WEST VIEW WATER AUTHORITY

Customer Service Handbook

Your Rights and Responsibilities as a Customer

Customer Service Telphone
(412) 931-3500

Administration Telephone
(412) 931-3292

Website
westviewwater.org

Customer Service Email
customerservice@wwwauthority.com

INTRODUCTION TO YOUR WATER AUTHORITY

Your Rights and Responsibilities as a Customer

The purpose of this Customer Service Handbook is to provide you, our customer with a guide to commonly asked questions and needed services as well as to provide basic information that you will need to fulfill your responsibilities. Most of this information is general in nature and if you have specific questions or service concerns, we suggest that you contact our Customer Service Department.

All of West View Water Authority's employees are here to serve you. Specific questions or problems should be directed to the Customer Service Department. Our telephone numbers are listed on the front of this pamphlet.

Highlights of Your Rights and Responsibilities

- **Your right to an accurate water billing**
- **Your right to fair deposit policies**
- **Your right to question or disagree with the Water Authority**
- **Your responsibility to pay your bill**
- **Your right to receive water service if your responsibilities are fulfilled**

West View Water Authority reserves the right to alter, suspend, revise or revoke this Customer Service Handbook at any time without notice.

Revised May 1, 2010

CONDITIONS OF SERVICE

General: The Authority will furnish water and service only in accordance with the currently prevailing and as hereinafter revised Rates, Rules and Regulations of the Authority, which Rates, Rules and Regulations are made part of every application, contract, agreement or license entered between the property owner or customer and the Authority. The Rules and Regulations Governing Water Service are applicable alike to all districts of the Authority, except as otherwise set forth.

The Authority reserves the right, so often as it may deem necessary, to alter, amend and/or repeal the Rates and/or the Rules and Regulations or any part; and in whole or in part to substitute new Rates, Rules and Regulations, which altered, amended and/or new Rates, Rules and Regulations shall forthwith, without notice, become and thereafter be a part of every such application, contract, agreement or license for water service in effect at the time of such alteration, amendment and/or adoption.

Excerpt: Authority Rules and Regulations
Revised and Printed: July, 2004

CUSTOMER SERVICE

Please be advised that a current copy of the Rules and Regulations are available at the Administration Building during regular operating hours.

The Rules and Regulations, in it's entirety are available at a cost of $25.00.

Customers may request up to two sections at no charge.

GENERAL INFORMATION

Administration and Business Office

The business offices are located at 210 Perry Highway, Borough of West View, Pittsburgh, PA 15229. Hours are from 8:00 a.m. to 5:00 p.m. daily, excepting legal holidays, Saturdays and Sundays.

Emergency Service

After regular business hours, during weekends and holidays, emergency service is available. If an emergency exists, call (412) 931-3500 or (412) 364-1257.

Service Territory

West View Water provides water service to the following municipalities:

Avalon
Bellevue
Ben Avon
Ben Avon Heights
Bradfordwoods
Emsworth
Franklin Park
Cranberry (Small area)
Hampton (Small area)
Kennedy
Kilbuck
Marshall
Town of McCandless
McKees Rocks
Neville
Ohio
Pine
Robinson (Small area)
Ross
Stowe
Sewickley Hills
Reserve (Small area)
Richland
West View
Shaler (Small area)
28th Ward - *City of Pittsburgh*
Aleppo
Sewickley Heights
Seven Fields
Adams
Ambridge
Economy (Small Area)

The Water Treatment Plant is located on Neville Island. The main source of supply is the Ohio River, with wells on Davis Island. These wells are maintained and are used in the event of an emergency to augment the water supply. The Treatment Plant is capable of treating and pumping 40 million gallons of water a day. Most of the communities served are residential in nature. The Authority owns and maintains 11 reservoirs throughout the service territory with maximum storage capacity at 40,025,000 gallons of water. Granular activated carbon is used in the treatment process and the water quality meets all local, state and federal regulatory standards.

Application for Service - Opening an Account

All customers requesting water service must complete an application for water service for each account requested. The application is a request for service and is subject to approval by West View Water and payment of any required deposits or fees. The application is a binding contract between the customer and the Authority.

New Customers

If a customer has never had an account or it has been more than two years since the customer has had an account, the customer must apply for service, in person, at the Administration Building, located at 210 Perry Highway, Borough of West View, Pittsburgh, PA 15229. The office is open, Monday through Friday, 8:00 a.m. to 5:00 p.m., excepting legal holidays. For customer convenience and to avoid any possible delays in obtaining water service, it is recommended that customers call the Customer Service Department at (412) 931-3500 or (412) 364-1257 to discuss the water account.

Reading the Water Meter - Opening an Account

When opening a water service account, the meter will be read by our Automatic Meter Reading System (AMR). If the property's meter has been removed, a representative of West View Water is required to gain access into the property to restore service.

Deposit Requirements

All applicants requesting water service that are tenants are required to pay the deposit as currently in effect. This deposit must be paid at the time application is made.

Deposits may be required as a condition of service in certain other circumstances, such as temporary construction accounts or post bankruptcy accounts.

Scheduling a Service Call - Contacting Customer Service

West View Water requires a minimum of twenty four (24) hours to provide water service at an existing property that is connected to the water system. It is advised that all customers call Customer Service at (412) 931-3500 or (412) 364-1257, to discuss opening the water account, the required application and any other service concerns. This will prevent any delays or interruptions in water service.

Closing Your Water Service Account

It is the customer's responsibility to make any and all arrangements to close their account. Access is required to remove the meter unless a new customer has applied for service, which we would then take an automatic meter reading. It is advisable that arrangements be made at least twenty four (24) hours in advance.

How is Your Water Bill Calculated?

The Water Authority has a responsibility to mail a water bill to you every three months, on a quarterly basis. This bill is generally based on an actual meter reading, an automatic meter reading or an estimated reading. Rate Schedules are available upon request.

The Water Meter and Meter Readings

All water meters and automatic reading devices will be furnished and installed by the Water Authority. Water meters are the property of the Authority and are read on a quarterly basis, on approximately the same date. Service Technicians as well as all Authority employees, have identification, which any customer may ask to see.

Customers are prohibited from tampering or removing the water meter, or any equipment belonging to the Water Authority. Customers have the responsibility to provide access to the water meter; to keep the meter free from obstructions and to prevent damage to the meter and other equipment.

On the initial construction of your home, a floor drain was installed in the proximity of the meter setting. In the event this area is remodeled into a finished room, this drain location must be reevaluated by your contractor (plumber) to provide coverage and protection for your

meter setting. THOSE CUSTOMERS WHO MAY HAVE THE AUTHORITY'S WATER METER ENCLOSED, RUN THE RISK OF WATER DAMAGE, FOR WHICH THE AUTHORITY WILL NOT BE RESPONSIBLE.

Estimated Water Bills

It is possible that you may receive an estimated water bill. If this were to happen and you would prefer a corrected billing, based on an actual reading, a service call may be scheduled.

Access to Authority Equipment

As a customer, you are required to provide access to the actual inside water meter every five (5) years or as deemed necessary by the authority.

Failure to provide reasonable access to the inside meter could result in termination of water service.

Actual Water Meter Readings

If the water meter servicing your residence is in a locked place, you and the Water Authority have the responsibility to make arrangements to provide access to obtain the required actual water meter reading.

Your property is equipped with an automatic meter reading system. Your quarterly bill will be based on the reading this system provides. If there is any discrepancy, you should contact customer service.

How to Check Your Water Bill for Accuracy

If you think your water bill may be wrong, you can check in the following manner:

Determine the type of reading that had been used for your billing; an actual water meter reading; an automatic meter reading (AMR) or an estimate. Compare the reading on the water bill to the reading on the actual water meter. Keep in mind that the actual meter should be

registering higher than the reading on your bill, as water has been used during the time from when the reading took place until the date you read the meter.

Compare your water usage to the same period the year before and even the previous quarter. Remember, changes in living habits; new or additional appliances; additional family members; temporary seasonal needs - all of these things can increase your water consumption.

Check all plumbing, sinks, commodes, etc. for possible leaks.

Paying Your Bill Responsibly

Each water bill has a due date printed on the statement. Your account should be paid in full by that due date. If the bill is not paid in a timely fashion and/or payment arrangements have not been made, your account could be subject to late fees and possible termination of service.

Where to Pay Your Water Bill

Water payment may be mailed in the envelope provided with your quarterly statement or you may personally take the payment to the Administration Building located at 210 Perry Highway, Pittsburgh, PA 15229. If you prefer to pay online you may do so at westviewwater.org. Telephone payments are also accepted at (412) 931-3500.

West View Water Authority also offers it's Customers "Auto Pay". Auto Pay is an automated bill payment program that allows your water bill payment to be automatically deducted from your designated account.

Payment Arrangements

Arrangements for a payment schedule must be made in person at the Administration Building of West View Water, unless there are extenuating circumstances involved, which may have to be confirmed in writing by a physician or other professional.

Notice of Water Termination - Delinquency

If a customer has not paid their water service account or made payment arrangements on a past due amount, the Water Authority will hand deliver a letter of termination to the serviced property. Accounts receiving such notice will be charged the late fee as currently in effect.

Customers receiving such notice must contact the Service Department of the Authority to pay the past due bill in full or set up mutually agreed upon payments. This must be completed prior to the date of termination.

Notice: Water Authority customers, who are tenants and may become past due on a water bill, be advised that the West View Water Authority is required to send a copy of the late notice to the owner of the property.

Owners of rental properties located within the Authority's service territory have rights to request the notification of delinquency of water accounts. Owners must notify the Authority in writing.

Private Fire Protection - Notice of Termination

Properties that may have private fire protection service, such as hydrants or internal fire sprinklers are subject to the Authority's Rules and Regulations, including termination for non-payment. If and when a property is notified of potential termination, the Municipal Fire Marshall will be notified by the Authority which could result in additional penalties.

Dispute Resolution Process

If a question exists about the accuracy of your water bill, you as a customer, are entitled to the following:

1. An inspection of the Authority's water meter and other equipment that may be installed at the serviced property. There is no charge for this service call, however, it must be scheduled during regular operating hours.
2. An informal meeting concerning the water billing and any other questions the customer may have. The meeting is with a member of the Authority management staff and if the customer wishes, may be accompanied by representation.
3. Written confirmation from West View Water Authority of the investigation and the findings.

Meter Tests

Customers may question the accuracy of the water meter measuring water consumption at their property and have the right to request a meter test. The requested water meter test will be scheduled in advance and at the convenience of the customer and the Authority. The meter tests will be conducted at the Authority's facility, with the customer present or a designated representative present.

Should the customer wish the meter tested, but be unable to witness the tests, the customer must submit in writing, in advance of the scheduled date, a letter confirming the water meter test request and that said results will be acceptable.

If a water meter is tested and found to have an error in registration in excess of four percent (4%), that is registering four percent more water than has actually passed through the meter, the customer will not be charged for the test and the disputed bill will be adjusted.

When Can Your Water Service be Terminated?

West View Water Authority can terminate your water service for any of the following reasons:

- Non-payment of your water bill or required deposit
- Tampering with the Authority's water meter or other equipment or stealing water service
- Refusal to provide access to read the actual water meter or inspect Authority equipment.
- Violation of the Rules and Regulations governing water service
- Misrepresentation or fraud on application for service
- When there is a water leak causing damage

MOST COMMONLY ASKED CUSTOMER SERVICE QUESTIONS

I work - I am not home during the day. How can I provide access to a service person?

The following are a few helpful hints that make scheduling a service call a little less difficult:

- Request service in advance if possible and West View Water will make every effort to work with the limitations a customer may have. Often times, a first call in the morning or last call of the day are suggested - even a lunchtime call can sometimes be worked out.

- Leave a key with a neighbor or drop a key at the Office in advance of the scheduled service. The service personnel can leave the key at the property and lock the doors when leaving.
- If unexpectedly at home - a sick family member or last minute vacation day - call Customer Service and again perhaps, the service request can be scheduled.

I HAVE NO WATER!!!

- Check the valves at the sink or area where there appears to be no water.
- Check the main valve at the meter setting, making sure the valve is open properly.
- Check with neighbors. Is anyone else experiencing similar problems?
- Call the Customer Service Department for assistance or more information.

During the winter months, make sure the area near your service line entrance, meter setting, and interior plumbing are properly heated. Using a hair dryer can sometimes thaw frozen water lines once cold drafts are eliminated. NEVER USE AN OPEN FLAME SUCH AS A TORCH, ETC. Note: Always remember to winterize any outside hose bibs.

Interruption of water service due to emergency

The Authority shall have the right to turn off the water supply in the event of water main breaks or any other emergencies. The water supply may also be temporarily shut off in order to make necessary repairs, water connections, tie-ins or any other required work.

When an emergency exists, it is the Authority's first concern to minimize any potential damage and to restore water service. Under these circumstances, notification may not be possible.

What is this Customer Charge on my water bill???

Each account within West View Water's service territory is subject to a Customer Charge. This charge varies based on the size of the water meter servicing the property. This charge covers all costs associated with meter reading, billing, service costs, record keeping costs and maintenance costs as related to the continuous provision of water.

Simply put, it is a water availability charge. Rate Schedules are available upon request.

My water is dirty / rusty / discolored !!!

Water quality is affected whenever there is a disturbance to the water distribution system. The following are the most common causes:

- Water Main Breaks.
- Authorized use of a Public Fire Hydrant, such as a fire.
- Unauthorized use of a fire hydrant, such as a construction company filling a tanker.
- Electrical outages that may affect the water pumping stations.
- Emergency repair work by Authority personnel, water lines broken by contractors or replacing hydrants that have been hit by a car.
- Scheduled water line work. The Authority makes every effort to notify customers that may be affected.

My clothes are all dirty and ruined from this water!?!?!

Customers should stop using the water as soon as they are aware that the water quality has been affected. If their laundry has been stained, the following steps should be followed:

1. Keep the laundry damp until water quality is back to normal.
2. **DO NOT USE CHLORINE BLEACH!!!!**
3. Once the water has cleared, soak the stained items for an extended period of time in a solution of **NON CHLORINE BLEACH** and water. Time will depend on the severity of the stains. Please remember, chlorine bleach reacts to the stains and will only make them harder to remove.
4. After soaking, run through the washer cycle and then re-wash with detergent and non chlorine bleach.

I think I may have a leak in my home - How can I check?

1. Check commodes by putting food coloring in the back tank. If the coloring comes through to the bowl, the commode is leaking.
2. Check all fixtures installed after the water meter. A small, steady stream of water, 1/32" in diameter, at an average pressure of 60 lbs. per square inch, can waste as much as 18,500 gallons per quarter.
3. Read actual water meter at night after all water use for the day is finished and write the reading down. In the morning, before using any water, read the meter again. The readings should be identical. If the morning reading is higher, something was running during the night.

4. An Authority service person can make an inspection, however, our technicians are not plumbers and can only make certain determinations. They cannot make repairs, excepting to Authority owned equipment.

GENERAL INFORMATION CONCERNING WATER SERVICE AND PROGRAMS

Connecting to West View Water's Public Water Supply

West View Water Authority provides water service to thirty two municipalities in the northern part of Allegheny County as well as some municipalities on the western shore of the Ohio River. Costs and availability of water vary from municipality to municipality and street to street. If considering connecting to the public water supply, please contact our Administrative Offices for specific information.

Cross Connection Control Program

As mandated by the Department of Environmental Protection, the Safe Drinking Water Act and other regulatory agencies, West View Water Authority has an active cross connection control program. Essentially, this is an Authority monitored program to prevent the public water supply from being contaminated. If you require specific information concerning this program or how it may affect your water service, contact our Administrative Office at (412) 931-3292.

Public Fire Hydrants

Public fire hydrants are installed solely for the purpose of fire protection. Public hydrants are billed to the municipality in which they are installed. Public fire hydrants are not to be used for filling tankers, filling swimming pools, construction needs or any other unauthorized use. A fine can be imposed for unauthorized use.

Private Fire Hydrants

Private Fire Hydrants are solely for the purpose of Fire Protection. The maintenance and any repairs are the responsibility of the applicant.

Private Fire Sprinkler Systems/Commercial

Commercial Fire Sprinkler Systems are solely for the purpose of fire protection. The fire sprinkler system installation must meet the Authority specifications, including a backflow prevention device. All maintenance and testing of the fire sprinkler system are the responsibility of the applicant.

Residential Fire Suppression Systems

Residential properties that may have fire suppression systems are subject to the Authority's Rules and Regulations regarding proper installation, including an Authority approved backflow prevention device. All maintenance and testing of the residential fire suppression system are the responsibility of the applicant.

Spring and Fall Flushing Programs

Twice a year, the West View Water Authority flows the public fire hydrants throughout the service territory. The purpose of this is two-fold; flushing of the distribution mains and inspecting the fire hydrants. Announcements will be made through our Public Notification System and will be posted on our website, westviewwater.org under announcements. This program can disrupt water service and water quality. More specific information is available by calling Customer Service at (412) 931-3500.

Customer Service

Customer service representatives are available, Monday through Friday, 8:00 a.m. to 5:00 p.m. excepting legal holidays.

Regular operating hours of the service technicians are from 8:45 a.m. until 4:00 p.m., Monday through Friday, excepting legal holidays.

Emergency service is available after normal operating hours by calling, (412) 931-3500 or (412) 364-1257.