



# Customer Assistance Programs Which are right for you?

**Our Customer Assistance Programs provide financial relief for income-qualified residential customers who are having difficulty paying their PGH2O bill. Many options are available, and no one should have to choose between paying their water bill and other essential expenses. If you would like to discuss which options are right for you, please call our PGH2O Cares team at 412-255-2457 or e-mail [cares@pgh2o.com](mailto:cares@pgh2o.com).**

**Winter Shut Off Moratorium:** This program provides qualifying customers with the assurance that their water will not be shut off from December 1st through March 31st. Single-family residential customers who are at or below 300% of the Federal Poverty Level (FPL) qualify.

**Bill Discount Program:** 100% reduction of minimum monthly water and wastewater conveyance charges for customers who are at or below 150% of the FPL. Also included is an 85% reduction on the new stormwater fee and an additional 50% reduction of the cost of water used for customers with income levels less than or equal to 50% of the FPL. A \$30 monthly credit is also available to those on a payment plan.

**Hardship Grant Program:** Cash grants up to \$300 per year for customers who are at or below 150% of the FPL with no sincere effort of payment required. Program is now open to sewage-only customers.

**Lead Service Line Reimbursement Program:** We will assist customers with the cost of private lead service line replacement if customers choose to proactively hire a plumber and complete the work. For more information, visit [lead.pgh2o.com/leadreimbursement](http://lead.pgh2o.com/leadreimbursement).



People in Household	50% of FPL	150% of FPL	300% of FPL
1	\$6,795	\$20,385	\$40,770
2	\$9,155	\$27,465	\$54,930
3	\$11,515	\$34,545	\$69,090
4	\$13,875	\$41,625	\$83,250
5	\$16,235	\$48,705	\$97,410
6	\$18,595	\$55,785	\$111,570
7	\$20,955	\$62,865	\$125,730
8	\$23,315	\$69,945	\$139,890
For each additional household member add:	\$2,360	\$7,080	\$14,160

To learn more about these programs and other assistance options, visit [www.pgh2o.com/CAP](http://www.pgh2o.com/CAP).



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• Translation services available