000181589	11/1/2023		\$104.71	\$0.00	11/1/2023	Payment Lot
500000171220	10/25/2023	6	\$104.71	\$104.71	11/14/2023	IS-U Invoicing
154000142590	10/4/2023		\$63.29	\$0.00	10/4/2023	Payment Lot
520000181539	9/25/2023	5	\$89.33	\$63.29	10/15/2023	IS-U Invoicing
156000154923	9/7/2023		\$115.44	\$26.04	9/7/2023	Payment Lot
154000135453	8/30/2023		\$26.04	\$89.40	8/30/2023	Payment Lot
570000140145	8/24/2023	5	\$89.33	\$115.44	9/13/2023	IS-U Invoicing
131000032991	8/24/2023		\$0.07	\$26.11	9/13/2023	Interest Document Invoicing
510000142803	7/26/2023	2	\$43.22	\$26.04	8/15/2023	IS-U Invoicing
150000043548	7/20/2023		\$51.24	\$17.18	7/20/2023	Manual Posting
150000043547	7/20/2023		\$1,024.80	\$34.06	7/20/2023	Manual Posting
157000109903	7/19/2023		\$168.00	\$1,058.86	7/19/2023	Payment Lot
540000122015	6/27/2023	79	\$1,226.86	\$1,226.86	7/17/2023	IS-U Invoicing
157000098951	6/14/2023		\$89.33	\$0.00	6/14/2023	Payment Lot
530000114134	5/26/2023	5	\$89.33	\$89.33	6/15/2023	IS-U Invoicing
151000083019	5/11/2023		\$89.33	\$0.00	5/11/2023	Payment Lot
510000112432	4/27/2023	5	\$89.33	\$89.33	5/17/2023	IS-U Invoicing
153000090828	4/19/2023		\$104.71	\$0.00	4/19/2023	Payment Lot
550000110666	3/28/2023	6	\$104.71	\$104.71	4/17/2023	IS-U Invoicing
153000076581	3/15/2023		\$89.64	\$0.00	3/15/2023	Payment Lot
156000074987	3/7/2023		\$102.89	\$89.64	3/7/2023	Payment Lot
550000096753	2/27/2023	5	\$89.33	\$192.53	3/19/2023	IS-U Invoicing
134000014085	2/27/2023		\$0.31	\$103.20	3/19/2023	Interest Document Invoicing
520000075418	1/27/2023	6	\$102.89	\$102.89	2/16/2023	IS-U Invoicing
151000044811	1/18/2023		\$83.37	\$0.00	1/18/2023	Payment Lot
540000049266	12/28/2022	5	\$83.37	\$83.37	1/17/2023	IS-U Invoicing
152000045548	12/20/2022		\$97.13	\$0.00	12/20/2022	Payment Lot
580000043593	11/29/2022	6	\$97.13	\$97.13	12/19/2022	IS-U Invoicing
155000026069	11/9/2022		\$97.13	\$0.00	11/9/2022	Payment Lot
550000037784	10/26/2022	6	\$97.13	\$97.13	11/15/2022	IS-U Invoicing
153000023211	10/19/2022		\$97.13	\$0.00	10/19/2022	Payment Lot
560000019373	9/27/2022	6	\$97.13	\$97.13	10/17/2022	IS-U Invoicing
155000014183	9/16/2022		\$69.62	\$0.00	9/14/2022	Payment Lot
590000011148	8/26/2022	4	\$69.62	\$69.62	9/15/2022	IS-U Invoicing
159000003254	8/10/2022		\$97.13	\$0.00	8/10/2022	Payment Lot
800600019046	7/31/2022		\$4.63	\$97.13	8/15/2022	Migration Document

PWSA Exhibit 4

Meter Test Results



Test Details

Test Date:	12/8/2023 10:07:47 AM	Test Name:	5/8" x 3/4" Used Test - 30 Gallons		
Job Number:	Q	Remarks:			
Bench:	2400 Bench	Bench Operator:	JWagner	Units:	Gallons

Subtest Details

Name	Tank	Line	Exp Rate	Act Rate	Exp Vol	Act Vol*	Low Tol	High Tol
PUC Test - 30 Gallons	100 Gal	1"	6.00	5.512	30.00	30.088	4.00%	4.00%

Meter Details

Meter	Subtest	Comp*	Start	End	Volume*	Accuracy	Pass
#1 - 23118770 Passed Neptune/Trident T-10	PUC Test - 30 Gallons	No	37532.20	37562.10	29.90	99.3751	Yes
	Comments	test					
	Service Address	612 Fremont st					

In the Meter Details section, subtests shaded gray indicate the meter's accuracy was outside the specified tolerance for that subtest.

* Act Vol - The volume of water run through the meters during the subtest.
 Volume - The volume of water registered by the meter during the subtest.
 Comp - "Yes" if the meter has two registers, "No" otherwise.

PWSA Exhibit 5

PWSA Water Tariff Excerpt

Section B - Construction and Maintenance of Facilities

1. Customer Service Line: The customer service line shall be furnished, installed, maintained and/or replaced, when necessary, by and at the sole expense of the customer. The Authority reserves the right to determine the size, location, type, material, and depth of customer service lines.
2. Separate Trench: The customer service line shall not be laid in the same trench with electrical, gas, drain or wastewater lines, the facilities of any other public utility or of any municipality or municipal authority that provides a public utility service, or within three (3) feet of any open excavation, unless a written exception is granted by the Authority.
3. Customer's Responsibilities: All service lines, connections and fixtures furnished by the customer shall be maintained by the customer in good working order. All valves, meters and appliances furnished by the Authority and on property owned or leased by the customer shall be protected properly by the customer. All leaks on the customer service line or any pipe or fixtures in or upon the customer's premises must be repaired immediately by the customer.
4. Right to Reject: The Authority may refuse to connect with any piping system or furnish water through a service already connected if such system or service is not properly installed or maintained. The Authority may also refuse to connect if lead based materials, as defined in the Safe Drinking Water Act, have been used in any plumbing beyond the Authority's curb stop. It shall be the customer's responsibility to provide the Authority with a certification which may be required to verify the absence or removal of such materials.
5. Water Use Standards for Certain Plumbing Fixtures: This rule establishes maximum water use criteria for certain plumbing fixtures installed in all new construction or renovations. Such standards have been implemented to achieve maximum efficiency of water use which the Commission has determined is technologically feasible and economically justified.
 - a. Maximum permitted water usage levels shall be as follows:

PWSA Exhibit 6

BCS Informal Complaint #3960865

Utility List	Case Search	Case Opened	Case Closed	Reports Data	Misc.	Contact Us	Logout
OP-Customer Details	OP-Case Details	OP-Other Details	View For Printing				

Welcome to - Case Opened - Print

Case#: 3960865	
Utility Name:	Pittsburgh Water & Sewer Authority (Water)
Utility Type:	Water Municipal
Date Opened:	01/08/2024
Reason For Contact:	BILLING DISPUTES (# 18)
Other Related Information/Disputes:	Customer has billing issues with company. Customer says in May 23 the meter was changed and he received a bill for 78000 gallons. Customer contacted company and a review was done. Customer says he was credited for 71000 gallons. Custome says he was billed for 16000 gallons in the November billing. Customer says 4 days in the billing period were over charged: 11/11-1250, gallons 11/12- 3700 gallons, 11/13- 3600, gallons 11/14- 2750 gallons of water. Customer says average daily usage is around 1000 gallons. Customer contacted company about billing discrepancies to be told that he might have a leaky toilet. Customer says inspection was don on the property and no leaks were found. Customer is seeking an evaluation on the billing and suage. The Cell Phone Number (412) 352 - 7189 has been allowed to be shared. The Email Address Rehwaldo@yahoo.com has been allowed to be shared.
Company Position:	01/05/2024 Customer billing is correct.
Misc. Information:	
Case Origin:	Telephone
Term Date:	
Arrearage:	0.00
Caller other than Rate Payer/Business Name:	
BCS referral to the Universal Service Program:	N
BCS Interviewer:	Dorin Collins
BCS Investigator:	Nichole Braxton
Investigator Phone:	(717)787-8682
Customer Name:	Paul Rehwald
Account Number:	██████████
Service Class:	RESIDENTIAL
Service Address:	612 Fremont St, Pittsburgh, PA 15209
Mailing Address:	
Home Phone:	
Work Phone:	
Family Size:	
Number of Adults:	0
Number of Children:	0

Utility List Case Search Case Opened Case Closed Reports Data Misc. Contact Us Logout CL- Customer Details CL-Case Details I CL-Case Details II View For Printing	
Welcome to - Case Closed - Print	
Case#:	3960865
Utility Name:	Pittsburgh Water & Sewer Authority (Water)
Decision Issue:	Yes
Oral/Written:	W
Violation:	NO
Chapter 56/64/Other:	
Section/Rule:	
Total Balance:	\$244.63
Closing Date:	04/03/2024
Resolution:	Decision Issued. Case is dismissed. Meter number 230355814 that was installed 05/11/2023 was not properly programmed based on the dials for the meter. This caused an improper reading for the bill issued 06/27/2023 in which the customer was billed \$1226.86 for 79,000 gallons. The customer was credited on 07/20/2023 \$1,024.80 for 70,000 gallons of water and \$51.24 for the Distribution System Improvement. On 11/27/2023 billing generated for \$258.43 for 16,000 gallons of water from 10/24/2023 - 11/22/2023. The period of high consumption was from 11/11/2023 through 11/14/2023. This bill was based on actual meter readings. At the informal level of PUC investigation, actual readings are deemed correct, in accordance with PUC procedure. The meter was removed and tested within regulations. The customers billing history is correct. Case closed.
Service Restored Pay(Offs):	\$0.00
Account Balance Date:	02/06/2024
Keep Service on Pay(Remed):	\$0.00
By:	
Terms:Begining	
Special Budget/Opt Payment:	\$0.00
Regular Budget Amount:	\$0.00
Plus Pay Toward Arrears:	\$0.00
Final Monthly Pay:	\$0.00
Current Monthly Pay:	\$0.00
End of Month Payment:	\$0.00
10 Day/Reconnect Pay:	\$0.00
Begin with Bill Date:	
Pay Current Bill Plus:	\$0.00
BCS Investigator:	Nichole Braxton
Letter Type:	Blank Decision
Letter Head Date:	04/03/2024
Customer Name:	Paul Rehwald
Account Number:	██████████
Service Address:	612 Fremont St, Pittsburgh, PA 15209

PWSA Exhibit 7

612 Fremont Street – PWSA Bill
Issued November 27, 2023



Bill Date
11/27/2023

Account Number



Billing Statement for PAUL REHWALD

Service Location: 612 FREMONT STREET

Need Assistance?

Contact Center

412-255-2423 - Press Menu Option #5

Pay-By-Phone 24 hours a day / 7 days a week

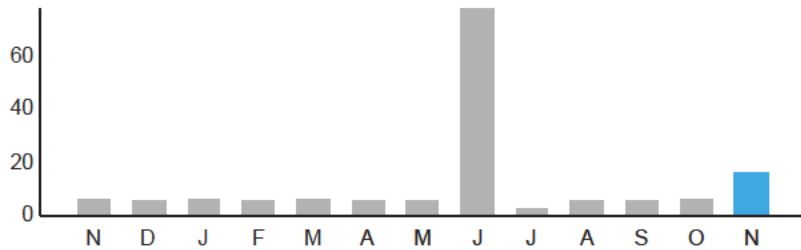
1-833-660-1366

Billing Summary

PRIOR BALANCE \$104.71	-	PAYMENTS \$104.71	=	ACCOUNT BALANCE \$0.00	+	CURRENT CHARGES \$258.43	=	TOTAL BALANCE \$258.43
----------------------------------	---	-----------------------------	---	----------------------------------	---	------------------------------------	---	----------------------------------

My Water Usage

Average Monthly Usage in 1,000 Gallons



16,000
Total gallons used
this period

533
Average gallons used
per day

16,000 Gallons / 30 Days = 533 Average Daily Gallons

Customer Assistance Programs



Having difficulty paying your PWSA bill?

Contact PGH2O Cares at **412-255-2457** or cares@pgh2o.com to see if you qualify for:

1. Relief from your fixed, monthly PWSA charges plus forgiveness on past due balances if you are on an active payment plan
2. A hardship grant to help pay past due charges
3. Protection from shut-off in winter months
4. Reimbursement for private side lead line replacement



1200 Penn Avenue, Pittsburgh, PA 15222

MAKE CHECK OR MONEY ORDER
PAYABLE TO: PWSA

Account Number



Due on
12/17/2023

TOTAL BALANCE
\$258.43

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

AMOUNT ENCLOSED

PAUL REHWALD
C/O PAUL REHWALD
5718 WOODMONT ST
PITTSBURGH PA 15217-1208



Thank you for being a valued customer.

0000000206093512172023100000258431

My Billing Details

Previous Balance	\$104.71
Payment - 11/01/2023 - Thank You	-\$104.71
Current Charges	\$258.43
Total Due On or Before 12/17/2023	\$258.43

Current Charges	\$258.43
PWSA	
Water Minimum	\$26.52
15,000 gallons @ \$14.64 per 1,000 gallons	\$219.60
Distribution System Improvement Charge	\$12.31

My Meter Readings

Meter #: 23118770	Type: Residential
Current:	34.00 11/22/2023 Actual
Previous:	18.00 10/24/2023 Actual
Usage:	16,000.00
Days of Service:	30



How to Pay Your Bill

Enroll in paperless billing at myaccount.pgh2o.com, sign up for Zipcheck, or mail your bill coupon with payment to:

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 Assistance Programs

If you are having difficulty paying your PWSA bill, contact PGH2O Cares at 412-255-2457 or cares@pgh2o.com to see if you qualify for our assistance programs. pgh2o.com/CAP

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)

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." PWSA may record a lien on the property if you or, if applicable, your tenant fails to respond to our normal collection process.

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.

Retailer Instructions:

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 hand customer the receipt.



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By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed e-receipt at vanilladirect.com/pay/ereceipt.

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

powered by
KUBRAEZPAY.

A \$1.49 processing fee will be added.



Other convenient ways to pay:



Make one time payments via pgh2o.com.



Enroll in eBilling to go green, make fee free payments, and view bills and inserts via pgh2o.com.



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