



Customer Assistance Programs Which are right for you?

Join the thousands of customers who are receiving assistance with their monthly bills! 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/wastewater bill and other essential expenses. To discuss which options are right for you, please call our PGH2O Cares team at **412-255-2457** or e-mail the team at cares@pgh2o.com.

Bill Discount Program (BDP): For customers who are at or below 150% of the Federal Poverty Level (FPL), your first 1,000 gallons of water and wastewater conveyance service is free, and you pay only 15% of the monthly stormwater fee. For customers who are at or below 50% of the FPL, you also receive a 50% reduction of your usage over 1,000 gallons. If you qualify, carry a balance, and are on an active payment plan, you receive a \$30 monthly credit for each on-time payment to reduce your past due charges.

Hardship Grants + Clean Water Assistance Fund (CWAFF): Customers who are at or below 150% of the FPL can qualify for a grant of up to \$300. Our Cares team can also assist you with applying for the ALCOSAN Clean Water Assistance Fund grant.

Payment Arrangements with Arrearage Forgiveness: Income-based payment arrangements are available to help residential customers and small business owners pay down high balances without accruing late charges. Residential customers who are in the Bill Discount Program and have a past due balance will receive a \$30 credit for each on-time payment while enrolled in an active payment plan.

Winter Moratorium (WM): Customers who are at or below 300% of the FPL can qualify for protection from termination of water service in the winter months of December through March.

Lead Service Line Replacement Reimbursement Program (LSLRRP): When you choose to proactively hire a plumber to replace a lead service line, you can qualify for reimbursement of some of the cost. For more information, please visit lead.pgh2o.com/leadreimbursement.



2023 Annual Income Guidelines

People in Household	50% of FPL	150% of FPL	300% of FPL
1	\$7,290	\$21,870	\$43,740
2	\$9,860	\$29,580	\$59,160
3	\$12,430	\$37,290	\$74,580
4	\$15,000	\$45,000	\$90,000
5	\$17,570	\$52,710	\$105,420
6	\$20,140	\$60,420	\$120,840
7	\$22,710	\$68,130	\$136,260
8	\$25,280	\$75,840	\$151,680
For each additional household member add:	\$2,570	\$7,710	\$15,420

To learn more about these programs and other assistance options, please visit www.pgh2o.com/CAP.



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Emergency Dispatch*
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Available 24/7

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