



Customer Assistance Program

Supporting our customers in need

Our Customer Assistance Program is designed to provide financial relief for income-qualified residential customers who are having difficulty paying their water and sewer bill. The following programs are available through the Dollar Energy Fund:

- **Winter Shut Off Moratorium:** December 1st through March 31st for customers who are at or below 250% of the Federal Poverty Level.
- **Bill Discount Program:** 75% reduction of fixed monthly water and wastewater conveyance charges for customers at or below 150% of the Federal Poverty Level.
- **Hardship Grant:** Cash grants up to \$300 per year for customers at or below 150% of the Federal Poverty Level.
- **Free Private Lead Line Replacement Project:** Private side lead line replacements for customers who are at or below 300% of the Federal Poverty Level. *Funds for this program are available from a settlement of an enforcement action between PWSA and the Pennsylvania Department of Environmental Protection.



For more information about the Bill Discount Program, including frequently asked questions, please visit www.pgh2o.com/CAP or call the Dollar Energy Fund at **866.762.2348**.



Bill Discount Program

The Bill Discount Program provides eligible customers with a 75% discount on PWSA’s fixed water and wastewater conveyance charges for one year. The discount is 75% of these charges, or \$26.66 per month.

Customers earning an annual income that is at or below 150% of the federal poverty level are eligible for the Bill Discount Program. Use the income eligibility chart on the right to determine if you qualify.

The Bill Discount Program applies to renters when the tenant is the responsible billing party. If a landlord is the responsible billing party, their tenants may not be considered because the property is income generating or is possibly used for commercial purposes.

Winter Shut Off Moratorium

The Winter Shut Off Moratorium provides qualifying customers with the assurance that their water service will not be shutoff from December 1st through March 31st if they are unable to pay their bill.

The Winter Moratorium is available to single-family residential customers earning an annual income that is at or below 250% of the federal poverty level. Use the income eligibility chart on the right to determine if you qualify.

Even if approved, customers are expected to pay their water and sewer bills. Payment arrangements may be offered. Please call Customer Service to make those arrangements at (412) 255-2423.

How do I register for these programs?

PWSA has partnered with the Dollar Energy Fund to administer these assistance programs. Dollar Energy will work with you to confirm eligibility. Before calling, review the income eligibility chart to determine if your income, based on household size, falls within the income limits. **Contact the Dollar Energy Fund at (866) 762-2348 to confirm your eligibility and to enroll in the program.**

What will Dollar Energy need to confirm eligibility?

Dollar Energy will verify income over the phone. To confirm eligibility, customers are asked to provide the names, birth dates, social security numbers and proof of income for everyone in the household; as well as your PWSA account number, a copy of your most recent bill, and proof of all payments made in the last 90-days.

Could I also be eligible for ALCOSAN’S Clean Water Assistance Fund?

ALCOSAN’s Clean Water Assistance Fund is also administered by the Dollar Energy Fund. When calling Dollar Energy about PWSA’s Customer Assistance Program, ask about ALCOSAN’s assistance program to see if you qualify, or visit ALCOSAN’s website at www.alcosan.org.

People in Household	Annual Income Eligibility (150% of Federal Poverty Level)
1	\$19,140
2	\$25,860
3	\$32,580
4	\$39,300
5	\$46,020
6	\$52,740
7	\$59,460
8	\$66,180
For more than 8 people, add this amount for each additional person.	
	\$6,720

People in Household	Annual Income Eligibility (250% of Federal Poverty Level)
1	\$31,900
2	\$43,100
3	\$54,300
4	\$65,500
5	\$76,700
6	\$87,900
7	\$99,100
8	\$110,300
For more than 8 people, add this amount for each additional person.	
	\$11,200

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