
Jessica Blakemore,
v.
Pittsburgh Water and
Sewer Authority

| Docket No.: C-2025-3053736

|
Initial Call-In
Telephonic Hearing
|

Pages 1 - 111

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

INDEX TO EXHIBITS

Docket No. C-2025-3053736

Hearing Date: June 25, 2025

NUMBER FOR IDENTIFICATION IN EVIDENCE

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Company Exhibits:

1 Pittsburgh Water's Answer

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June 18, 2025

VIA EMAIL

Emily DeVoe
Administrative Law Judge
PA Public Utility Commission
301 Fifth Avenue, Suite 220
Pittsburgh, PA 15222
edevoe@pa.gov

Re: Jessica Blakemore v. The Pittsburgh Water and Sewer Authority
Docket No. C-2025-3053736

Dear Judge DeVoe:

In accordance with the Prehearing Order dated March 4, 2025, enclosed please find the proposed hearing exhibits that the Pittsburgh Water and Sewer Authority ("Pittsburgh Water") may present into evidence during the telephonic hearing scheduled for June 25, 2025, at 10:00 A.M., in the above-referenced proceeding.

Pittsburgh Water's Hearing Exhibits:	
1	Pittsburgh Water's Answer to Formal Complaint
2	1900 Woodward Avenue – Account History
3	1900 Woodward Avenue – Statements from April 25, 2024 – May 28, 2025
4	Tenant Welcome Letter Dated April 2, 2024
5	Courtesy Non-Payment Notice dated May 30, 2024
6	Courtesy Non-Payment Notice dated July 9, 2024
7	Special Payment Arrangements Notice dated September 27, 2024
8	BCS Informal Complaint Decision #4026762
9	Joint Petition for Settlement, Stage 2 Compliance Plan Applicable Excerpts
10	Pittsburgh Water Applicable Tariff Excerpt

Please contact me with any questions or concerns.

Respectfully Submitted,

/s/ Conor D. Farley

Conor D. Farley

Pa. Attorney Id. # 328617

Enclosure

cc: Certificate of Service (with Enclosures)

Penn Liberty Plaza I | 1200 Penn Avenue | Pittsburgh, PA 15222

Phone: 412.255.2423 | Fax: 412.255.2475 | Email: info@pgh2o.com | Visit: www.pgh2o.com

CERTIFICATE OF SERVICE

I hereby certify that on June 16, 2025 I served a copy of the foregoing Proposed Hearing Exhibits upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

Via U.S. Postal Service

Jessica Blakemore
1900 Woodward Avenue
Pittsburgh, PA 15226
Served via First Class Mail on June 16, 2025

Dated: June 18, 2025

Respectfully submitted,
/s/Conor D. Farley
Conor D. Farley (Pa. I.D. No. 328617)
Pittsburgh Water and Sewer Authority
Attorney for Respondent
Pittsburgh Water and Sewer Authority

Pittsburgh Water's Exhibit No. 1
Pittsburgh Water's Answer to Formal Complaint

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Jessica Blakemore,	:	
	:	
Complainant,	:	
	:	
v.	:	Docket No. C-2025-3053736
	:	
	:	
The Pittsburgh Water and Sewer Authority,	:	
	:	
Respondent.	:	
	:	

NOTICE TO PLEAD

Via First Class Mail
To: Jessica Blakemore
1900 Woodward Avenue
Pittsburgh, PA 15226

You are hereby notified that a reply to the new matter in the enclosed Answer and New Matter of The Pittsburgh Water and Sewer Authority ("Pittsburgh Water") must be filed within 20 days of the date of service. All pleadings, such as a Reply to New Matter, must be filed with the Secretary of the Pennsylvania Public Utility Commission with a copy served to counsel for the Authority and where applicable, the Administrative Law Judge presiding over the issue.

File with:
Rosemary Chiavetta, Secretary
Pennsylvania Public Utility
Commission
400 North Street
Harrisburg, PA 17120
<https://efiling.puc.pa.gov/Login>

With a copy to:
Conor D. Farley
Pittsburgh Water and Sewer Authority
1200 Penn Avenue
Pittsburgh, PA 15222
cfarley@pgh2o.com

Date: March 21, 2025

/s/ Conor D. Farley
Conor D. Farley
Counsel for The Pittsburgh Water and Sewer
Authority

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Jessica Blakemore,	:	
Complainant,	:	
	:	
v.	:	Docket No. C-2025-3053736
	:	
The Pittsburgh Water and Sewer Authority,	:	
Respondent.	:	
	:	

**THE PITTSBURGH WATER AND SEWER AUTHORITY’S
ANSWER AND NEW MATTER 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 (“Pittsburgh Water”) submits this Answer to the Formal Complaint of Jessica Blakemore (“Complainant” or “Ms. Blakemore”) served on March 4, 2025. In support of this Answer, Pittsburgh Water avers as follows:

INTRODUCTION

Complainant alleges that Pittsburgh Water violated her rights when it issued Non-Payment Notices to her landlord, which she alleges is in violation of the tenant opt-out option. She further claims that, because of the Non-Payment Notices sent by Pittsburgh Water to her landlord, her landlord began harassing her. Moreover, Ms. Blakemore asserts that her payments have not been properly applied and further claims that one payment went missing, in which she asserts that a Pittsburgh Water employee may have mishandled the funds. Ms. Blakemore seeks for the PUC to investigate the circumstances and hold Pittsburgh Water accountable for the discrepancies. She is additionally seeking punitive damages.

Pittsburgh Water requests that this case be dismissed. Pittsburgh Water acted in accordance with its Wastewater Tariff as well as its “Joint Petition for Settlement Regarding PWSA’s April 9,

2021 Stage 2 Compliance Plan: Chapters 14 & 56, DSLPA Collections¹,” which was filed with the PUC on March 14, 2022 and adopted by the Commission on July 14, 2022, when it issued Non-Payment Notices to the landlord on the account. Further, Ms. Blakemore was informed of this stipulation in the Tenant Welcome Letter when she signed up for a tenant account with Pittsburgh Water. Moreover, Pittsburgh Water has properly applied and allocated all payments received by Ms. Blakemore, or on behalf of Ms. Blakemore by third-party grants and assistance programs. Further, the statutory authority of the Commission does not include the power to award damages, including those punitive in nature. It is well settled that the courts of common pleas have jurisdiction over suits for damages, including claims against public utilities. Therefore, the Commission does not have jurisdiction to grant the relief requested by the Complainant and the Complaint must be dismissed.

ANSWER

1. To the best of Pittsburgh Water’s knowledge and belief, the name and contact information for the Complainant is accurate. The Complainant is the tenant at the subject single-family residential property located at 1900 Woodward Avenue. *Per* the Allegheny County Real Estate Assessment website, the owners of the property are Tu Uyen Nguyen and Lam Tran.²

2. It is admitted that the Formal Complaint is directed at Pittsburgh Water as alleged in Section 2 of the Formal Complaint. By way of further answer, Pittsburgh Water is a municipal

¹ See Docket Nos. M-2018-2640802 and M-2018-2640803, specifically Compliance Plan, Stage 2 settlement, section B.1.b.iii.(b): “iii. For any Tenant Applicants and Tenant Customers expressing an affirmative desire to opt-out, PWSA will limit the notices to be provided to the property owner (in addition to the customer) to the following: (a) A new account past due notice identifying only the amount overdue will be developed and sent to the property owner 30 days after the date the unpaid charges were issued; and (b) If charges continue to remain unpaid, PWSA will send a copy of the 10-day notice and all subsequent non-payment notices to the property owner in accordance with current processes.”

² See Allegheny County tax records for 1900 Woodward Ave., Pittsburgh (Parcel ID: 0035-S-00265-0000-00), which are available at: <http://www2.alleghenycounty.us/RealEstate/search.aspx>.

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, Pittsburgh Water became subject to the jurisdiction of the Commission as a regulated public utility. 66 Pa. C.S. §§ 3201-3209, Pittsburgh Water’s currently approved water, wastewater and stormwater tariffs became effective on 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]).³

3. It is admitted that Pittsburgh Water provides wastewater conveyance to the Complainant. By way of further response, Pittsburgh Water also provides stormwater service to the Property. Additionally, the Complainant’s bill includes sewage treatment charges from the Allegheny County Sanitary Authority (“ALCOSAN”), which are established by ALCOSAN and paid by Pittsburgh Water to ALCOSAN pursuant to Pittsburgh Water’s tariff.

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

Account Details

(a) Pittsburgh Water denies the allegations contained in Ms. Blakemore’s Formal Complaint. First, Pittsburgh Water acted in accordance with its Wastewater Tariff when it issued Non-Payment Notices to the landlord⁵ and such notices would not be sent if the

2 Pittsburgh Water’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 Pittsburgh Water’s Compliance Tariffs at Docket Nos. M-2018-2640802 and M-2018-2640803, effective January 14, 2023.

4 This Complaint was submitted on the Commission’s Formal Complaint form. The allegations within each numbered paragraph of that the Formal Complaint are not styled in numbered paragraphs. Pittsburgh Water is answering the allegations within the numbered paragraphs under separate headings for ease of reference.

5 Pittsburgh Water’s Wastewater Tariff – Pa. P.U.C. No. 1, Part III, Section A, 3(g) – “Beginning no later than February 8, 2023, the Authority will notify Tenant Applicants and Tenant Customers of the option to opt-out of the Authority sending the property owner copies of bills and other notices related to the account.

account was not in arrears. Second, Pittsburgh Water cannot be held liable for the behavior of individuals outside of its organization (i.e., Ms. Blakemore's landlord) and that is not an issue properly before the PUC.

- (b) Pittsburgh Water denies the allegations of misapplied payments brought by the Complainant. Pittsburgh Water has appropriately allocated all payments received by or on behalf of Ms. Blakemore. Further, Pittsburgh Water has credited arrearage forgiveness to the Complainant's account on December 10, 2024, January 10, 2025, and February 10, 2025, totaling \$120.00 in forgiveness aid. Moreover, on October 1, 2024, Pittsburgh Water credited Ms. Blakemore's account \$149.00, representing a hardship grant received on the Complainant's behalf. Ms. Blakemore additionally receives funds from the Clean Water Assistance Fund (CWAFF), which is credited to her account periodically in the amount of \$45.00, as Pittsburgh Water receives payment for same. Lastly, payments were received directly from the Complainant on November 1, 2024 in the amount of \$58.63; November 29, 2024 in the amount of \$58.63; December 31, 2024 in the amount of \$58.63; January 31, 2025 in the amount of \$66.74; and on February 28, 2025 in the amount of \$63.17, all of which were applied to Ms. Blakemore's account and reflected on her billing statements, which she receives electronically and can additionally be accessed via the Customer Advantage Portal.
- (c) Pittsburgh Water is without knowledge of the allegation brought by the Complainant regarding an initial payment in the amount of \$100.00 in the form of a personal check, which allegedly went missing, and the Complainant asserts that a Pittsburgh Water employee may have been involved in its disappearance. Pittsburgh Water records do not indicate any payment received from Ms. Blakemore prior to November 1, 2024. Further, Pittsburgh Water does not require security deposits to open a tenant account. Such allegations are therefore denied, and Pittsburgh Water demands strict proof, at a hearing, if relevant.

BCS Informal Complaint

- (d) On August 1, 2024, Ms. Blakemore filed an Informal Complaint with the Bureau of Consumer Services ("BCS") at the PUC with case number 4026762, alleging that Pittsburgh Water violated her rights by alerting her landlord of non-payment by the tenant,

For Tenant Applicants and Tenant Customers who opt-out of notices being provided to the property owner, the Authority will limit notices to the property owner to the following: (i) A new account past due notice identifying only the amount overdue, to be sent to the property owner 30 days after the date the unpaid charges were issued; (ii) If charges continue to remain unpaid, the Authority will send a copy of the 10-day notice and all subsequent non-payment notices to the property owner;(v) Upon being offered the option to opt-out, Tenants will be notified that property owners will continue to be provided with the notices listed in (i)-(iv) above."

which she alleges was in violation of the tenant opt-out option. She further alleged that Pittsburgh Water did not correctly credit her account for payments received.

- (e) On January 8, 2025, BCS dismissed case number 4026762, citing that Pittsburgh Water acted in accordance with the tenant opt-out provision in its Wastewater Tariff. It further found that there was no indication that the utility was incorrectly billing the customer.

Additional Responses by Pittsburgh Water

- (f) No response is required to the legal conclusions in the Formal Complaint.
- (g) After reasonable investigation, Pittsburgh Water 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 is demanded at the time of hearing in this matter.
- (h) The Formal Complaint fails to allege a violation by Pittsburgh Water of Pittsburgh Water's tariff.
- (i) The Formal Complaint fails to allege a violation by Pittsburgh Water of the Public Utility Code, the Commission's Regulations and/or a Commission order.

5. It is denied that the Complainant is entitled to relief. The Formal Complaint fails to allege that Pittsburgh Water has violated Pennsylvania law or Commission regulations. By way of further answer, Pittsburgh Water incorporates herein its response to Paragraph 4, above.

6-10. No response is required to Paragraphs 6 through 10 of the Formal Complaint. To the extent such allegations are deemed factual, the factual allegations in Paragraphs 6 through 10 of the Formal Complaint are admitted or denied consistent with Paragraphs 1 through 5 of this Answer. By way of further answer, Pittsburgh Water admits that this Complaint is related to a prior decision of the BCS Case No. 4026762, in which the case was dismissed.

NEW MATTER

11. The Complainant seeks relief from the Commission in the form of punitive damages for what she believes to be a violation of her rights of the tenant opt-out provision.

12. As a creation of the General Assembly, the Commission has only the powers and authority granted to it by the General Assembly and contained in the Public Utility Code (“Code”).⁶ The Commission must act within, and cannot exceed, its jurisdiction.⁷ Jurisdiction may not be conferred by the parties where none exists.⁸ Subject matter jurisdiction is a prerequisite to the exercise of power to decide a controversy.⁹

13. It is well-settled that the Commission has no jurisdiction to award punitive damages and, rather that it is the Court of Common Pleas which has jurisdiction over actions for punitive damages, including such claims asserted against regulated public utilities.¹⁰ Therefore, the Complainants’ request for an award of punitive damages must be dismissed for lack of jurisdiction.

[this space intentionally blank]

⁶ 66 Pa. C.S. §§ 101 *et seq.* See *City of Phila. v. Phila. Elec. Co.*, 473 A.2d 997, 999-1000 (Pa. 1984) (“We begin our inquiry by recognizing that the authority of the Commission must arise from the express words of the pertinent statutes or by strong and necessary implication therefrom...It is axiomatic that the Commission's power is statutory; and the legislative grant of power in any particular case must be clear.”); see also *Feingold v. Bell Tel. Co. of Pa.*, 383 A.2d 791, 795 (Pa. 1977); *Tod and Lisa Shedlosky v. Pennsylvania Electric Co.*, Docket No. C-20066937 (Order entered May 28, 2008).

⁷ *City of Pittsburgh v. PUC*, 43 A.2d 348 (Pa. Super. 1945).

⁸ *Roberts v. Martorano*, 235 A.2d 602 (Pa. 1967).

⁹ *Hughes v. Pennsylvania State Police*, 619 A.2d 390 (Pa. Cmwlth. 1992), appeal denied, 637 A.2d 293 (Pa. 1993).

¹⁰ See, e.g., *DeFrancesco v. W. Pa. Water Co.*, 453 A.2d 595 (Pa. 1982); *Elkin v. Bell of Pa.*, 491 Pa. 123, 420 A.2d 371 (1980); *Feingold v. Bell Telephone Co. of Pa.*, 383 A.2d 791 (Pa. 1977).

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 Pittsburgh Water’s requests for dismissal of the Complaint, Pittsburgh Water 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/ Conor D. Farley

Conor D. Farley, Esquire (I.D. No. 328617)
Corporate Counsel for the
Pittsburgh Water and Sewer Authority
1200 Penn Ave.
Pittsburgh, PA 15222
Phone: (412) 393-0210
Email: cfarley@pgh2o.com

Date: March 21, 2025

Verification

I, Julie A. Mechling, am the Director of Customer Service for The Pittsburgh Water and Sewer Authority (“Pittsburgh Water”), and I hereby state that the facts set forth in the foregoing **Answer and New Matter** 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).

Dated: March 21, 2025

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

Pittsburgh Water's Exhibit No. 2
1900 Woodward Avenue - Account History

JESSICA BLAKEMORE / [REDACTED]					
1900 WOODWARD AVE / PITTSBURGH PA 15226					
Account History: 1191564/2414279, Open Amount \$0.00 USD, Amount Due \$43.43 USD					
Posting Date	Due Date	Description	Amount	Still Open	Running Balance
3/3/2025	2/28/2025	Payment Lot	-\$63.17	\$0.00	\$43.43
2/27/2025	3/24/2025	IS-U Invoicing	\$55.87	\$0.00	\$106.60
2/10/2025	2/10/2025	Manual Posting	-\$40.00	\$0.00	\$50.73
2/3/2025	1/31/2025	Payment Lot	-\$66.74	\$0.00	\$90.73
1/29/2025	2/21/2025	IS-U Invoicing	\$59.44	\$0.00	\$157.47
1/10/2025	1/10/2025	Manual Posting	-\$40.00	\$0.00	\$98.03
1/2/2025	12/31/2024	Payment Lot	-\$58.63	\$0.00	\$138.03
12/30/2024	1/19/2025	IS-U Invoicing	\$51.33	\$0.00	\$196.66
12/10/2024	12/10/2024	Manual Posting	-\$40.00	\$0.00	\$145.33
12/2/2024	11/29/2024	Payment Lot	-\$58.63	\$0.00	\$185.33
11/26/2024	12/16/2024	IS-U Invoicing	\$51.33	\$0.00	\$243.96
11/13/2024	11/13/2024	Payment Lot	-\$45.00	\$0.00	\$192.63
11/4/2024	11/1/2024	Payment Lot	-\$58.63	\$0.00	\$237.63
10/30/2024	11/19/2024	IS-U Invoicing	\$51.33	\$0.00	\$296.26
10/1/2024	10/1/2024	Payment Lot	-\$149.00	\$0.00	\$244.93
9/26/2024	10/16/2024	IS-U Invoicing	\$65.85	\$43.43	\$393.93
9/24/2024	9/24/2024	Payment Lot	-\$45.00	\$0.00	\$328.08
8/28/2024	9/17/2024	IS-U Invoicing	\$58.58	\$0.00	\$373.08
7/29/2024	8/18/2024	IS-U Invoicing	\$78.56	\$0.00	\$314.50
7/29/2024	8/18/2024	Interest Document Invoicing	\$1.60	\$0.00	\$235.94
6/27/2024	7/17/2024	IS-U Invoicing	\$84.00	\$0.00	\$234.34
6/27/2024	7/17/2024	Interest Document Invoicing	\$0.58	\$0.00	\$150.34
5/29/2024	6/18/2024	IS-U Invoicing	\$109.42	\$0.00	\$149.76
5/29/2024	6/18/2024	Interest Document Invoicing	\$0.15	\$0.00	\$40.34
4/25/2024	5/15/2024	IS-U Invoicing	\$40.19	\$0.00	\$40.19

Pittsburgh Water's Exhibit No. 3
1900 Woodward Avenue
Statements from April 25, 2024 - May 28, 2025



Bill Date
04/25/2024

Account Number
[REDACTED]

Billing Statement for JESSICA BLAKEMORE

Service Location: 1900 WOODWARD AVE

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 \$0.00	-	PAYMENTS \$0.00	=	ACCOUNT BALANCE \$0.00	+	CURRENT CHARGES \$40.19	=	TOTAL BALANCE \$40.19
--------------------------------	---	---------------------------	---	----------------------------------	---	-----------------------------------	---	---------------------------------

My Water Usage

Average Monthly Usage in 1,000 Gallons



1,700
Total gallons used
this period

188
Average gallons used
per day

1,700 Gallons / 9 Days = 188 Average Daily Gallons

Customer Assistance Programs



Having difficulty paying your PWSA bill?

Contact PGH2O Cares at [412-255-2457](tel: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

A [REDACTED]

Due on
05/15/2024

TOTAL BALANCE
\$40.19

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

AMOUNT ENCLOSED

JESSICA BLAKEMORE
1900 WOODWARD AVE
PITTSBURGH PA 15226-1231



Thank you for being a valued customer.

0000000241427905152024100000040194

My Billing Details

Previous Balance	\$0.00
Current Charges	\$40.19
Total Due On or Before 05/15/2024	\$40.19

Current Charges	\$40.19
PWSA	
1,700 gallons @ \$6.68 per 1,000 gallons	\$11.36
Stormwater Fee 85% Bill Discount Program	\$1.52
Distribution System Improvement Charge	\$0.57

Allegheny County Sanitary Authority	
Charges billed on behalf of ALCOSAN	
Sewage Treatment	\$26.74

My Meter Readings

Meter #: 9240434586	Type: Sewer Residential Discount Pr
Current:	2,395.00 04/05/2024 Actual
Previous:	2,378.00 03/28/2024 Actual
Usage:	1,700.00
Days of Service:	9



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.

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



Bill Date
05/29/2024

Account Number
[REDACTED]

Billing Statement for JESSICA BLAKEMORE

Service Location: 1900 WOODWARD AVE

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

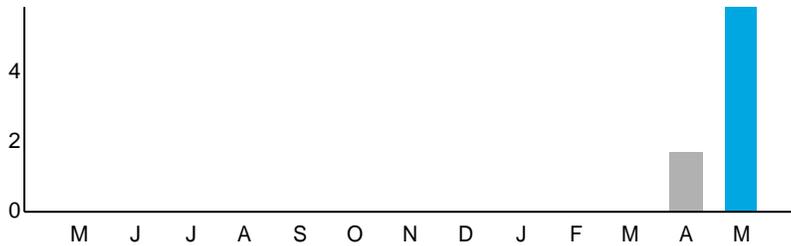
Billing Summary

Past Due

PRIOR BALANCE \$40.19	-	PAYMENTS \$0.00	=	PAST DUE \$40.19	+	CURRENT CHARGES \$109.57	=	TOTAL BALANCE \$149.76
---------------------------------	---	---------------------------	---	----------------------------	---	------------------------------------	---	----------------------------------

My Water Usage

Average Monthly Usage in 1,000 Gallons



5,900
Total gallons used
this period

184
Average gallons used
per day

5,900 Gallons / 32 Days = 184 Average Daily Gallons

Customer Assistance Programs



Having difficulty paying your PWSA bill?

Contact PGH2O Cares at [412-255-2457](tel: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

A [REDACTED]

PAST DUE AMOUNT
\$40.19

DUE DATE
06/18/2024

CURRENT CHARGES
\$109.57

TOTAL BALANCE
\$149.76

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

JESSICA BLAKEMORE
1900 WOODWARD AVE
PITTSBURGH PA 15226-1231

0000000241427906182024100000149767

My Billing Details

Previous Balance	\$40.19
Interest	\$0.15
Current Charges	\$109.42
Total Due On or Before 06/18/2024	\$149.76

Current Charges	\$109.42
PWSA	
4,900 gallons @ \$6.68 per 1,000 gallons	\$32.73
Stormwater Fee 85% Bill Discount Program	\$1.52
Distribution System Improvement Charge	\$1.64

Allegheny County Sanitary Authority	
Charges billed on behalf of ALCOSAN	
Sewage Treatment	\$73.53

My Meter Readings

Meter #: 9240434586	Type: Sewer Residential Discount Pr
Current:	2,454.00 05/07/2024 Actual
Previous:	2,395.00 04/06/2024 Actual
Usage:	5,900.00
Days of Service:	32



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.

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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.



799366438020006371683512619967

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



Bill Date
06/27/2024

Account Number
[REDACTED]

Billing Statement for JESSICA BLAKEMORE

Service Location: 1900 WOODWARD AVE

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

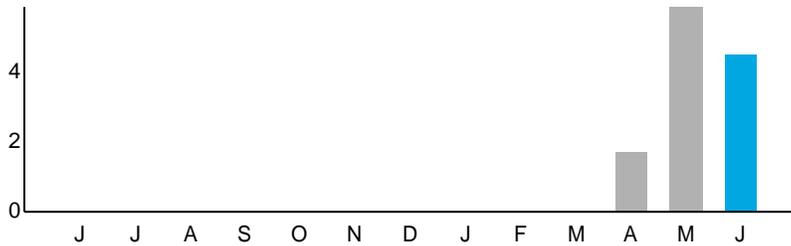
Billing Summary

Past Due

PRIOR BALANCE \$149.76	-	PAYMENTS \$0.00	=	PAST DUE \$149.76	+	CURRENT CHARGES \$84.58	=	TOTAL BALANCE \$234.34
----------------------------------	---	---------------------------	---	-----------------------------	---	-----------------------------------	---	----------------------------------

My Water Usage

Average Monthly Usage in 1,000 Gallons



4,500
Total gallons used
this period

145
Average gallons used
per day

4,500 Gallons / 31 Days = 145 Average Daily Gallons

Customer Assistance Programs



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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

A [REDACTED]

PAST DUE AMOUNT
\$149.76

DUE DATE
07/17/2024

CURRENT CHARGES
\$84.58

TOTAL BALANCE
\$234.34

JESSICA BLAKEMORE
1900 WOODWARD AVE
PITTSBURGH PA 15226-1231

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

0000000241427907172024100000234343

My Billing Details

Previous Balance	\$149.76
Interest	\$0.58
Current Charges	\$84.00
Total Due On or Before 07/17/2024	\$234.34

Current Charges	\$84.00
PWSA	
3,500 gallons @ \$6.68 per 1,000 gallons	\$23.38
Stormwater Fee 85% Bill Discount Program	\$1.52
Distribution System Improvement Charge	\$1.17

Allegheny County Sanitary Authority	
Charges billed on behalf of ALCOSAN	
Sewage Treatment	\$57.93

My Meter Readings

Meter #: 9240434586	Type: Sewer Residential Discount Pr
Current:	2,499.00 06/07/2024 Actual
Previous:	2,454.00 05/08/2024 Actual
Usage:	4,500.00
Days of Service:	31



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

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Retailer Instructions:

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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.



799366438020006371683512619967

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KUBRAEZPAY.
A \$1.49 processing fee will be added.



Other convenient ways to pay:



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PLEASE MAIL TO BELOW ADDRESS.

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



Bill Date
07/29/2024

Account Number
[REDACTED]

Billing Statement for JESSICA BLAKEMORE

Service Location: 1900 WOODWARD AVE

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

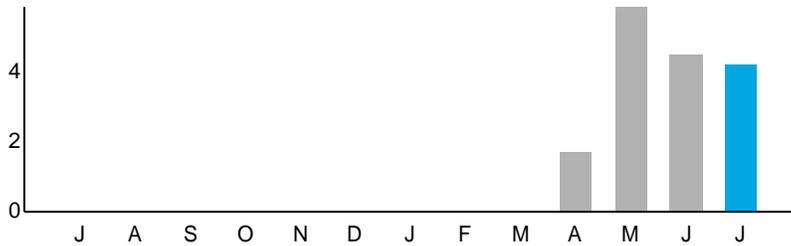
Billing Summary

Past Due

PRIOR BALANCE \$234.34	-	PAYMENTS \$0.00	=	PAST DUE \$234.34	+	CURRENT CHARGES \$80.16	=	TOTAL BALANCE \$314.50
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My Water Usage

Average Monthly Usage in 1,000 Gallons



4,200
Total gallons used
this period

131
Average gallons used
per day

4,200 Gallons / 32 Days = 131 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
[REDACTED]

PAST DUE AMOUNT
\$234.34

DUE DATE
08/18/2024

CURRENT CHARGES
\$80.16

TOTAL BALANCE
\$314.50

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

JESSICA BLAKEMORE
1900 WOODWARD AVE
PITTSBURGH PA 15226-1231

0000000241427908182024100000314502

My Billing Details

Previous Balance	\$234.34
Interest	\$1.60
Current Charges	\$78.56
Total Due On or Before 08/18/2024	\$314.50

Current Charges	\$78.56
PWSA	
3,200 gallons @ \$6.68 per 1,000 gallons	\$21.38
Stormwater Fee 85% Bill Discount Program	\$1.52
Distribution System Improvement Charge	\$1.07

Allegheny County Sanitary Authority	
Charges billed on behalf of ALCOSAN	
Sewage Treatment	\$54.59

My Meter Readings

Meter #: 9240434586	Type: Sewer Residential Discount Pr
Current:	2,541.00 07/09/2024 Actual
Previous:	2,499.00 06/08/2024 Actual
Usage:	4,200.00
Days of Service:	32



How to Pay Your Bill

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1200 Penn Avenue, Pittsburgh, PA 15222

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

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Customer Service

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Monday through Friday from 8 AM to 6 PM

24/7 Water/Sewer Emergency

412-255-2423 (Press Option #1)
Credits and Incentives
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pgh2o.com/stormwater-fee

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5. When the transaction is COMPLETE hand customer the receipt.



799366438020006371683512619967

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KUBRAEZPAY.
A \$1.49 processing fee will be added.



Other convenient ways to pay:



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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



Bill Date
08/28/2024

Account Number
[REDACTED]

Billing Statement for JESSICA BLAKEMORE

Service Location: 1900 WOODWARD AVE

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

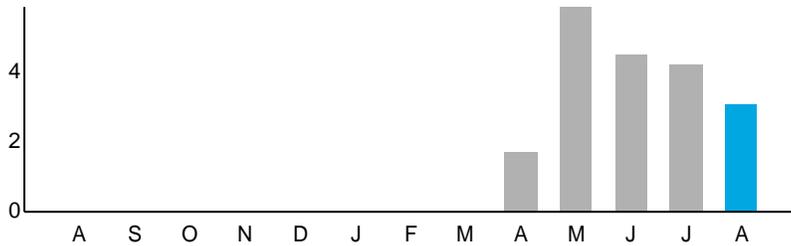
Billing Summary

Past Due

PRIOR BALANCE \$314.50	-	PAYMENTS \$0.00	=	PAST DUE \$314.50	+	CURRENT CHARGES \$58.58	=	TOTAL BALANCE \$373.08
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My Water Usage

Average Monthly Usage in 1,000 Gallons



3,100
Total gallons used
this period

106
Average gallons used
per day

3,100 Gallons / 29 Days = 106 Average Daily Gallons

Customer Assistance Programs



Having difficulty paying your PWSA bill?

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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
[REDACTED]

PAST DUE AMOUNT
\$314.50

DUE DATE
09/17/2024
CURRENT CHARGES
\$58.58

TOTAL BALANCE
\$373.08

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

JESSICA BLAKEMORE
1900 WOODWARD AVE
PITTSBURGH PA 15226-1231

0000000241427909172024100000373083

My Billing Details

Previous Balance	\$314.50
Current Charges	\$58.58
Total Due On or Before 09/17/2024	\$373.08

Current Charges	\$58.58
PWSA	
2,100 gallons @ \$6.68 per 1,000 gallons	\$14.03
Stormwater Fee 85% Bill Discount Program	\$1.52
Distribution System Improvement Charge	\$0.70

Allegheny County Sanitary Authority	
Charges billed on behalf of ALCOSAN	
Sewage Treatment	\$42.33

My Meter Readings

Meter #: 9240434586	Type: Sewer Residential Discount Pr
Current:	2,572.00 08/07/2024 Actual
Previous:	2,541.00 07/10/2024 Actual
Usage:	3,100.00
Days of Service:	29



How to Pay Your Bill

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1200 Penn Avenue, Pittsburgh, PA 15222

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

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Monday through Friday from 8 AM to 6 PM

24/7 Water/Sewer Emergency

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4. COLLECT the desired cash amount (and fee, if applicable).
5. When the transaction is COMPLETE hand customer the receipt.



799366438020006371683512619967

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KUBRAEZPAY.

A \$1.49 processing fee will be added.



Other convenient ways to pay:



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PLEASE MAIL TO BELOW ADDRESS.

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



Bill Date
09/26/2024

Account Number
[REDACTED]

Billing Statement for JESSICA BLAKEMORE

Service Location: 1900 WOODWARD AVE

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

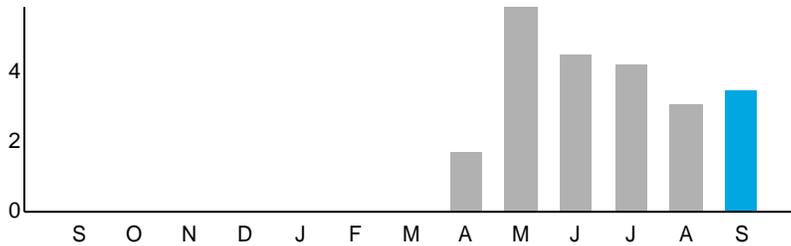
Billing Summary

Past Due

PRIOR BALANCE \$373.08	-	PAYMENTS \$0.00	=	PAST DUE \$373.08	+	CURRENT CHARGES \$65.85	=	TOTAL BALANCE \$438.93
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My Water Usage

Average Monthly Usage in 1,000 Gallons



3,500
Total gallons used
this period

106
Average gallons used
per day

3,500 Gallons / 33 Days = 106 Average Daily Gallons

Customer Assistance Programs



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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
[REDACTED]

PAST DUE AMOUNT
\$373.08

DUE DATE
10/16/2024

CURRENT CHARGES
\$65.85

TOTAL BALANCE
\$438.93

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

JESSICA BLAKEMORE
1900 WOODWARD AVE
PITTSBURGH PA 15226-1231

0000000241427910162024100000438931

My Billing Details

Previous Balance	\$373.08
Current Charges	\$65.85
Total Due On or Before 10/16/2024	\$438.93

Current Charges	\$65.85
PWSA	
2,500 gallons @ \$6.68 per 1,000 gallons	\$16.70
Stormwater Fee 85% Bill Discount Program	\$1.52
Distribution System Improvement Charge	\$0.84

Allegheny County Sanitary Authority	
Charges billed on behalf of ALCOSAN	
Sewage Treatment	\$46.79

My Meter Readings

Meter #: 9240434586	Type: Sewer Residential Discount Pr
Current:	2,607.00 09/09/2024 Actual
Previous:	2,572.00 08/08/2024 Actual
Usage:	3,500.00
Days of Service:	33



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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.



799366438020006371683512619967

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powered by KUBRAEZPAY.

A \$1.49 processing fee will be added.



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PLEASE MAIL TO BELOW ADDRESS.

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



Bill Date
10/30/2024

Account Number
[REDACTED]

Billing Statement for JESSICA BLAKEMORE

Service Location: 1900 WOODWARD AVE

Summary of Charges Due:

Current Charges:	\$51.33
Installment Plan Charges:	\$7.30
Past Due Amount:	\$0.00
Due on 11/19/2024:	\$58.63

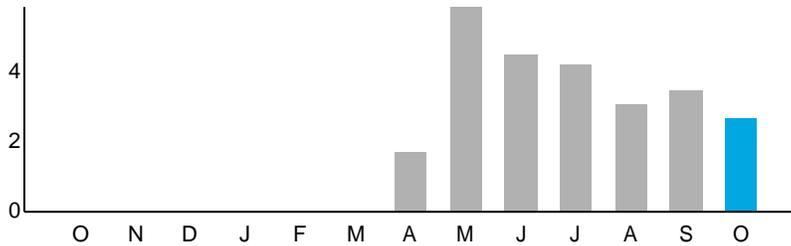
Billing Summary

Past Due

PRIOR BALANCE \$438.93	-	PAYMENTS \$194.00	=	PAST DUE \$244.93	+	CURRENT CHARGES \$51.33	=	TOTAL BALANCE \$296.26
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My Water Usage

Average Monthly Usage in 1,000 Gallons



2,700
Total gallons used
this period

87
Average gallons used
per day

2,700 Gallons / 31 Days = 87 Average Daily Gallons

Customer Assistance Programs



Having difficulty paying your PWSA bill?

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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



MAKE CHECK OR MONEY ORDER
PAYABLE TO: PWSA

Account Number
[REDACTED]

1200 Penn Avenue, Pittsburgh, PA 15222

DUE DATE
11/19/2024

CURRENT CHARGES
\$58.63

TOTAL BALANCE
\$296.26

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

JESSICA BLAKEMORE
1900 WOODWARD AVE
PITTSBURGH PA 15226-1231

0000000241427911192024100000058639

My Billing Details

Previous Balance	\$438.93
Payment - 09/24/2024 - Thank You	-\$45.00
Payment - 10/01/2024 - Thank You	-\$149.00
Current Charges	\$51.33
Total Balance	\$296.26

Current Charges	\$51.33
PWSA	
1,700 gallons @ \$6.68 per 1,000 gallons	\$11.36
Stormwater Fee 85% Bill Discount Program	\$1.52
Distribution System Improvement Charge	\$0.57

Allegheny County Sanitary Authority	
Charges billed on behalf of ALCOSAN	
Sewage Treatment	\$37.88

My Meter Readings

Meter #: 9240434586	Type: Sewer Residential Discount Pr
Current:	2,634.00 10/10/2024 Actual
Previous:	2,607.00 09/10/2024 Actual
Usage:	2,700.00
Days of Service:	31



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



Bill Date
11/26/2024

Account Number



Billing Statement for JESSICA BLAKEMORE

Service Location: 1900 WOODWARD AVE

Summary of Charges Due:

Current Charges:	\$51.33
Installment Plan Charges:	\$7.30
Past Due Amount:	\$0.00
Due on 12/16/2024:	\$58.63

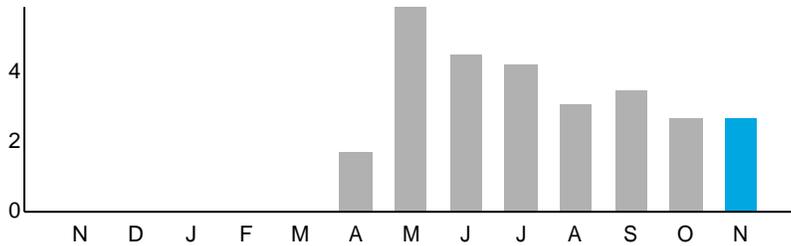
Billing Summary

Past Due

PRIOR BALANCE \$296.26	-	PAYMENTS \$103.63	=	PAST DUE \$192.63	+	CURRENT CHARGES \$51.33	=	TOTAL BALANCE \$243.96
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My Water Usage

Average Monthly Usage in 1,000 Gallons



2,700
Total gallons used
this period

96
Average gallons used
per day

2,700 Gallons / 28 Days = 96 Average Daily Gallons

Customer Assistance Programs



Having difficulty paying your PWSA bill?

Contact PGH2O Cares at [412-255-2457](tel: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



MAKE CHECK OR MONEY ORDER
PAYABLE TO: PWSA

Account Number



1200 Penn Avenue, Pittsburgh, PA 15222

DUE DATE
12/16/2024

CURRENT CHARGES
\$58.63

TOTAL BALANCE
\$243.96

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

JESSICA BLAKEMORE
1900 WOODWARD AVE
PITTSBURGH PA 15226-1231

0000000241427912162024100000058633

My Billing Details

Previous Balance	\$296.26
Payment - 11/04/2024 - Thank You	-\$58.63
Payment - 11/13/2024 - Thank You	-\$45.00
Current Charges	\$51.33
Total Balance	\$243.96

Current Charges	\$51.33
PWSA	
1,700 gallons @ \$6.68 per 1,000 gallons	\$11.36
Stormwater Fee 85% Bill Discount Program	\$1.52
Distribution System Improvement Charge	\$0.57

Allegheny County Sanitary Authority	
Charges billed on behalf of ALCOSAN	
Sewage Treatment	\$37.88

My Meter Readings

Meter #: 9240434586	Type: Sewer Residential Discount Pr
Current:	2,661.00 11/07/2024 Actual
Previous:	2,634.00 10/11/2024 Actual
Usage:	2,700.00
Days of Service:	28



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

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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

Credits and Incentives

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pgh2o.com/stormwater-fee

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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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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

**Billing Statement for
JESSICA BLAKEMORE**

Service Location: 1900 WOODWARD AVE

Summary of Charges Due:

Current Charges:	\$51.33
Installment Plan Charges:	\$7.30
Past Due Amount:	\$0.00
Due on 01/19/2025:	\$58.63

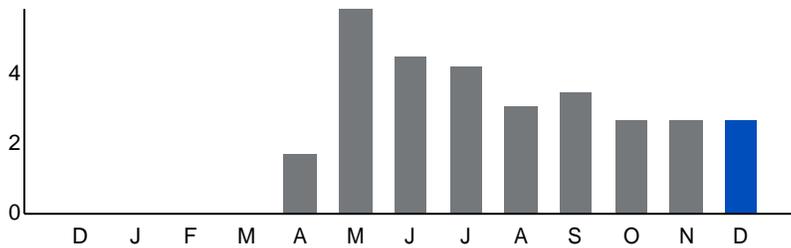
Billing Summary

Past Due

PRIOR BALANCE \$243.96	-	PAYMENTS \$98.63	=	PAST DUE \$145.33	+	CURRENT CHARGES \$51.33	=	TOTAL BALANCE \$196.66
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My Water Usage

Average Monthly Usage in 1,000 Gallons



2,700
Total gallons used
this period

93
Average gallons used
per day

2,700 Gallons / 29 Days = 93 Average Daily Gallons

WE ARE NOW



A simplified name that
inspires a better understanding
of the life-essential services
we provide.

Tap in today: pgh2o.com/tap-in

JESSICA BLAKEMORE
1900 WOODWARD AVE
PITTSBURGH PA 15226-1231

DUE DATE
01/19/2025

CURRENT CHARGES
\$58.63

TOTAL BALANCE
\$196.66

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

My Billing Details

Previous Balance	\$243.96
Payment - 12/02/2024 - Thank You	-\$58.63
Forgiveness Program	-\$40.00
Current Charges	\$51.33
Total Balance	\$196.66

Current Charges	\$51.33
Pittsburgh Water	
1,700 gallons @ \$6.68 per 1,000 gallons	\$11.36
Stormwater Fee 85% Bill Discount Program	\$1.52
Distribution System Improvement Charge	\$0.57

Allegheny County Sanitary Authority	
Charges billed on behalf of ALCOSAN	
Sewage Treatment	\$37.88

My Meter Readings

Meter #: 9240434586	Type: Sewer Residential Discount Pr
Current:	2,688.00 12/06/2024 Actual
Previous:	2,661.00 11/08/2024 Actual
Usage:	2,700.00
Days of Service:	29

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:

Pittsburgh Water
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 Pittsburgh Water 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 8AM to 6PM

24/7 Water/Sewer Emergency

412-255-2423 (Press Option #1)

Credits and Incentives

Pittsburgh Water offers a one-time rain barrel credit for residential customers and a stormwater credit and incentive program to encourage all customers to install stormwater solutions on their property. Learn more at 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.

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

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

PAY YOUR PITTSBURGH WATER 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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For Pittsburgh Water Customer Service, please call 412-255-2423 and press option 5.

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KUBRA EZ-PAY

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.

PITTSBURGH WATER
PO BOX 747055
PITTSBURGH, PA 15274-7055

**Billing Statement for
JESSICA BLAKEMORE**

Service Location: 1900 WOODWARD AVE

Summary of Charges Due:

Current Charges:	\$59.44
Installment Plan Charges:	\$7.30
Past Due Amount:	\$0.00
Due on 02/21/2025:	\$66.74

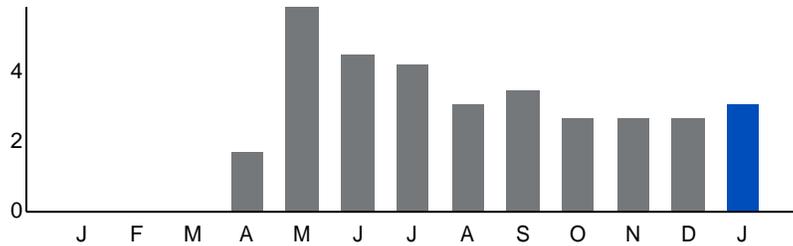
Billing Summary

Past Due

PRIOR BALANCE \$196.66	-	PAYMENTS \$98.63	=	PAST DUE \$98.03	+	CURRENT CHARGES \$59.44	=	TOTAL BALANCE \$157.47
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My Water Usage

Average Monthly Usage in 1,000 Gallons



3,100
Total gallons used
this period

91
Average gallons used
per day

3,100 Gallons / 34 Days = 91 Average Daily Gallons

**This bill reflects an
increase in ALCOSAN
sewage treatment
charges effective
January 1, 2025.**

JESSICA BLAKEMORE
1900 WOODWARD AVE
PITTSBURGH PA 15226-1231

DUE DATE
02/21/2025

CURRENT CHARGES
\$66.74

TOTAL BALANCE
\$157.47

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

My Billing Details

Previous Balance	\$196.66
Payment - 01/02/2025 - Thank You	-\$58.63
Forgiveness Program	-\$40.00
Current Charges	\$59.44
Total Balance	\$157.47

Current Charges	\$59.44
Pittsburgh Water	
Sewer Conveyance Charge	\$14.03
Stormwater Fee 85% Bill Discount Program	\$1.52
Distribution System Improvement Charge	\$0.70

Allegheny County Sanitary Authority	
Charges billed on behalf of ALCOSAN	
Sewage Treatment	\$43.19

My Meter Readings

Meter #: 9240434586	Type: Sewer Residential Discount Pr
Current:	2,719.00 01/09/2025 Actual
Previous:	2,688.00 12/07/2024 Actual
Usage:	3,100.00
Days of Service:	34

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:

Pittsburgh Water
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 Pittsburgh Water 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 8AM to 6PM

24/7 Water/Sewer Emergency

412-255-2423 (Press Option #1)

Credits and Incentives

Pittsburgh Water offers a one-time rain barrel credit for residential customers and a stormwater credit and incentive program to encourage all customers to install stormwater solutions on their property. Learn more at 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.

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

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

PAY YOUR PITTSBURGH WATER 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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For Pittsburgh Water Customer Service, please call 412-255-2423 and press option 5.

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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.

PITTSBURGH WATER
PO BOX 747055
PITTSBURGH, PA 15274-7055

Billing Statement for JESSICA BLAKEMORE

Service Location: 1900 WOODWARD AVE

Summary of Charges Due:

Current Charges:	\$55.87
Installment Plan Charges:	\$7.30
Past Due Amount:	\$0.00
Due on 03/24/2025:	\$63.17

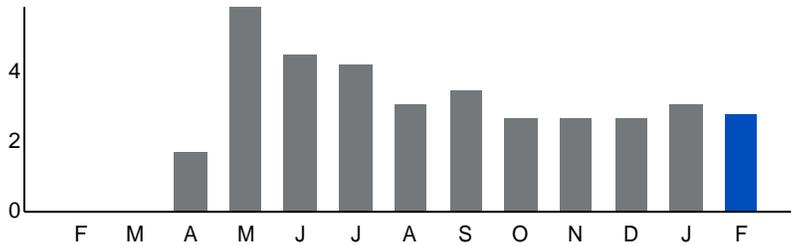
Billing Summary

Past Due

PRIOR BALANCE \$157.47	-	PAYMENTS \$106.74	=	PAST DUE \$50.73	+	CURRENT CHARGES \$55.87	=	TOTAL BALANCE \$106.60
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My Water Usage

Average Monthly Usage in 1,000 Gallons



2,800
Total gallons used
this period

96
Average gallons used
per day

2,800 Gallons / 29 Days = 96 Average Daily Gallons

Customer Assistance Programs



Having difficulty paying your
Pittsburgh Water bill?

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

1. Relief from your fixed, monthly Pittsburgh Water 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.

My Billing Details

Previous Balance	\$157.47
Payment - 02/03/2025 - Thank You	-\$66.74
Forgiveness Program	-\$40.00
Current Charges	\$55.87
Total Balance	\$106.60

Current Charges	\$55.87
Pittsburgh Water	
1,800 gallons @ \$6.68 per 1,000 gallons	\$12.02
Stormwater Fee 85% Bill Discount Program	\$1.52
Distribution System Improvement Charge	\$0.60

Allegheny County Sanitary Authority	
Charges billed on behalf of ALCOSAN	
Sewage Treatment	\$41.73

My Meter Readings

Meter #: 9240434586	Type: Sewer Residential Discount Pr
Current:	2,747.00 02/07/2025 Actual
Previous:	2,719.00 01/10/2025 Actual
Usage:	2,800.00
Days of Service:	29

How to Pay Your Bill

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Pay-By-Phone
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Customer Service

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

24/7 Water/Sewer Emergency

412-255-2423 (Press Option #1)

Credits and Incentives

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Retailer Instructions:

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

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KUBRA EZ-PAY

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.

PITTSBURGH WATER
PO BOX 747055
PITTSBURGH, PA 15274-7055

Review the State of Pittsburgh Water

Have you joined a State of Pittsburgh Water discussion in your community?

If not, you should! State of Pittsburgh Water is a year-round program consisting of presentations and discussions intended to establish a personal connection and rapport within the communities we serve. We deliver these neighborhood-focused updates as part of scheduled community group meetings, offering a forum for open discussion on a variety of water-related topics. Presentations range from ongoing & upcoming work in your neighborhood, to water bill assistance options, and much more. Don't miss this opportunity to find out how Pittsburgh Water works for you!

Learn more about upcoming meeting appearances by visiting pgh2o.com/events-meetings today.



Get helpful tips at our Save Water, Save Money Workshop

Join us at the Kingsley Association on March 26.

Do you ever wonder how rain gardens, rain barrels, and other solutions can reduce stormwater runoff on your property, protect the environment, and help save money on your bills? Then we have a workshop for you!

Next month, Pittsburgh Water and Penn State's Master Watershed Stewards and Master Gardeners will teach attendees about at-home stormwater interventions, fascinating facts about our local watershed, and details on our stormwater fee credit program. Learn more at pgh2o.com/events-meetings today.

CUSTOMER RESOURCES

Customer Assistance Programs

We offer multiple programs designed to provide financial relief for income-qualified residential customers experiencing difficulty paying their Pittsburgh Water bill. For info and eligibility, visit pgh2o.com/CAP or contact our PGH₂O Cares team at cares@pgh2o.com or **412-255-2457**.

Neighbors Helping Neighbors

Consider making a contribution to our Hardship Grant Program by visiting pgh2o.com/give today.

Never Miss an Alert

Do we have your number? We call customers during water emergencies and outages, so it's important to verify that we have the best number (or numbers) to reach you! Update your contact info at pgh2o.com/update-contact-info or by calling Customer Service*.



Enroll in eBilling

Our convenient online portal makes paying your bill quick and simple. Visit pgh2o.com/ebilling to enroll.

Apply for our **Stormwater Fee Credit Program**

Are you taking advantage of our Stormwater Fee Credit Program?

This program is available to residential and non-residential property owners, and is designed to help lower your stormwater charges by implementing approved stormwater controls.

Once approved, the credit must be renewed every three years. Photographic proof of the approved Stormwater Best Management Practice's condition and continued effectiveness must be submitted to the Pittsburgh Water team. If you were first approved for a stormwater fee credit three years ago, be on the lookout for a renewal reminder!

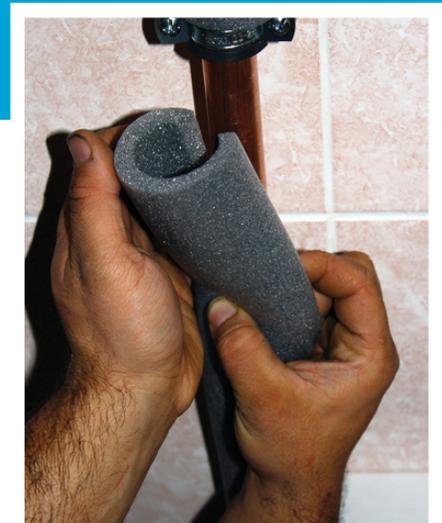
Find specific details and program requirements at pgh2o.com/stormwater-credit-program today.

When the Temperature Drops, **Protect Your Pipes!**

Take care to avoid frozen or burst pipes this winter.

In harsh winter temperatures, it's important to pay extra attention to your pipes. Check frequently to make sure pipes are not frozen by opening and turning on taps in your home. Allow water to drip slightly from your faucets if your pipes tend to freeze.

You can also take steps to lessen the effects of extreme cold on your plumbing. Insulate pipes and faucets in colder areas of your home, and seal off access doors, air vents, and cracks. Learn more at pgh2o.com/protecting-your-pipes today!



ADDITIONAL STORMWATER RESOURCES

For questions, resources, and other stormwater information, visit pgh2o.com/stormwater or contact Customer Service at **412-255-2423 (Option 5)** or via email at info@pgh2o.com.



Stormwater Fee Credit Program

Property owners may reduce their monthly stormwater fee by installing approved stormwater management systems on their property. For more information and to apply for the fee credit, visit pgh2o.com/stormwater-fee.

Disputing Your Stormwater Fee

If you have questions about the amount of impervious surface calculated for your property or believe there is a discrepancy, please contact Customer Service at **412-255-2423 (Option 5)**.

Fee Finder Website

Get information on your stormwater fee by using the searchable map at pgh2o.com/stormwater-fee-finder to view the amount of impervious surface on your property. You can then follow the calculation instructions to determine your fee amount.

Help Manage Stormwater

Flash flooding, waterway pollution, and property damage can all result from uncontrolled stormwater. Find out the role each of us can play in managing stormwater at pgh2o.com/help-manage-stormwater.

**Billing Statement for
JESSICA BLAKEMORE**

Service Location: 1900 WOODWARD AVE

Need Assistance?

Contact Center

412-255-2423 - Press Menu Option #5

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

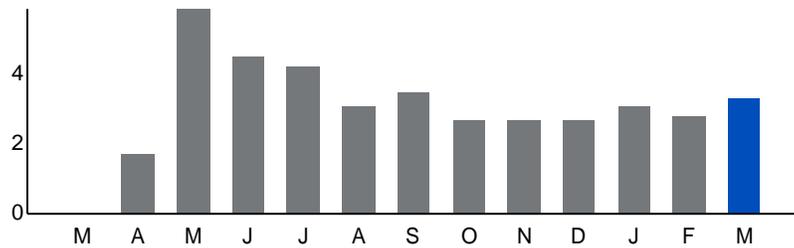
1-833-660-1366

Billing Summary

PRIOR BALANCE \$106.60	-	PAYMENTS \$113.17	=	ACCOUNT BALANCE -\$6.57	+	CURRENT CHARGES \$65.34	=	TOTAL BALANCE \$58.77
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My Water Usage

Average Monthly Usage in 1,000 Gallons



3,300
Total gallons used this period

106
Average gallons used per day

3,300 Gallons / 31 Days = 106 Average Daily Gallons

Customer Assistance Programs



Having difficulty paying your Pittsburgh Water bill?

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

1. Relief from your fixed, monthly Pittsburgh Water 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.



TOTAL BALANCE
\$58.77

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

AMOUNT ENCLOSED

My Billing Details

Previous Balance	\$106.60
Payment - 03/03/2025 - Thank You	-\$63.17
Payment - 03/07/2025 - Thank You	-\$50.00
Current Charges	\$65.34
Total Due On or Before 04/21/2025	\$58.77

Current Charges	\$65.34
Pittsburgh Water	
2,300 gallons @ \$6.68 per 1,000 gallons	\$15.36
Stormwater Fee 85% Bill Discount Program	\$1.52
Distribution System Improvement Charge	\$0.77

Allegheny County Sanitary Authority	
Charges billed on behalf of ALCOSAN	
Sewage Treatment	\$47.69

My Meter Readings

Meter #: 9240434586	Type: Sewer Residential Discount Pr
Current:	2,780.00 03/10/2025 Actual
Previous:	2,747.00 02/08/2025 Actual
Usage:	3,300.00
Days of Service:	31

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:

Pittsburgh Water
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 Pittsburgh Water 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 8AM to 6PM

24/7 Water/Sewer Emergency

412-255-2423 (Press Option #1)

Credits and Incentives

Pittsburgh Water offers a one-time rain barrel credit for residential customers and a stormwater credit and incentive program to encourage all customers to install stormwater solutions on their property. Learn more at 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.

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

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

PAY YOUR PITTSBURGH WATER 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.



799366438020006371683512619967

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vam#direct.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed e-receipt at vam#direct.com/pay/receipt.
For Pittsburgh Water Customer Service, please call 412-255-2423 and press option 5.

powered by KUBRA EZ-PAY.

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.

PITTSBURGH WATER
PO BOX 747055
PITTSBURGH, PA 15274-7055

Pittsburgh Water's 2024 Year In Review



Pittsburgh Water works for you—our customers.

As we reflect on yet another year of groundbreaking progress, we invite our community to revisit some of the most notable achievements we made in 2024 on behalf of our customers.

From keeping lead levels at historic lows to securing responsible investments in our infrastructure and placing an increased focus on accessibility to the safe, clean drinking water we distribute, last year was an exceptional year for us. Learn more in our 2024 Year In Review! pittsburgh-water.com/review2024

Plastic “Pirates”: Young Innovators Help Prevent Plastic Pollution in Sewers & Waterways

Pittsburgh Water partners with local students to address plastic pollutants entering storm drains.

The kids are alright! Recently, the Pittsburgh Water team was excited to collaborate with the **π-Rates** (pronounced “pirates”), a team of 5th- and 6th-graders working on a solution to reduce plastic pollution entering our city’s older, open-style storm drains. Taking the initiative to research the issue, propose solutions, and design a custom 3D-printed grate model to catch plastic waste before entering our sewers, the **π-Rates** went on to win first place for their project at the PA State Championship and have since advanced to an Intertantional Open Invitational Championship! Read more: pittsburgh-water.com/pi-rates2025



CUSTOMER RESOURCES

Customer Assistance Programs

We offer multiple programs designed to provide financial relief for income-qualified residential customers experiencing difficulty paying their Pittsburgh Water bill. For info and eligibility, visit pgh2o.com/CAP or contact our PGH2O Cares team at cares@pgh2o.com or **412-255-2457**.

Neighbors Helping Neighbors

Consider making a contribution to our Hardship Grant Program by visiting pgh2o.com/give today.

Never Miss an Alert

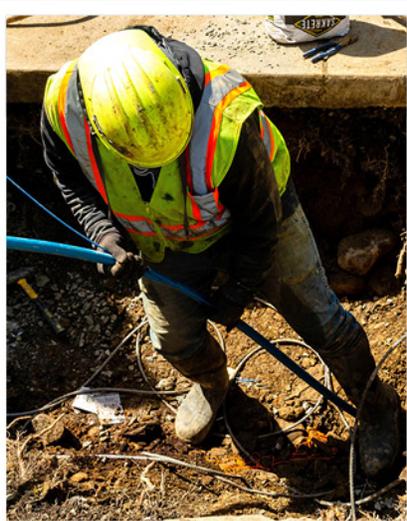
Do we have your number? We call customers during water emergencies and outages, so it’s important to verify that we have the best number (or numbers) to reach you! Update your contact info at pgh2o.com/update-contact-info or by calling Customer Service*.



Enroll in eBilling

Our convenient online portal makes paying your bill quick and simple. Visit pgh2o.com/ebilling to enroll.

Pittsburgh Water's Community Lead Response Progress



Pittsburgh Water remains years ahead of the national average for lead service line replacements.

2024 was a busy, future-focused year for us, and it marked the eighth year of our Community Lead Response initiative. Last year alone we:

- Distributed over **2,400 free lead water test kits**
- Provided over **2,500 certified lead water filters** to affected homes
- Completed over **5,100 service line material verifications**
- Fielded over **20,000 calls** and **13,000 emails** at our Lead Help Desk
- Replaced **1,370 public** and **1,255 private lead service lines**

Read more about our 2024 progress: pittsburgh-water.com/lead2024

Don't Miss These Upcoming Events & Meetings!

Learn about these events and more at pittsburgh-water.com/march2025 today.

2025 Developer's Roundtable

Wednesday, March 5, 9:00AM
@ Pittsburgh Water
1200 Penn Avenue

State of Pittsburgh Water

Community Presentation and Discussion,
Vintage Center for Active Adults
Monday, March 10, 10:30AM
@ Familylinks, Inc.

Save Water, Save Money Stormwater Management Workshop

Wednesday, March 26, 5:00PM
@ The Kingsley Association

March 2025 Board Meeting

Friday, March 28, 10:00AM
@ Pittsburgh Water or via Zoom
1200 Penn Avenue

Learn more
& register:



ADDITIONAL STORMWATER RESOURCES

For questions, resources, and other stormwater information, visit pgh2o.com/stormwater or contact Customer Service at **412-255-2423 (Option 5)** or via email at info@pgh2o.com.

Stormwater Fee Credit Program

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Help Manage Stormwater

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Billing Statement for JESSICA BLAKEMORE

Service Location: 1900 WOODWARD AVE

Need Assistance?

Contact Center

412-255-2423 - Press Menu Option #5

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

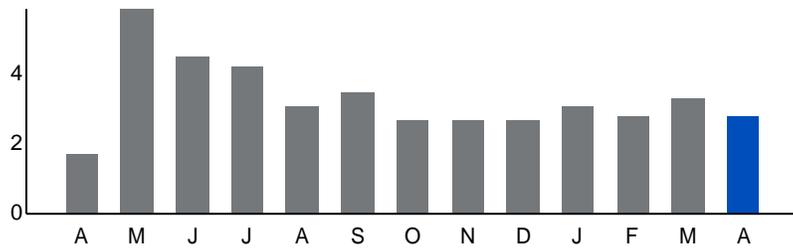
1-833-660-1366

Billing Summary

PRIOR BALANCE \$58.77	-	PAYMENTS \$108.77	=	ACCOUNT BALANCE -\$50.00	+	CURRENT CHARGES \$55.87	=	TOTAL BALANCE \$5.87
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My Water Usage

Average Monthly Usage in 1,000 Gallons



2,800
Total gallons used
this period

96
Average gallons used
per day

2,800 Gallons / 29 Days = 96 Average Daily Gallons

Customer Assistance Programs



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Pittsburgh Water bill?

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cares@pgh2o.com to see if you qualify for:

1. Relief from your fixed, monthly Pittsburgh Water 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.

My Billing Details

Previous Balance	\$58.77
Payment - 04/02/2025 - Thank You	-\$58.77
Payment - 04/24/2025 - Thank You	-\$50.00
Current Charges	\$55.87
Total Due On or Before 05/22/2025	\$5.87

Current Charges	\$55.87
Pittsburgh Water	
1,800 gallons @ \$6.68 per 1,000 gallons	\$12.02
Stormwater Fee 85% Bill Discount Program	\$1.52
Distribution System Improvement Charge	\$0.60

Allegheny County Sanitary Authority	
Charges billed on behalf of ALCOSAN	
Sewage Treatment	\$41.73

My Meter Readings

Meter #: 9240434586	Type: Sewer Residential Discount Pr
Current:	2,808.00 04/08/2025 Actual
Previous:	2,780.00 03/11/2025 Actual
Usage:	2,800.00
Days of Service:	29

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:

Pittsburgh Water
1200 Penn Avenue, Pittsburgh PA 15222

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Customer Service

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Monday through Friday from 8AM to 6PM

24/7 Water/Sewer Emergency

412-255-2423 (Press Option #1)

Credits and Incentives

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PAY YOUR PITTSBURGH WATER 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.
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For Pittsburgh Water Customer Service, please call 412-255-2423 and press option 5.

powered by KUBRA EZ-PAY.

A \$1.49 processing fee will be added.



Other convenient ways to pay:



Make one time payments via pgh2o.com.



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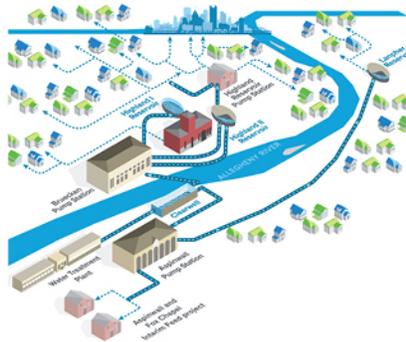


Make payment via telephone at 412-255-2423 and press option 2.

PLEASE MAIL TO BELOW ADDRESS.

PITTSBURGH WATER
PO BOX 747055
PITTSBURGH, PA 15274-7055

Water Reliability Plan: What's Done & What's to Come



Making the infrastructure investments our city needs.

Pittsburgh Water continues to make progress on its expansive Water Reliability Plan (WRP). Construction of the Highland Reservoir Pump Station continues, and we anticipate breaking ground on the next projects later this year. Upon completion, our WRP projects will modernize our water distribution system and provide customers with more secure and reliable water services for decades to come.

For the latest updates, check out our WRP Project Update Page: <https://pittsburgh-water.com/WRP425>

New “Pay By Link” Option Offers Added Convenience to Pittsburgh Water Customers

Just a click away: Our Customer Service team can send a custom link via text message or email, offering another convenient bill pay option.

Our local, in-house Customer Service team is here to help in any way they can. Now Pittsburgh Water customers can request to receive a payment link from our Customer Service Representatives, allowing for simple, instant payments. The link can be sent to your phone via text or email, and you will then have the option of making a payment with your **Apple Pay** or **Google Pay** digital wallet, debit or credit card, or bank account.

Contact our team today at **412-255-2425 (Option 5)** or **info@pgh2o.com** and give it a try!

CUSTOMER RESOURCES

Customer Assistance Programs

We offer multiple programs designed to provide financial relief for income-qualified residential customers experiencing difficulty paying their Pittsburgh Water bill. For info and eligibility, visit pgh2o.com/CAP or contact our PGH₂O Cares team at cares@pgh2o.com or **412-255-2457**.

Neighbors Helping Neighbors

Consider making a contribution to our Hardship Grant Program by visiting pgh2o.com/give today.

Never Miss an Alert

Do we have your number? We call customers during water emergencies and outages, so it's important to verify that we have the best number (or numbers) to reach you! Update your contact info at pgh2o.com/update-contact-info or by calling Customer Service*.



Enroll in eBilling

Our convenient online portal makes paying your bill quick and simple. Visit pgh2o.com/ebilling to enroll.



Microtunneling Makes Waves in Pittsburgh's South Side Flats

Pittsburgh Water continues to make investments in innovative technologies and solutions that will help us deliver on our commitment to update aging infrastructure and protect public health and the environment, all while minimizing disruptions to our customers. As part of our **South Side Flats Sewer Rehabilitation Project**, we've deployed one such method known as "trenchless sewer installation" or "sewer microtunneling."

Get the full scoop on this novel construction method and the importance of combined sewer separation projects by visiting pittsburgh-water.com/micro today!

Water Wise: How (and Why) to Clean or Replace Your Faucet Aerators

This simple task can help keep your family's drinking water fresh and clean!

The aerator at the end of your water faucet — the small cylinder-shaped piece, shown to the right — adds air into the water coming from your tap to reduce splashing and limit waste. These devices also help catch some of the tiny debris that can flow through your tap, which can build up over time and impact your home's water quality. We suggest replacing aerators yearly and cleaning them twice per year. Learn more about cleaning and replacing your aerators, and see if you qualify to have water-saving devices installed at no cost through our Line Repair & Water Conservation Pilot Program: pittsburgh-water.com/aerator



ADDITIONAL STORMWATER RESOURCES

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Stormwater Fee Credit Program

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Help Manage Stormwater

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Billing Statement for JESSICA BLAKEMORE

Service Location: 1900 WOODWARD AVE

Need Assistance?

Contact Center

412-255-2423 - Press Menu Option #5

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

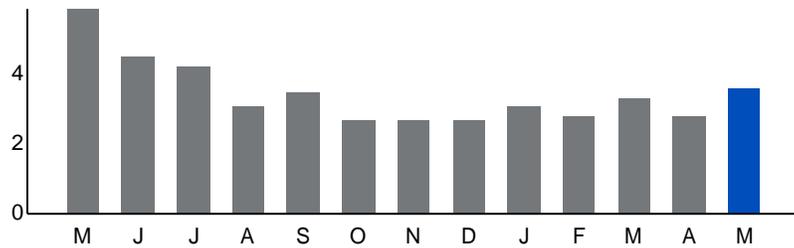
1-833-660-1366

Billing Summary

PRIOR BALANCE \$5.87	-	PAYMENTS \$5.87	=	ACCOUNT BALANCE \$0.00	+	CURRENT CHARGES \$71.02	=	TOTAL BALANCE \$71.02
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My Water Usage

Average Monthly Usage in 1,000 Gallons



3,600
Total gallons used
this period

124
Average gallons used
per day

3,600 Gallons / 29 Days = 124 Average Daily Gallons

Customer Assistance Programs



Having difficulty paying your
Pittsburgh Water bill?

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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.

Due on
06/20/2025

TOTAL BALANCE
\$71.02

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

AMOUNT ENCLOSED

JESSICA BLAKEMORE
1900 WOODWARD AVE
PITTSBURGH PA 15226-1231

My Billing Details

Previous Balance	\$5.87
Payment - 05/02/2025 - Thank You	-\$5.87
Current Charges	\$71.02
Total Due On or Before 06/20/2025	\$71.02

Current Charges	\$71.02
Pittsburgh Water	
2,600 gallons @ \$6.68 per 1,000 gallons	\$17.37
Stormwater Fee 85% Bill Discount Program	\$1.52
Distribution System Improvement Charge	\$0.87

Allegheny County Sanitary Authority	
Charges billed on behalf of ALCOSAN	
Sewage Treatment	\$51.26

My Meter Readings

Meter #: 9240434586	Type: Sewer Residential Discount Pr
Current:	2,844.00 05/07/2025 Actual
Previous:	2,808.00 04/09/2025 Actual
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Days of Service:	29

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PLEASE MAIL TO BELOW ADDRESS.

PITTSBURGH WATER
PO BOX 747055
PITTSBURGH, PA 15274-7055

\$193 Million ABC Project Contracts Authorized

Construction on three major, historic initiatives will begin this fall.

We're doubling down on our commitment to deliver safe, reliable drinking water services, now and well into the future. Authorized at April's Board of Directors meeting, Pittsburgh Water is proud to announce the award of four contracts totaling \$193 million for a crucial piece of our comprehensive [Water Reliability Plan](#). The [ABC Project](#) includes major initiatives relating to our **A**spinwall Pump Station, **B**ruecken Pump Station, and the **C**learwell at the Water Treatment Plant.

Read more about this historic project and the positive effect it will have on water reliability for generations to come: pittsburgh-water.com/ABC25

ICYMI: 'Save Water, Save Money' Workshop Offers Stormwater Management Tips



Understanding the sewer-stormwater connection helps avoid flooding, save water, & prevent waterway pollution.

In case you missed it: Pittsburgh Water and Penn State Extension hosted another **'Save Water, Save Money' Stormwater Workshop** last month for our customers interested in learning how to better manage stormwater on their properties. Simple actions like planting native vegetation or installing a rain barrel can lighten the strain on our sewer system, improve the health of local waterways, and help to reduce your monthly bill! Get the full scoop today: pittsburgh-water.com/savewater25

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Never Miss an Alert

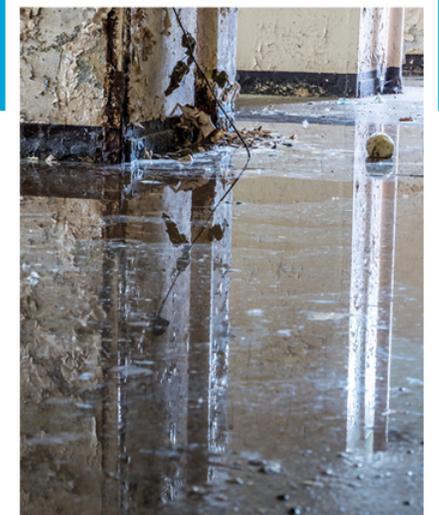
Do we have your number? We call customers during water emergencies and outages, so it's important to verify that we have the best number (or numbers) to reach you! Update your contact info at pgh2o.com/update-contact-info or by calling Customer Service*.

Enroll in eBilling

Our convenient online portal makes paying your bill quick and simple. Visit pgh2o.com/ebilling to enroll.



Water Wise: Protect Your Home and Family from Flooding



Make it a point to plan ahead this spring!

In Pittsburgh, we're no strangers to rainy weather. Flooding is the most common natural disaster in the United States, and stormwater resulting from spring and summer rains increases the risk of stream and river flooding, submerged streets, and basement backups. Take steps to make an emergency plan for your household in the event of flash flooding or heavy, sustained rains. There are also many preventative actions you can take around your home to mitigate stormwater runoff and help prevent flooding. Read more: pittsburgh-water.com/flood525

Spring Into Giving: Pittsburgh Water Employees Give Back with "Bunny-Gram" Fundraiser



Last month, our employees raised nearly \$5000 for our Hardship Grant Program with a new spring fundraiser!

The spirit of generosity was in full bloom this season as Pittsburgh Water team members participated in our "Spring Into Giving" fundraiser. By donating to our [Hardship Grant Program](#), a fund that assists customers having difficulty paying their water bill, Pittsburgh Water employees could send "Bunny-Grams" with custom messages to coworkers as a way to express their appreciation. These goodie bags were a hit, and helped us beat our fundraising goal! Read more: pittsburgh-water.com/bunny25

ADDITIONAL STORMWATER RESOURCES

For questions, resources, and other stormwater information, visit pgh2o.com/stormwater or contact Customer Service at **412-255-2423 (Option 5)** or via email at info@pgh2o.com.



Stormwater Fee Credit Program

Property owners may reduce their monthly stormwater fee by installing approved stormwater management systems on their property. For more information and to apply for the fee credit, visit pgh2o.com/stormwater-fee.

Disputing Your Stormwater Fee

If you have questions about the amount of impervious surface calculated for your property or believe there is a discrepancy, please contact Customer Service at **412-255-2423 (Option 5)**.

Fee Finder Website

Get information on your stormwater fee by using the searchable map at pgh2o.com/stormwater-fee-finder to view the amount of impervious surface on your property. You can then follow the calculation instructions to determine your fee amount.

Help Manage Stormwater

Flash flooding, waterway pollution, and property damage can all result from uncontrolled stormwater. Find out the role each of us can play in managing stormwater at pgh2o.com/help-manage-stormwater.

Pittsburgh Water's Exhibit No. 4
Tenant Welcome Letter dated April 2, 2024

04/02/2024

000004 000000001



JESSICA BLAKEMORE
1900 WOODWARD AVE
PITTSBURGH PA 15226-1231



Customer Account Number: [REDACTED]
Re: 1900 WOODWARD AVE

Tenant Welcome Letter

Welcome to The Pittsburgh Water and Sewer Authority!

According to your recent request, your planned move-in date is 03/28/2024. As the responsible tenant, you will incur water/wastewater/stormwater charges for services provided at the above referenced property from this date forward as long as you are in residence, and payment will be due by the due date on each monthly bill.

The owner of the property will receive copies of monthly bills *unless you have previously designated on the Application for Service – Tenants that you opt-out of sharing this information*. If you have opted-out of sharing monthly bill information, the owner of record will continue to receive notices regarding non-payment of charges on your account and water meter maintenance. To view and pay your bills, start and stop service, see your water usage and set usage alerts, please sign up for our Customer Advantage portal by visiting myaccount.pgh2o.com. If you are experiencing financial difficulties, please contact the PGH2O Cares team at 412-255-2457.

If you have any questions or need more information, please contact us as soon as possible at 412-255-2423 and choose Option #5 to speak with a Customer Service Representative. After you talk with us, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission by calling 1-800-692-7380 or by writing the Pennsylvania Public Utility Commission, Post Office Box 3265, Harrisburg, PA, 17105-3265.

Special protections are available for victims under a protection from abuse order, customers with a court order that indicate any type of domestic violence, and customers with disabilities. Special protections are also available for tenants if the landlord is responsible for providing access to the water meter. Contact Customer Service at 412-255-2423 for additional information.

It is our mission to support our region by protecting public health and the environment through the delivery of safe and reliable water services with a commitment to future generations. We look forward to serving you!

Sincerely,
PWSA Customer Service

Pittsburgh Water's Exhibit No. 5

Courtesy Non-Payment Notice dated May 30, 2024

05/30/2024

000174 000000043



JESSICA BLAKEMORE
1900 WOODWARD AVE
PITTSBURGH PA 15226-1231



Customer Account No: [REDACTED]
Re: 1900 WOODWARD AVE

COURTESY NON-PAYMENT NOTICE
\$38.67

Dear Customer:

The Pittsburgh Water and Sewer Authority (PWSA), is committed to ensuring that our customers receive timely and accurate bills. Additionally, PWSA is tasked with collecting timely payments for these billed services.

This is a friendly reminder that the above amount is outstanding and is due to The Pittsburgh Water and Sewer Authority (PWSA). Please note that the above past due balance does not include any past due stormwater charges. To avoid a lien in the amount of any past due stormwater charges, please contact Customer Service at 412-255-2423 and choose Option #5 to make payment.

If payment in full has been made, please disregard this notice.

If you are unable to pay the above amount in full, please contact Customer Service at 412-255-2423 to determine if you are eligible for an income-based payment arrangement. Our office hours are Monday through Friday from 8:00 AM to 6:00 PM. Acceptable forms of payment are personal check, cashier's check, money order, and credit/debit card transactions.

Here are some easy ways to pay your PWSA bill:

- Enroll in E-Billing to make payments for FREE! Visit our website at www.pgh2o.com and click on the "Pay Your Bill" tab.
- To pay by cash take your bill remittance slip to any 7-eleven, Family Dollar, Dollar General, CVS, Walgreens, or Walmart Supercenter (service fee may apply).
- Unenrolled One-Time Pay by Phone Service. Call 412-255-2423 and choose menu option #2 (service fee may apply).
- Unenrolled One-Time Pay Online Service. Visit our website and click on the "Pay Your Bill" tab (service fee may apply).

Thank you for your prompt attention to this important matter. We appreciate your business.

Sincerely,

Customer Service

05/30/2024

000009 00000207



UYEN TU NGUYEN
3300 APPEL RD
BETHEL PARK PA 15102-1220



Customer Account No: [REDACTED]
Re: 1900 WOODWARD AVE

COURTESY NON-PAYMENT NOTICE
\$38.67

Dear Customer:

The Pittsburgh Water and Sewer Authority (PWSA), is committed to ensuring that our customers receive timely and accurate bills. Additionally, PWSA is tasked with collecting timely payments for these billed services.

This is a friendly reminder that the above amount is outstanding and is due to The Pittsburgh Water and Sewer Authority (PWSA). Please note that the above past due balance does not include any past due stormwater charges. To avoid a lien in the amount of any past due stormwater charges, please contact Customer Service at 412-255-2423 and choose Option #5 to make payment.

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- Unenrolled One-Time Pay Online Service. Visit our website and click on the "Pay Your Bill" tab (service fee may apply).

Thank you for your prompt attention to this important matter. We appreciate your business.

Sincerely,

Customer Service

Pittsburgh Water's Exhibit No. 6

Courtesy Non-Payment Notice dated July 9, 2024

07/09/2024

000846 000000147



JESSICA BLAKEMORE
1900 WOODWARD AVE
PITTSBURGH PA 15226-1231



Customer Account No: [REDACTED]
Re: 1900 WOODWARD AVE

COURTESY NON-PAYMENT NOTICE
\$146.72

Dear Customer:

The Pittsburgh Water and Sewer Authority (PWSA), is committed to ensuring that our customers receive timely and accurate bills. Additionally, PWSA is tasked with collecting timely payments for these billed services.

This is a friendly reminder that the above amount is outstanding and is due to The Pittsburgh Water and Sewer Authority (PWSA). Please note that the above past due balance does not include any past due stormwater charges. To avoid a lien in the amount of any past due stormwater charges, please contact Customer Service at 412-255-2423 and choose Option #5 to make payment.

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- Enroll in E-Billing to make payments for FREE! Visit our website at www.pgh2o.com and click on the "Pay Your Bill" tab.
- To pay by cash take your bill remittance slip to any 7-eleven, Family Dollar, Dollar General, CVS, Walgreens, or Walmart Supercenter (service fee may apply).
- Unenrolled One-Time Pay by Phone Service. Call 412-255-2423 and choose menu option #2 (service fee may apply).
- Unenrolled One-Time Pay Online Service. Visit our website and click on the "Pay Your Bill" tab (service fee may apply).

Thank you for your prompt attention to this important matter. We appreciate your business.

Sincerely,

Customer Service

07/09/2024

000298 000000687



UYEN TU NGUYEN
3300 APPEL RD
BETHEL PARK PA 15102-1220



Customer Account No: [REDACTED]
Re: 1900 WOODWARD AVE

COURTESY NON-PAYMENT NOTICE
\$146.72

Dear Customer:

The Pittsburgh Water and Sewer Authority (PWSA), is committed to ensuring that our customers receive timely and accurate bills. Additionally, PWSA is tasked with collecting timely payments for these billed services.

This is a friendly reminder that the above amount is outstanding and is due to The Pittsburgh Water and Sewer Authority (PWSA). Please note that the above past due balance does not include any past due stormwater charges. To avoid a lien in the amount of any past due stormwater charges, please contact Customer Service at 412-255-2423 and choose Option #5 to make payment.

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- To pay by cash take your bill remittance slip to any 7-eleven, Family Dollar, Dollar General, CVS, Walgreens, or Walmart Supercenter (service fee may apply).
- Unenrolled One-Time Pay by Phone Service. Call 412-255-2423 and choose menu option #2 (service fee may apply).
- Unenrolled One-Time Pay Online Service. Visit our website and click on the "Pay Your Bill" tab (service fee may apply).

Thank you for your prompt attention to this important matter. We appreciate your business.

Sincerely,

Customer Service

Pittsburgh Water's Exhibit No. 7
Special Payment Arrangements Notice
dated September 7, 2024

09/27/2024

000005 000000001



JESSICA BLAKEMORE
1900 WOODWARD AVE
PITTSBURGH PA 15226-1231



Customer Account No: [REDACTED]

RE: 1900 WOODWARD AVE

SPECIAL PAYMENT ARRANGEMENTS

Dear JESSICA BLAKEMORE:

The Pittsburgh Water and Sewer Authority has agreed to allow you to pay your balance in the amount of \$438.93 over a 60 month period. The monthly installment amount of \$7.30 should be remitted with your current monthly charges prior to the due date, beginning 10/28/2024.

Failure to comply with this payment plan may result in additional collection procedures and/or termination of water service.

If you have any questions, please contact Customer Service at 412.255.2423 and choose Option #5 or via email to info@pgh2o.com. Office hours are Monday through Friday from 8:00 am to 6:00 pm. It is PWSA's mission to support our region by protecting public health and the environment through the delivery of safe and reliable water services with a commitment to future generations.

Sincerely,

Customer Service

Pittsburgh Water's Exhibit No. 8
BCS Informal Complaint Decision #4026762

Welcome to - Case Closed - Print

Case#: 4026762

Utility Name: Pittsburgh Water (Sewer)
 Decision Issue: Yes
 Oral/Written: W
 Violation: NO

Chapter 56/64/Other:

Section/Rule:

Total Balance: \$138.03

Closing Date: 01/08/2025

Resolution: Decision Issued: 1. The Company did not share any information that would violate the opt-out provision of the Tariff. 2. As determined in BCS 4006999, bills are correct. There is no evidence that PW is crediting the account incorrectly. Case dismissed.

Service Restored Pay(Offs): \$0.00

Account Balance Date: 01/08/2025

Keep Service on Pay(Remedys): \$0.00

By:

Terms:Beginning

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: Howard Sauertieg

Letter Type: Blank Decision

Letter Head Date: 01/09/2025

Customer Name: Jessica Blakemore

Account Number: [REDACTED]

Service Address: 1900 Woodward Ave, Pittsburgh, PA 15226

Home Phone: [REDACTED]

Work Phone:

Pittsburgh Water's Exhibit No. 9
Joint Petition for Settlement Regarding PWSA's
April 9, 2021 Stage 2 Compliance Plan:
Chapters 14 & 56, DSLPA Collections
Applicable Excerpts

- (a) A copy of the lease, or, in lieu of a written lease, a written or oral attestation of the property owner; or,
- (b) A driver's license, photo identification, medical assistance, or food stamp identification or any similar document issued by any public agency which contains the name and address of the tenant; or,
- (c) Other utility bill or bank statement with the customer's name and address.

b. PWSA Notices to Tenant Applicants

- i. PWSA will notify the Tenant Applicant that the property owner will receive copies of bills and notices related to the account, including high consumption notices and any termination notices.
 - (a) Notice will be accomplished consistent with method of application including oral disclosure by a customer service representative, language included on the Owner/Tenant form, and information on PWSA's website, the Customer Usage Portal and the Tenant Welcome Letter.
 - (b) Depending on the method of application, PWSA will provide a method for Tenant Applicant to acknowledge that he or she has been informed about what information will be provided to the property owner. Such method may include oral acknowledgment or written confirmation on the Owner/Tenant Form.
- ii. No later than six months after successful implementation of its new SAP billing system, at the time and using the method that PWSA provides the notice in B.1.b.i, PWSA will also notify Tenant Applicants of the option to opt-out of PWSA sending the property owner copies of the bills and other notices related to the account.
- iii. For any Tenant Applicants and Tenant Customers expressing an affirmative desire to opt-out, PWSA will limit the notices to be provided to the property owner (in addition to the customer) to the following:
 - (a) A new account past due notice identifying only the amount overdue will be developed and sent to the property owner 30 days after the date the unpaid charges were issued;
 - (b) If charges continue to remain unpaid, PWSA will send a copy of the 10-day notice and all subsequent non-payment notices to the property owner in accordance with current processes;

- (c) A copy of any high consumption notice that is warranted based on PWSA's standard pre-bill review for accounts with usage that is at or greater than 200% of the previously recorded monthly usage and over 9,000 gallons;
 - (d) A copy of any other notices, such as Waste of Water, Lead Service Line Replacement or any other notice related to public safety, that require action by the property owner as a condition of PWSA continuing to provide water.
 - iv. Upon being offered the option to opt-out, Tenants will be informed that even if they opt-out, their landlord will still be provided with the notices listed in B.1.b.iii.
 - v. Any Tenant Application electing not to subscribe to service as a customer upon disclosure of the above information, will continue to be eligible for a continuance of service consistent with Section B.3 below.
 - c. Property Owner
 - i. PWSA will not require property owner approval to allow a tenant to apply for service and/or become a customer
 - ii. PWSA will develop new Property Owner Letter to be sent at the time a tenant becomes a customer informing the Property Owner of the addition of the tenant and the information that will be shared with the Property Owner. If a tenant customer chooses to opt-out of the normal property owner notice process, the new Property Owner Letter will inform the property owner of that selection.
 - d. A new Tenant Welcome Letter will be developed and sent to new tenant customer
 - i. The contents of the Tenant Welcome Letter will include:
 - (a) Notice of move-in date;
 - (b) Explanation of the responsibility of the tenant to pay for charges incurred at the property until PWSA is notified that the tenant is no longer at the property or a new Tenant Applicant is accepted as a customer for the account;
 - (c) Notice that the property owner will continue to receive a copy of the bill and all other notices related to the property;
 - (d) Once the process as described in Section B.1.b permitting tenants to limit the disclosure of account information to the property owner is implemented, this information will be included in the Tenant Welcome Letter;
 - (e) Information about PWSA's Customer Usage Portal;

Pittsburgh Water's Exhibit No. 10
Pittsburgh Water Applicable Tariff Excerpt

- similar document issued by any public agency which contains the name and address of the tenant; or (C)
- Other utility bill or bank statement with the customer's name and address.
- d. The Authority may notify the Property Owner if Residential Tenants and Non-Owner Occupants are delinquent in paying amounts due to the Authority.
- e. The Authority will notify the Tenant Applicant that the property owner will receive copies of bills and notices related to the account, including high consumption notices and any termination notices. (C)
- f. The Authority will notify the property owner at the time a tenant becomes a customer of the addition of the tenant and the information that will be shared with the property owner. If the tenant customer opts-out of the normal property owner notice process as described in subsection (g) below, the notice will inform the property owner of that selection. (C)
- g. Beginning no later than February 8, 2023, the Authority will notify Tenant Applicants and Tenant Customers of the option to opt-out of the Authority sending the property owner copies of bills and other notices related to the account. For Tenant Applicants and Tenant Customers who opt-out of notices being provided to the property owner, the Authority will limit notices to the property owner to the following: (C)
 - i. A new account past due notice identifying only the amount overdue, to be sent to the property owner 30 days after the date the unpaid charges were issued;
 - ii. If charges continue to remain unpaid, the Authority will send a copy of the 10-day notice and all subsequent non-payment notices to the property owner;

(C) - Change

- iii. A copy of any high consumption notice based on the Authority's pre-bill review for accounts with usage that is greater than or equal to 200% of the previously recorded monthly usage and over 9,000 gallons; and (C)
- iv. A copy of any other notices, such as Waste of Water, Lead Service Line Replacement, or any other notice related to public safety, that require action by the property owner as a condition of the Authority continuing to provide service. (C)
- v. Upon being offered the option to opt-out, Tenants will be notified that property owners will continue to be provided with the notices listed in (i)-(iv) above. (C)

(C) - Change