



Reserve Township Education Session

Reserve Town Hall Meeting

November 6, 2023



The Pittsburgh Water and Sewer Authority

- Largest combined water, sewer and stormwater authority in Pennsylvania, serving a population of approximately 500,000 throughout the city of Pittsburgh and surrounding areas
- Over 116K accounts and nearly 400 employees
- Drinking water system with \approx 965 miles of water lines, 5 reservoirs, and 11 tanks with a water storage capacity of 455M gallons
- Sewer system with \approx 1,200 miles of sewer lines and more than 25K storm drains

Organizational Mission, Vision & Core Values

Core Values

Stewardship | Ethics and Integrity | Accountability | Safety | Equity

Mission

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.

Vision

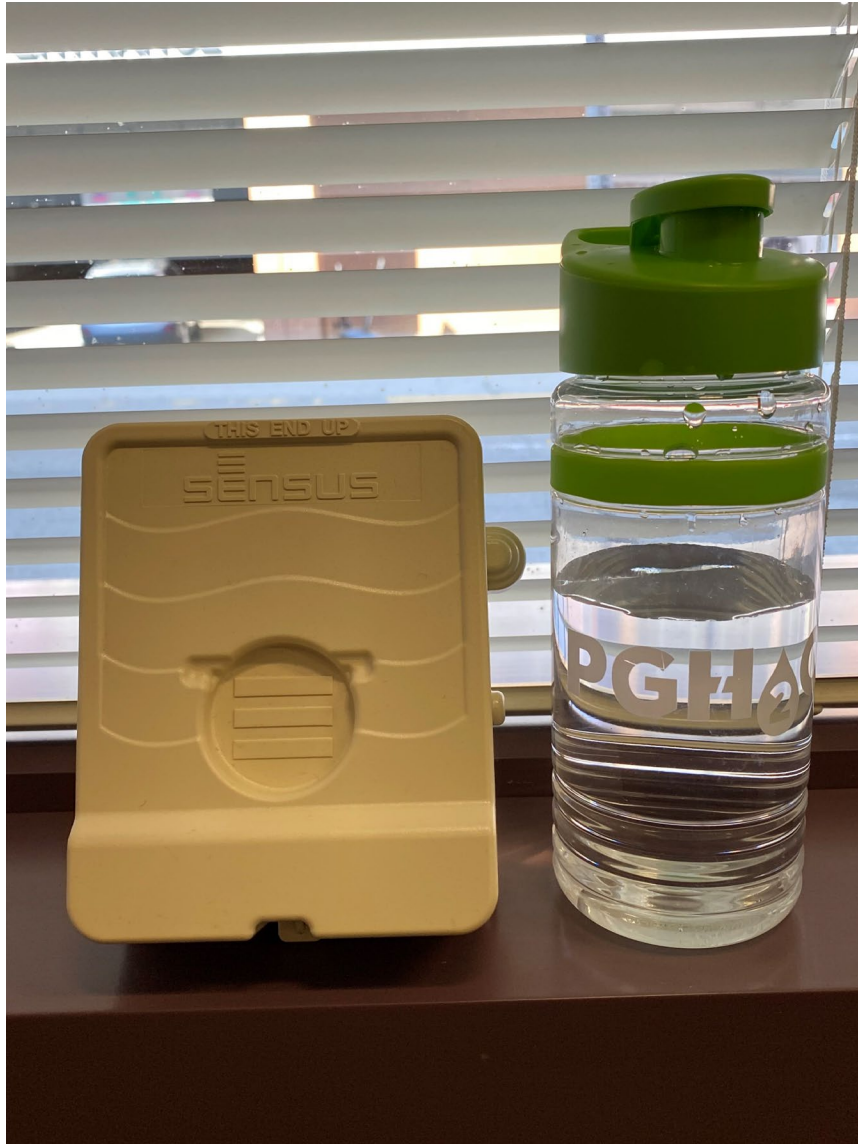
To transform Pittsburgh's water system while being recognized by our customers as a trusted service provider and a steadfast steward of a vital public asset.



Environmental Compliance

- Continue to expand Environmental Compliance Team
 - Program manager provides day-to-day oversight
 - Team of specialists bring expertise in areas of air quality, stormwater, spill prevention, wastewater discharge, and waste management
- Expanded training and collaboration
 - Implemented Monday Morning Tailgates
 - Expanding collaboration and project coordination across organization
- Implemented Environmental Management Information System to track and coordinate regulatory compliance activity

Environmental Compliance Department Mission Statement: *Environmental Compliance is the foundation of PWSA's commitment to operating in accordance not only with the strict requirements of the law, but also in a manner that is consistent with high ethical and professional standards in the delivery of drinking water, wastewater, and stormwater services to our customers.*



Status of Agreement with PWSA

- The Operation and Maintenance Agreement between The Pittsburgh Water and Sewer Authority and the Township of Reserve is currently being reviewed by the Pennsylvania Public Utility Commission (PA PUC).
- Once PWSA receives PA PUC approval, we will need a minimum of 8 months to:
 - Import the Reserve Township customer data;
 - Upgrade water meters in Reserve customer's properties; and
 - Convert the billing of Reserve accounts from quarterly to monthly.

Water and Sewer Infrastructure

Planned Work

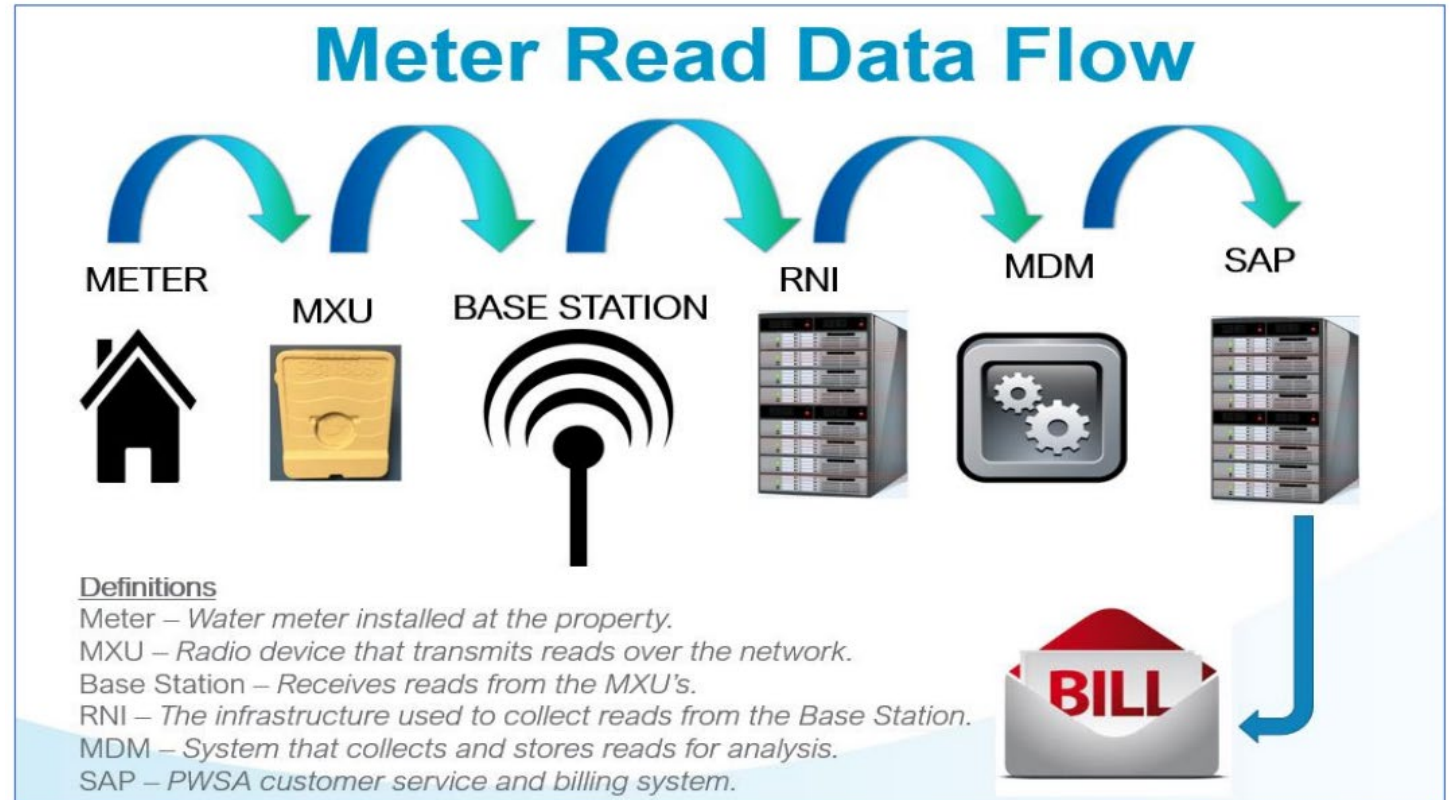
- Outbound calls to customers in areas of impact
- Provide estimated time of restoration
- PWSA Plumbers text customers when on their way and when work is complete

Unplanned Work

- PWSA Emergency Dispatch is staffed 24/7 at 412-255-2423 and choose Option #1
- Dispatchers contact Field Operations to respond
- Outbound calls to customers in areas of impact

Water Meter Upgrades

- PWSA will need access to your home or business to upgrade the water meter **at no additional cost** to facilitate hourly meter readings and usage reporting down to the tenth of a gallon for the purposes of conservation and leak detection.

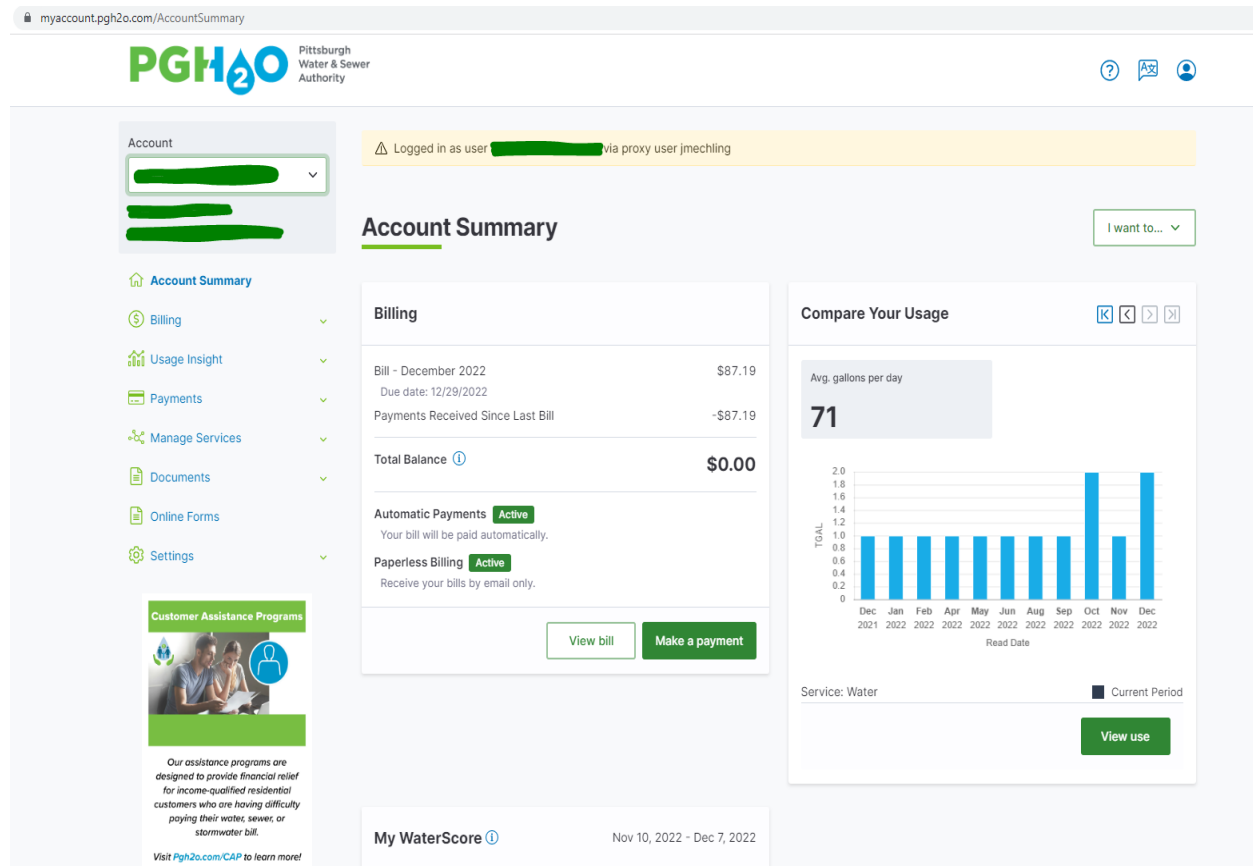




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- Reserve Township customer data must be imported into PWSA's Customer Information System (CIS).
- Accounts will be converted from quarterly to monthly billing.
- PWSA will bill **rates set by Reserve Township.**

Customer Advantage Portal



Advantages:

- View and pay monthly bills
- See daily water usage and set leak alerts
- Start and stop service
- Upload forms and documents

Current Enrollment:

- 62,441 accounts
- 54% of customer base

Termination Process for Non-Payment and Non-Access

1. Accounts **past due for 60 days or more** are subject to termination.
2. Customers who have **not permitted PWSA access to upgrade their water meter** are subject to termination.

Termination Notice Progression

- **10-day notice** to owner-occupied properties, **3-day posting notice** to owners, and 48-hour posting notice from December 1st through March 31st
- **37-day notice** to owners of tenant-occupied properties, **30-day posting notice** to tenants, **3-day posting notice** to tenants, and 48-hour posting notice from December 1st through March 31st

A black car is parked on a brick-paved area. In the foreground, there is a metal pole with a horizontal bar across it. The car's rear wheel and part of its body are visible. The background shows a brick wall and some greenery.

Termination Process for Non-Payment and Non-Access (continued)

Special Protections to Avoid Termination

- Payment Arrangements – Income based payment plans
- Medical – Someone in the property has a serious illness
- PFA – Someone in the property has a Protection from Abuse Order
- Confirmed Low Income – Someone in the property is struggling financially and is living at $\leq 150\%$ of the Federal Poverty Level

Lead Service Line Replacement

- Lead Help is available by calling 412-255-8987 and emailing LeadHelp@pgh2o.com to encourage and assist customers with completion of the agreement necessary to replace a private lead service line.
- Dedicated [lead](#) website.
- PWSA has replaced over 10,500 lead service lines since 2016.
- Lead removed by neighborhood, through a water main replacement, and through the reimbursement program if a customer would like to replace their own service line.





CUSTOMER EXPERIENCE

Fact Sheet



< 1 Min

PWSA representatives answer customers' calls in less than one minute on average.

Callback Service

If wait times exceed two minutes, customers can opt to receive a call back instead of waiting on hold.



Customer Portal

The Customer Advantage Portal allows customers to view and pay bills, check water usage, set leak alerts, and start and stop service.

Outage Notifications

Customers can view real-time outage status by visiting pgh2o.com. PWSA also shares outage details via recorded hold messaging.



Weekly Call Evaluations

Customer Service Representatives receive weekly customer call evaluation and coaching sessions to ensure consistent excellent service.

Multi-Layered Team

Customers requesting to speak with a supervisor are transferred to a team lead. If the customer's issue is still unresolved, they are connected with PWSA Customer Service management.



After Call Surveys

Customers may score and provide detailed feedback about their PWSA call experience.

Text Updates

Customers are notified via text message when a PWSA Plumber is on the way to upgrade their water meter and when that work is complete.



Smart Email

50% of customer emails are processed via a machine learning tool, which results in expedited resolutions for our customers.

Ongoing Improvements

PWSA regularly surveys our customer base and applies the findings to consistently make service enhancements.



Enhancing the Customer Experience



Thank you

Questions or comments about this presentation, please contact
Director of Customer Service, Julie Mechling at jmechling@pgh2o.com

