



Pittsburgh  
Water & Sewer  
Authority

# RIGHTS OF TENANTS

## in Multi-Unit Residential Dwellings

**IF YOU ARE A TENANT IN A MULTI-UNIT RESIDENTIAL DWELLING FACING TERMINATION DUE TO YOUR LANDLORD'S NON-PAYMENT, YOU HAVE THE RIGHT TO MAINTAIN SERVICE** by paying the charges for the previous billing month pursuant to 66 Pa.CS §1527. Additionally, you have the right to deduct the amount of the payment from your rent or to seek reimbursement from the landlord pursuant to 66 Pa.CS §1529. Retaliation by the landlord is prohibited pursuant to 66 Pa.CS §1531. These rights cannot be waived through lease terms pursuant to 66 Pa. C.S. § 1530.

**1. If your dwelling unit is INDIVIDUALLY METERED**, you have the right to continue service by paying the charges for the previous billing month for your unit.

- a. Payment can be made via telephone to 1-833-660-1366, online at <https://myaccount.pgh2o.com/PayNowGuest>, or by mailing a check or money order to:
  - PWSA
  - 1200 Penn Avenue
  - Pittsburgh, PA 15222
- b. You may be required to provide one of the following to PWSA when you make a tenant payment:
  - i. a lease or other utility bill
  - ii. medical assistance or food stamp identification
  - iii. photo identification
  - iv. a document issued by any public agency which contains the name and address of the tenant.
- c. You can, but are not required to, subscribe to service in your own name. For more information, please visit <https://www.pgh2o.com/residential-commercial-customers/account-billing-info/application-service-tenants>. If you do not have access to the internet, please contact PWSA Customer Service at 412-255-2423 and choose Option #5 for assistance.
- d. After your initial payment of the charges for the previous billing month for your unit, you have the right to pay subsequent current charges as billed by PWSA to maintain water service.

PayNowGuest:



**2. If your dwelling unit is NOT INDIVIDUALLY METERED**, you have the right to continue service by joining with other tenants in the same building to collectively pay the charges for the previous billing month for the building.

- a. Payment can be made via telephone to 1-833-660-1366, online at <https://myaccount.pgh2o.com/PayNowGuest>, or by mailing a check or money order to:
  - PWSA
  - 1200 Penn Avenue
  - Pittsburgh, PA 15222
- b. One tenant submitting a partial payment may be required to provide one of the following when they make a tenant payment:
  - i. a lease or other utility bill
  - ii. a medical assistance or food stamp identification
  - iii. photo identification
  - iv. a document issued by any public agency which contains the name and address of the tenant.
- c. If you or the other tenants in the same building do not collect the *full* charges for the previous billing month for the building to avoid termination, any partial payments you make to PWSA will be refunded to you.
- d. After your initial payment of the charges for the previous billing month, you have the right to join with other tenants in the same building to collectively pay subsequent current charges as billed by PWSA to maintain water service.