

CURRENTS

Fix In-home Plumbing Leaks

PWSA's new Line Repair and Water Conservation program helps income eligible customers



With a commitment to water equity and affordability, the Pittsburgh Water and Sewer Authority (PWSA) recently launched the Line Repair and Water Conservation Pilot Program. This new offering provides income-qualified customers with in-home plumbing repairs and enrollment in the Customer Advantage portal to receive future leak alerts and further reduce water usage.

Under the Line Repair and Water Conservation Pilot Program, a professional plumber will work directly with customers to repair water leaks and install water saving devices, while our PGH2O Cares team provides one-on-one support to enroll customers in the Customer Advantage portal. Here they have

access to water conservation strategies that can help save water and money on their monthly PWSA bill.

All PWSA customers can establish an account in the Customer Advantage portal where they can pay their monthly bill, set-up automatic payments, track water usage, and much more.

Income-qualified customers within PWSA's drinking water service area, which includes Pittsburgh and Millvale, are eligible for this program. By providing customers with support to fix water leaks and empowering them to adopt water-efficient practices, they will have greater control over their day-to-day water use - resulting in lower water bills and more efficient water use at home.

Program Details

PWSA's new pilot program will help customers reduce water loss from leaking pipes and old, inefficient water fixtures that can cause water bills to be unnecessarily high.

The services of the pilot program are performed by a certified plumber and include:

- Repairing leaks on exposed plumbing
- Replacing failing showerheads with low-flow devices
- Replacing failing toilets with water-saving models
- Installing up to two water efficient faucet aerators
- One-year limited warranty on all exposed plumbing repairs and device replacements

In addition to immediate repairs and replacements, the program places emphasis on

**Next Board Meeting:
November 17**

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

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educating customers about effective water conservation practices. Customers will receive education on home water conservation strategies and guidance to enroll in PWSA's Customer Advantage portal. With this knowledge, they can monitor water usage and set alerts to detect future leaks.

PWSA has dedicated \$324,000 towards the Line Repair and Water Conservation Pilot Program, which provides funding to assist potentially 239 income-eligible customers. PWSA will evaluate the success of this pilot program, and, in collaboration with our regulators, will determine opportunities to make it a permanent part of our Customer Assistance Programs.

Household Size	Income Limit
1	\$21,870
2	\$29,580
3	\$37,290
4	\$45,000
5	\$52,710
6	\$60,420
7	\$68,130
8	\$75,840
For every additional person, add \$7,710	

The Line Repair and Water Conservation Pilot Program is available to PWSA drinking water customers earning 150% of the federal poverty level. For more information or to apply, visit pgh2o.com/CAP.

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

Emergency Dispatch*
412.255.2423 (Press 5)
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WATER WISE

FOGs: Keep away from your drain!



Rich foods can be an enjoyable part of your family's fall celebrations, but the fats, oils, and grease (FOGs) that are produced when cooking can create serious problems in the sewer system. This holiday season be thankful for the service your pipes provide to you each and every day by disposing of FOGs properly.

FOGs come from foods like cooking oil, meat, butter, dairy products, salad dressings, gravy, mayonnaise, and peanut butter. If these items are poured down kitchen drains, they harden inside household pipes and public sewers, restricting the flow of wastewater. These blockages are a leading cause of sewage backups in buildings, which result in high costs for cleanup and repairs. If FOG buildup gets bad enough, sewage can even overflow into yards, streets, and storm drains, contaminating waterways and causing public health hazards.

Help keep fats, oils, and grease (FOGs) out of the sewer system:

- **Cool It:** Allow FOGs to cool to a safe handling temperature after cooking.
- **Can It:** Pour cooled FOGs into a sealable container, like a jar or can. Store the container in the refrigerator until it is full.
- **Trash It:** Never put FOGs down sink drains or in-sink garbage disposals. Scrape food scraps into the compost or trash. Wipe up FOGs left on pans or dishes with a paper towel then discard in the trash. When your sealed FOG container is full, trash it.

Learn more at pgh2o.com/defend-your-drains.