

# CURRENTS

## Introducing Expanded Assistance Programs and PGH2O Cares

Providing more options and one-on-one assistance for those who need it most.

The Pittsburgh Water and Sewer Authority (PWSA) is excited to introduce its expanded assistance options and 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.

Our customer assistance programs, established in 2018, are still relatively new and were expanded in January 2021 to provide even more assistance. Our programs include:

**Winter Shut Off Moratorium**  
December 1st through March 31st for customers who are at or below 300% of the Federal Poverty Level (FPL).

**Bill Discount Program** 100% reduction of minimum monthly water and wastewater conveyance charges for customers who are at or below 150% of FPL.

**Hardship Grant Program** Cash grants up to \$300 per year for PWSA water customers at or below 150% of FPL.

**Lead Service Line Reimbursement Program**  
PWSA will assist customers with the cost of private lead service line replacement.



Our PGH2O Cares team pictured from left: PGH2O Cares Coordinator, Sarah Vizszneki; PGH2O Cares Analyst, Rebecca Copney; PGH2O Cares Analyst, Michael Anania

Many customers are not aware of these essential programs. Currently, 4,300 households are enrolled in the Bill Discount Program, but we know that many more are eligible.

Outreach and education are the primary focus of the PGH2O Cares team. They are passionate about the one-on-one work they will be doing with customers and look forward to building relationships with those who need extra support. Whether over the phone and eventually in person, they will sit with customers to describe our programs in greater detail and explain the benefits of enrolling. This personalized assistance is needed now more than ever.

*“If we can help our customers find solutions and give them some relief, then we are doing what’s needed to assist people during a difficult time,” PGH2O Cares Coordinator, Sarah Vizszneki, shared.*

The PGH2O Cares team will also review water usage to identify where customers can reduce their monthly bill. Our water usage portal is available at no cost to every customer and provides hour-by-hour readings on daily water use. This data is extremely important to identify any potential problems and times when water use appears high. The PGH2O Cares team will teach customers how to use the portal, make sure they register, and brainstorm solutions to save on their monthly water and wastewater bill.

We are proud to expand our customer assistance programs, and offer personalized support through PGH2O Cares. No one should have to choose between paying for water and other essential expenses. The PGH2O Cares team will help you determine which programs are right for you.

**Next Board Meetings:**  
April 23  
May 28

For a complete list of PWSA’s board and community meetings, please visit [pgh2o.com/events-meetings](http://pgh2o.com/events-meetings).

Following COVID-19 restrictions, meetings are held virtually and may be tentative or postponed.

“There are many more people who we can help. Everyone who qualifies should take advantage... The programs are available for a reason, and our customers deserve this assistance.”

PGH2O Cares Coordinator,  
Sarah Vizszneki

**For more information please visit:**  
[pgh2o.com/cap](http://pgh2o.com/cap)

Join our email list to get the latest news and updates.

Signing up is simple at [pgh2o.com/subscribe](http://pgh2o.com/subscribe).





# Customer Assistance Programs

## Supporting our customers in need

Our Customer Assistance Programs are 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 300% of the Federal Poverty Level (FPL).
- **Bill Discount Program:** 100% reduction of minimum monthly water and wastewater conveyance charges for customers who are at or below 150% of FPL.
- **Hardship Grant Program:** Cash grants up to \$300 per year for customers at or below 150% of FPL.
- **Lead Service Line Reimbursement Program:** PWSA will assist customers with the cost of private lead service line replacement. For more information, visit [lead.pgh2o.com/leadreimbursement](http://lead.pgh2o.com/leadreimbursement).

For more information about the Customer Assistance Program, please visit [pgh2o.com/CAP](http://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?

Visit our website: [pgh2o.com/update-contact-info](http://pgh2o.com/update-contact-info)  
Or call PWSA Customer Service: **412.255.2423 (Press 5)**

*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

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# WATER WISE

## Prepare for Flood Risks



Did you know that flooding is the most common natural disaster in the United States? Spring rains bring an increased risk of stream and river flooding, street flooding, and sewage backups in Pittsburgh.

Now is the time to prepare in order to protect your family, home, and valuables from flooding: Try these tips to help reduce flooding and pollution:

- **Make an emergency plan for your household, including pets, so that you and your family know what to do, where to go, and how to protect yourselves.**
- **Look up the flood risk for your area or property.**
- **Purchase or renew a flood insurance policy through the National Flood Insurance Program (NFIP). Homeowner's policies do not cover flooding.**
- **Take photos of your property and do an inventory in case floodwaters damage your property.**
- **Store important documents and valuables in a safe, dry place.**
- **Elevate and anchor critical utilities like electrical panels and propane tanks within your property.**
- **Sign up for or listen for emergency and weather alerts.**
- **Do not walk, swim, or drive through floodwaters. Turn Around, Don't Drown!**

Learn more at [pgh2o.com/flood-preparedness](http://pgh2o.com/flood-preparedness).