

CURRENTS

EXTRAORDINARY ASSISTANCE PROGRAMS EXTENDED THROUGH AUGUST 1

Customers having difficulty paying their bill encouraged to call Customer Service.

At the Pittsburgh Water and Sewer Authority (PWSA) we understand recent events have caused difficult financial times and hardship for many of our customers. To make life easier, our Board of Directors has extended the moratorium on water shut offs until August 1st.

“Given the recent economic disruptions, some of our customers are experiencing unique financial hardships that may affect their ability to pay bills. We feel this action is necessary and appropriate to ensure that no one is without water service at this critical time,” said PWSA Board Chair Paul Leger.

While service will not be terminated during the extended period, customers will still be billed for water and wastewater services. Be aware that past-due balances will accrue if payment is not made and may result in service termination after the moratorium is lifted. Customers who are unable to pay should call Customer Service at 412-255-2423 to explore payment plans and other assistance programs. One of our Customer Service representatives can help you set up a payment plan or discuss other assistance programs (see reverse for details).



We are also making it easier to access assistance programs by streamlining some processes through the end of 2020:

- Participants enrolled in our monthly Bill Discount Program are no longer required to recertify their income with Dollar Energy Fund every twelve months.
- It is no longer required for residential customers to make sincere effort payments to access cash assistance grants.

As part of our continued precautions to protect essential staff and our customers, PWSA’s in-person billing and permit counters will remain closed until further notice. Bills can still be paid online,

by mail, by phone, or at remote payment locations at 7 Eleven or Family Dollar stores using the PayNearMe service. Permit applications will be accepted by email at PermitInfo@pgh2o.com.

“The Board’s actions make it clear that we will not discontinue water service during this extended period of uncertainty and economic hardship.”

PWSA Board Chair Paul Leger



COMMUNITY CORNER

2020 Board Meetings

- July 24
- August (TBD)
- September 25
- October 23
- November 20
- December 18

Meetings begin at 10:00am and are open to the public. Due to COVID-19, the July meeting will be held via teleconference. Visit pgh2o.com/events-meetings for the most updated information.

PA Public Utilities Commission Public Hearings

July 7, 8, & 9
Virtual meeting;
1:00pm and 6:00pm
pgh2o.com/ourwaterfuture

Allegheny City Central Association Community Meeting

July 13
Virtual meeting;
7:00 - 8:30pm

Due to restrictions on events from COVID-19, July meetings may be tentative or postponed. For the most updated information, please visit our website at pgh2o.com/events-meetings

Want to Receive the Full Version of the Newsletter?

Join our email list to make sure you’re getting the latest news and updates. Signing up is simple at pgh2o.com/subscribe.





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 administered by 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. *This program has been temporarily extended, see reverse for details.*
- **Bill Discount Program:** 75% reduction of fixed monthly water and wastewater conveyance charges for customers at or below 150% of the Federal Poverty Level.
- **Cash Assistance Program:** Cash grants up to \$300 per year each year towards past-due balances for customers at or below 150% of the Federal Poverty Level.
- **Free Private Lead Line Replacement Project:** 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 Customer Assistance Program, please visit pgh2o.com/CAP or call Dollar Energy Fund at **866.762.2348**.



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.

HOW DO I UPDATE MY CONTACT INFORMATION?

Call PWSA Customer Service: **412.255.2423 (Press 5)**
Or visit our website: pgh2o.com/pay

PWSA is committed to maintaining and protecting the confidentiality and privacy of our customers and will not share your information with third party vendors.

Penn Liberty Plaza 1
1200 Penn Avenue
Pittsburgh, PA 15222

Customer Service
T 412.255.2423 (Press 5)
F 412.255.2475
info@pgh2o.com

Emergency Dispatch
412.255.2423 (Press 1)
Available 24/7

[linkedin.com/company/pgh2o](https://www.linkedin.com/company/pgh2o)

[@pgh2o](https://twitter.com/pgh2o)

[facebook.com/pgh2o](https://www.facebook.com/pgh2o)

[nextdoor.com](https://www.nextdoor.com)



WATER WISE

Reduce Water Waste Outdoors and Save Money

In the heat of summer, you may be using more water than usual outdoors. You can track your household's real-time water usage on our online portal and sign up to receive alerts when there is a spike in water usage.

Leaking hoses, irrigation systems, or spigots can waste a lot of water, so detecting and repairing outdoor leaks can help you reduce your water bills this growing season.

Practicing the following water conservation actions outdoors can also help you save money:

- Sweep your sidewalk, steps, and driveway instead of hosing off those areas.
- Water your plants in the morning or early evening to reduce water lost to evaporation.
- Use an automatic shut-off nozzle for your gardening hose to control the flow.
- Set sprinklers to water the lawn or garden only – not the street or sidewalk.
- Wash your car at a commercial car wash to keep the dirt, oil, and pollutants that wash off your car from entering the sewer system.

Learn more at pgh2o.com/waterconservation.



The Pittsburgh Water & Sewer Authority (PWSA) found high levels of lead in drinking water in some homes.

For more information please call PWSA at **412.255.8987** or visit lead.pgh2o.com.

If you do not have access to a computer, visit your local library branch and they will help you connect for free. PWSA can also provide paper copies of information upon request.

Visit the EPA's website for more on lead in drinking water: www.epa.gov/lead.