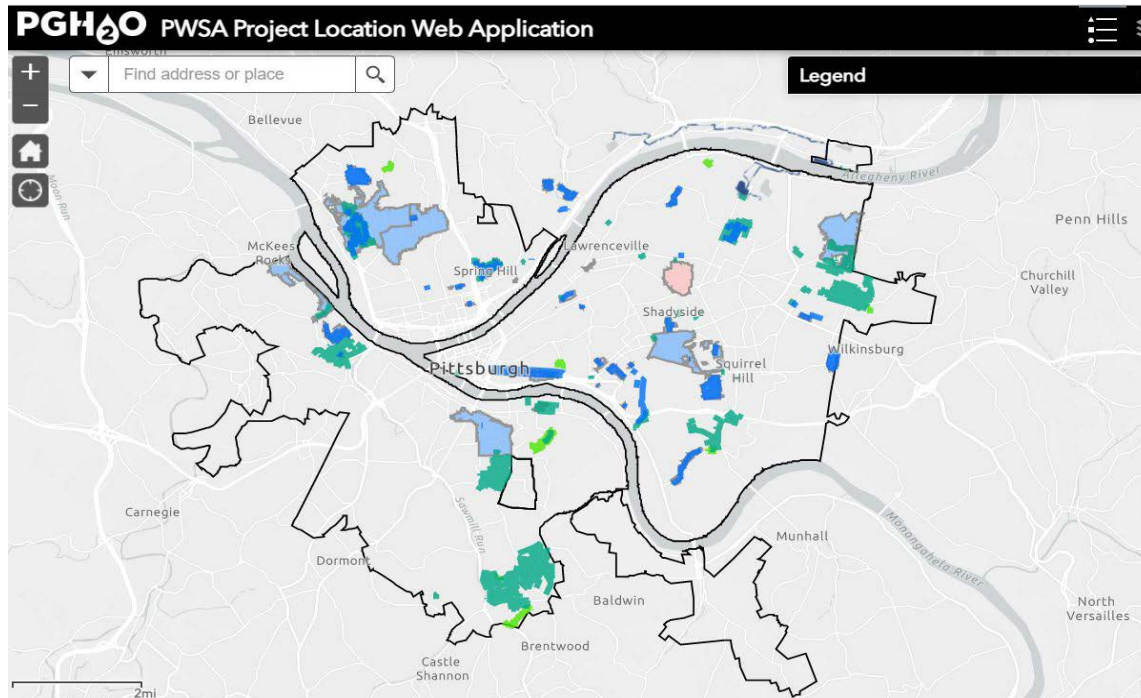


# CURRENTS

Update your contact information before construction season begins



As you can see from our construction project map, the Pittsburgh Water and Sewer Authority (PWSA) is preparing for a busy construction season about to get underway. Now is the time to update or verify your contact information so you can be alerted to construction activity happening in your neighborhood.

### Easily update your contact info

Simply visit [pgh2o.com/update-contact-info](https://pgh2o.com/update-contact-info) or login to our Customer Advantage

portal at <https://myaccount.pgh2o.com> to add or remove phone numbers and emails from your account. Tenants renting a property can also add their contact information to stay up-to-date on work impacting their home.

PWSA will send robocalls to notify residents of construction activity, send community meeting reminders, and notifications about water service outages associated with construction. We also use robocalls to alert customers

to time-sensitive activity impacting water usage such as water main breaks and boil water advisories.

If you would like to receive these important notifications, please make sure we have your most current contact information. It only takes a minute! And, the information can easily be submitted online using the available forms.

### Visit [pgh2o.com](https://pgh2o.com) for more info

To see what construction projects are happening in

## Next Board Meeting: April 28

For a complete list of PWSA's board and community meetings, please visit [Pgh2o.com/events-meetings](https://pgh2o.com/events-meetings).

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

your neighborhood, check our searchable project map to find active or upcoming projects. Simply visit [pgh2o.com/service-outages](https://pgh2o.com/service-outages), where you can search by street or neighborhood or enter your address to find projects in your area.

We also post active and upcoming service outages to our website. For the latest activity, please visit [pgh2o.com/service-outages](https://pgh2o.com/service-outages).

### Talk to a PWSA team member

Call our 24/7 Emergency Dispatch at 412-255-2423 when experiencing a water, sewer, or stormwater emergency.

For information or questions about lead service line projects, contact our Lead Help Desk at 412-255-8987 or by emailing [LeadHelp@pgh2o.com](mailto:LeadHelp@pgh2o.com).

For other general project questions, contact Construction Communications Project Manager Mora McLaughlin at [mmclaughlin@pgh2o.com](mailto:mmclaughlin@pgh2o.com).

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

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





# Customer Assistance Programs

Our Customer Assistance Programs are designed to provide financial relief for income-qualified residential customers who are having difficulty paying their PGH2O bill. These programs are managed by 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.

For more information about our programs, including the **Winter Shut Off Moratorium, Bill Discount, Flexible Payment Plans, Hardship Grant, and Lead Line Reimbursements**, please visit our [Customer Assistance Program](#) page or contact **PGH2O Cares** at [cares@pgh2o.com](mailto:cares@pgh2o.com) or 412-255-2457.

## Additional Assistance Programs

Additional assistance programs are offered separately from PWSA's Customer Assistance Programs.

The **Pennsylvania Housing Assistance Fund (PAHAF)** provides financial assistance to eligible homeowners to help cover water and wastewater charges. Please visit their [website](#) or call 888-987-2423 for more information and to apply.

The **Allegheny County Sanitary Authority (ALCOSAN) Clean Water Assistance Fund** is available to eligible residential customers. It is also administered by Dollar Energy Fund. To learn more and apply for assistance, visit the [Clean Water Assistance Fund](#) page.

## Neighbors Helping Neighbors

Donate to the Hardship Grant Program online at [Pgh2o.com/give](https://Pgh2o.com/give).

## 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](https://Pgh2o.com/update-contact-info)  
Or call PWSA Customer Service: **412.255.2423 (Press 5)**

## Enroll in eBilling

Convenient and easy to use, our online billing and payment portal ensures timely delivery of bills and payments. Visit [Pgh2o.com/ebilling](https://Pgh2o.com/ebilling) to enroll.

Penn Liberty Plaza 1  
1200 Penn Avenue  
Pittsburgh, PA 15222

**Customer Service\***  
T 412.255.2423 (Press 5)  
[info@pgh2o.com](mailto:info@pgh2o.com)  
*\*translation services available*

**Emergency Dispatch\***  
412.255.2423 (Press 1)  
Available 24/7

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

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



# WATER WISE

## PWSA Hosts Stormwater Conversations



### Attend upcoming community workshops about the Stormwater Strategic Plan.

The Stormwater Strategic Plan is the first phase of a long-term planning effort to address local stormwater challenges. It is available to the public for review and comment through June 30, 2023.

To gather feedback and hear your stormwater experiences, PWSA is hosting a series of six community workshops. Join the conversation and attend the one that's most convenient for you! All workshops will be held from 6:00pm - 8:00pm:

**April 13 (West End)**  
Sheraden Healthy Active Living Center  
720 Sherwood St.

**April 18 (South)**  
Phillips Recreation  
201 Parkfield St.

**April 25 (East End)**  
Kingsley Association  
6435 Frankstown Ave.

**May 16 (Northside)**  
Brighton Heights Healthy Active Living Center  
3515 McClure Ave.

**May 23 (Central)**  
Hazelwood Healthy Active Living Center  
5344 Second Ave.

**June 6 (Downtown and Vicinity)**  
Elsie H. Hillman Auditorium  
1825 Centre Ave.

Learn more at:  
[Pgh2o.com/stormwater-conversations](https://Pgh2o.com/stormwater-conversations).