

CURRENTS

Coming Soon! PWSA Announces New Online Customer Portal


Pay bills, track water usage, and manage account with one username and password

PWSA is excited to announce that an improved online and mobile customer experience is on its way to our customers.

PWSA will soon launch a customer engagement and self-service solution, which will streamline customer service, expand self-service functionality, and make it easier for customers to manage their account details under one username and password.

The customer platform will offer all customers – residential and commercial – powerful new capabilities to manage their PWSA account with one login. Right now, for customers to pay their bills, start or stop service, track water usage, and update contact information, they must call customer service or log in to separate accounts. The new platform will integrate these separate systems and will provide customers with a single login to complete these tasks.

Once registered, customers will have the ability to see their current and historical water usage and usage trends, receive alerts for higher-than-expected consumption, set communication preferences,



PGH₂O Customer Advantage Portal

Featuring:

- Expanded self-service functionality
- One username and password to manage your PWSA account
- Easily complete simple tasks like paying a bill, tracking water usage, updating contact information and more!
- Manage multiple accounts under the same username and password

To log in or create an account, click the 'Pay a Bill' button at Pgh2o.com or visit Pgh2o.com/e-billing.

To learn more, visit Pgh2o.com/customer-advantage.

view current and historical bills, and access online bill pay.

Customers already enrolled in online bill pay will receive notification via email about the upgrade. These existing e-Bill and autopay customer accounts will automatically transfer to the new portal. They can use their existing username and password to login for their first time, and once logged in, they will be prompted to reset their password. Previously saved payment information or

scheduled auto-payments will transfer to the new portal.

Customers who have not yet registered for an online account are encouraged to visit our [Customer Advantage Portal](#).

This customer engagement and self-service solution is part of PWSA's continued investment in technology to enhance customer service, expand self-service functionality, and streamline day-to-day operations. PWSA has made,

and will continue to make, significant investments in new technology infrastructure, and this project is a key step on our journey to demonstrate investment in our customer experience.

To learn more about this new tool, and other resources PWSA offers to customers, please visit our [Residential & Commercial Customers](#) webpage.



Pittsburgh
Water & Sewer
Authority

For a complete list of PWSA's board and community meetings, please visit our [Events & Meetings](#) page. Following COVID-19 restrictions, meetings are held virtually and may be tentative or postponed.

CEO Briefing by *Chief Executive Officer Will Pickering*

Simplifying & streamlining our customers' experiences through technology investments



A key element in our efforts to rebuild trust with the public we serve is improving how we communicate with our customers and making it easier for them to do business with us.

Concurrent with the historic investments we're making in water infrastructure are our investments in the technology infrastructure needed to modernize internal business operations and provide a better experience for customers.

In support of this goal, PWSA has made significant investments in new technology infrastructure in the past few years alone.

In 2021, we added several technology improvements, including a new electronic billing and payment portal, a digital document management

system, and a new online permitting system. To note just a few more examples, some of which you can explore more in the following articles, we launched interactive project and service outages web maps.

And as you read earlier in this issue of *Currents*, we will soon be launching a new online and mobile Customer Advantage Portal, which we're confident will streamline and simplify our customers' experiences when doing business with PWSA.

But our work as public servants is never done, and we will continue to make investments

in technology in the coming years to even further improve our customers' interactions with us. For example, we're working on improvements to our service outages process to provide customers with more information when service is interrupted.

I encourage you to read even more about our technology investments in the remainder of this issue of *Currents*. And if you have any suggestions for how we can continue to improve your experience when doing business with us, please get in touch with us at communications@pgh2o.com.

TEAM PGH2O

Employee Spotlight: Raquel Ludinich

Tell us more about your role.

As Information Technology (IT) Project Manager, I'm responsible for overseeing different technology enablement initiatives. This includes developing processes to evaluate and improve technology investments, leading the planning, execution, and successful delivery of technology projects, and improving the implementation and management of IT systems.

What made you decide to join Team PGH2O?

To be able to have a direct, positive impact for our customers in the City of Pittsburgh is an incredible opportunity. I love this city and

am honored to be a part of Team PGH2O.

PWSA is investing in its technology infrastructure to modernize business operations and provide a better digital experience for our customers. What are you most excited for when it comes to these investments and improvements?

One of the technology investment projects I've been lucky enough to be a part of is our new SAP implementation. This system will replace our existing Enterprise Resource Planning (ERP) and Customer Information System (CIS) and provide a new self-service portal for customers and invoice

and payment platform for vendors. I am beyond excited to see the added benefits and functionality they are going to provide for everyone we do business with.

What are your favorite challenges to tackle?

I appreciate being able to evaluate our current processes and procedures to see what could be streamlined or modernized. It's easy to get stuck in a routine of performing a task the same way it was always done. I enjoy analyzing the way that different tasks are completed to see if any processes can be automated or simplified to increase efficiency.



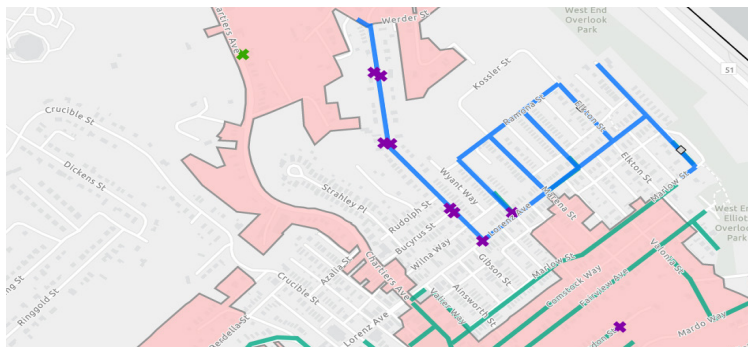
What do you enjoy doing outside of work?

I love to be active and outside anytime the weather in Pittsburgh allows that – whether that is hiking, walking my dog around the Northside, or biking to work.

Search PWSA Projects in Your Area

As we continue our ambitious, multi-million dollar annual Capital Improvement Plan, it's important that customers can easily access project information happening near them. That's why PWSA has worked to develop an extensive [project map](#), allowing customers to search their neighborhood for past, present, and future projects.

Customers can view and filter through a variety of project types, including water main, sewer, and green stormwater infrastructure work, surface restoration efforts, and projects that are part of our Water Reliability Plan. We've also integrated Lead Service Line Replacement projects, like our Neighborhood Lead Line



Replacement Program, into this map.

One of PWSA's biggest project undertakings is our surface restoration work. In 2022, we plan to invest nearly \$7 million to restore streets and sidewalks at sites where PWSA work was performed. When our team or a contractor completes work, the site is temporarily restored

and transferred to our surface restoration contract. Crews then work methodically through our service area, restoring any streets or sidewalks impacted by PWSA work. Please search our interactive map for restoration sites, which are marked by gray squares. You can also reference our [official paving list](#), which is updated every two weeks.

PGH2O IN THE COMMUNITY

Explore Our Customer Self-Service Options

Our website and forthcoming online Customer Advantage Portal are designed to give customers easy access to important information beyond just account and billing information. On our website, customers can check for service outages and construction projects that may impact their home or neighborhood and research lead service lines. Coming soon, the new customer portal will make it easier to track water usage, learn about leak detection, and find tips to conserve water and save on their PGH2O bill.

Check out the below features:

- Our new Customer Advantage Portal will

include a section for "Usage Insights," where customers can find helpful tools to manage their bill. This section of the portal provides access to leak history, highlights ways you can conserve water, and allows you to explore important usage analytics.

- Search for street and sidewalk restoration happening in your neighborhood, green infrastructure projects, and more via our [interactive project map](#).
- Our interactive [lead map](#) exclusively highlights completed and upcoming lead service line replacement work as well as service line data for



individual properties.

- Stay informed about water service disruptions on our [service outages page](#), which includes an interactive map pinpointing active and planned service outages.

PWSA can contact you during a water emergency or outage. Please visit our [Update Contact Information](#) portal to confirm your contact details or update them if needed.

Track Your Water Usage with New & Improved Online Tools!

Checking your water usage and reducing water waste can help you conserve water and save money on your bills.

Soon customers will be able to check their water usage, pay bills, and manage their service accounts all through one single login on our new customer portal. This integration of previously separate systems will make keeping track of your water usage easier and more streamlined.

Once registered on the new portal, customers will have the ability to see their current and historical water usage and trends, receive alerts for higher-than-expected consumption with customizable communication preferences, and access guided recommendations for ways to save water.



These expanded online tools will help you detect water leaks, evaluate potential upgrades to more efficient appliances and fixtures, and consider everyday changes to your water use habits.

Learn more on our [Water Conservation](#) webpage.

Customer Assistance Programs

Our Customer Assistance Programs are designed to provide financial relief for income-qualified residential customers who are having difficulty paying their PGH2O bill. These programs are managed by our **PGH2O Cares team**, a group of education and outreach professionals dedicated to working directly with our most vulnerable customers to bolster enrollment in our Customer Assistance Programs and identify ways to reduce water usage.



For more information about our programs, including the **Winter Shut Off Moratorium, Bill Discount, Flexible Payment Plans, Hardship Grant, and Lead Line Reimbursements**, please visit our [Customer Assistance Program](#) page or call Dollar Energy Fund at 866.762.2348.

Additional Assistance Programs

Additional assistance programs are offered separately from PWSA's Customer Assistance Programs.

The **Low Income Housing Water Assistance Program (LIHWAP)** provides drinking water and wastewater assistance to eligible renters or homeowners who are experiencing a water crisis. Please visit this [website](#) or call 877-395-8931 for more information and to apply.

The **Pennsylvania Housing Assistance Fund (PAHAF)** provides financial assistance to eligible homeowners to help cover water and wastewater charges. Please visit their [website](#) or call 888-987-2423 for more information and to apply.

The **Allegheny County Sanitary Authority (ALCOSAN) Clean Water Assistance Fund** is available to eligible residential customers. It is also administered by Dollar Energy Fund. To learn more and apply for assistance, visit the [Clean Water Assistance Fund](#) page.

Neighbors Helping Neighbors

If you can, consider donating to our [Hardship Grant Program](#).

Enroll in eBilling

Convenient and easy to use, our online billing and payment portal ensures timely delivery of bills and payments.

New enrollees who also enroll in the autopay feature on our [website](#) will receive a one-time \$5 discount on their bill.

Do We Have Your Number?

Did you know that we call customers during water emergencies and outages?

It is important to verify that we have the best number to reach you. You can even add multiple numbers for your account, so your entire household is informed about our work.

TO UPDATE YOUR CONTACT INFO:

**Call PWSA Customer Service:
412.255.2423 (Press 5)**

Visit our [Update Contact Information](#) portal.

Stay in the know with PGH2O!

Join our email list to make sure you're getting the latest news and updates. Signing up is simple on our [News & Events](#) page.

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