

CURRENTS

This holiday season, consider a donation to the Hardship Grant Program to directly benefit Pittsburgh families



Families facing challenges in paying for water services can get help from the Pittsburgh Water and Sewer Authority's (PWSA) Hardship Grant Program.

Since its launch in 2018, the Hardship Grant Program has supported over 1,342 Pittsburgh residents in accessing essential water services. The primary aim of the program is to offer assistance to income eligible customers, in the form of a credit on their monthly bill to help cover past due water or sewer

expenses. PWSA has allocated over \$342,561. PWSA customers can contribute to our Hardship Grant Program, supporting families in need.

Through our Hardship Grant Program, we can significantly impact the lives of numerous customers, embodying Pittsburgh's ethos of mutual assistance and support. As PWSA focuses on essential upgrades to our water and sewer infrastructure, prioritizing customer protections and ensuring affordability of water services are key

concerns.

As stewards of a vital and public utility, we never want our customers to have to decide between water and essential expenses. If you are thinking about making a charitable donation this holiday season, we hope you consider helping another Pittsburgh family access one of the most basic needs: water.

The donation you make to the Hardship Grant will be allocated as financial aid to our income-eligible customers who receive water services. Grants are distributed on a first-come first-served basis to eligible families with a gross household income at or below 150 percent of the Federal Poverty Level.

The Hardship Grant Program is managed by the Dollar Energy Fund. For further details about the Hardship Grant Program or to contribute, kindly visit pgh2o.com/give. PWSA sincerely hopes you will consider supporting the Hardship Grant Program and assist a neighbor in need.

Next Board Meeting: December 15

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



Search and Win!

Winning is easy! This month we challenge you to discover the wealth of information on our website. Simply visit pgh2o.com to find the webpage describing the water treatment process and water quality. Then use the QR code below or visit <https://shorturl.at/wHVW9> to send the webpage address, along with your name and address, to receive your gift. It's that easy! Gift boxes ship at month's end. Explore, learn, and win!



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

Signing up is simple at 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 PWSA 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, Line Repair and Conservation Pilot Program, 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 to 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 5)
Available 24/7

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WATER WISE

Is Your Yard and Home Ready for Winter?



The arrival of cold winter weather can bring all sorts of issues for your yard and our sewer system. Fallen leaves can clog gutters and storm drains then freeze in place, causing flooding when it rains or snows. Water expands when it freezes, which can crack and damage garden hoses or rain barrels that haven't been emptied.

Prepare your yard and home before winter:

- Drain, remove, and store garden hoses. Close the inside valves that control the water supply to the outside hose spigot, then open the outside spigot to allow any remaining water to drain.
- Clean out roof gutters. Remove leaves and other debris so that the gutters can drain properly when ice and snow melts.
- Rake up leaves. Fallen leaves can smother your lawn or wash away into storm drains. Compost leaves at home, or bring them to a Pittsburgh yard waste drop-off center: pittsburghpa.gov/dpw/leaf-waste.
- If you have a rain garden, add a layer of mulch and rake any leaves. This will help the garden manage stormwater during winter and ready it for spring. Avoid cutting back plant growth, since it can provide food and cover for winter birds.
- If you have a rain barrel, drain and store it. Clear the barrel filter of debris. If storing outside, cover with a tarp and leave the barrel spigot open so it can drain any water that may enter. If you have a downspout diverter, switch it to bypass the barrel so that water drains through the downspout.