

CURRENTS

Next Board Meeting: July 23

For more information and to join a PWSA Board Meeting, please visit pgh2o.com/board

For a complete list of PWSA's community meetings and events, please visit pgh2o.com/events-meetings



Assistance and Protections Available to PWSA Customers

Customer Assistance Programs

Our assistance programs are designed to provide financial relief for income-qualified residential customers. If you are having difficulty paying your PWSA bill and think you may qualify please visit www.pgh2o.com/CAP or contact PGH2O Cares to learn more. Phone: 412-255-2457 or email: cares@pgh2o.com.

Victims of Domestic Violence

The flyer to the left outlines the special protections available to any applicant or customer with a Protection from Abuse (PFA) court order. View or download the flyer at www.pgh2o.com/customer-rights.

Tenants

Tenants, living in a multi-unit residential dwelling and facing termination due to their landlord's non-payment, have the right to maintain water service by paying the charges for the previous billing month. More information and a downloadable flyer is available at www.pgh2o.com/customer-rights.

SPECIAL PROTECTIONS ARE AVAILABLE for any applicant or customer who provides the Pittsburgh Water and Sewer Authority (PWSA) with a copy of a Protection From Abuse (PFA) court order or any other court order that contains clear evidence of domestic violence.

Some of these protections include:

- You will not be held responsible for a bill in someone else's name, unless ordered by a court, district magistrate, or administrative agency.
- PWSA will not send bills or account notices to anyone other than the customer.
- You will be eligible to apply for PWSA's Customer Assistance Programs.
- Depending on your income, a special payment arrangement may be available.
- PWSA cannot terminate your water service between December 1st and March 31st.
- You will receive additional notice prior to the scheduled termination.
- If PWSA terminates your water service, it will be restored within 24 hours once payment is confirmed or a medical certificate is accepted.

WOMEN'S CENTER & SHELTER OF GREATER PITTSBURGH (WC&S) provides free and confidential services for all domestic violence victims regardless of race, gender, sexual identity, or any other factor.

Contact the Women's Center & Shelter of Greater Pittsburgh:

- **24/7 Hotline:** 412-687-8005
- **Connect with an advocate:** text 412-744-8445 or visit WCSCanHelp.org and click Chat for Help.



- **Visit** <https://wcspittsburgh.org>





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 or call 412-255-2457.

ALCOSAN Clean Water Assistance Fund

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

Neighbors Helping Neighbors

Your donation to PWSA's Hardship Grant Program will directly benefit PWSA customers having difficulty paying for basic water and sewer services. Donate online at 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.

Update your contact information online at 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 to enroll.

Penn Liberty Plaza 1
1200 Penn Avenue
Pittsburgh, PA 15222

Customer Service*
T 412.255.2423 (Press 5)
info@pgh2o.com
**translation services available*

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

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

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



PGH₂O WATER WISE

Save Water and Money this Summer!



During the warmest months of the year, you may find that your household's water usage is higher than usual. Outdoor activities like gardening, lawn care, home maintenance, and car washing can all use a lot of water. However, some of that water is wasted if it evaporates in the heat, forms puddles in the yard, or runs off hard surfaces.

Following these water conservation tips can help reduce your water bill:

- Check hoses, irrigation systems, and spigots for leaks; repair as needed.
- Water plants in the morning or early evening to reduce water lost to evaporation.
- Control the flow of your gardening hose with an automatic shut-off nozzle.
- Set sprinklers to water the lawn or garden only.
- Wash your car at a commercial car wash that recycles water.
- Sweep your sidewalk, steps, and driveway rather than hosing off those areas.

Learn more on our [Water Conversation](#) page and track your water usage using our [Customer Advantage](#) portal. Here you can set high usage alerts, create a household profile, and explore other ways to save. Login or create an account at <https://myaccount.pgh2o.com>.