


Customer Assistance Programs

Which are right for you?

Join the thousands of customers who are receiving assistance with their monthly bills!

Our Customer Assistance Programs provide financial relief for income-qualified, residential customers who are having difficulty paying their PGH2O bill. Many options are available, and no one should have to choose between paying their water/wastewater bill and other essential expenses. To discuss which options are right for you, please call our PGH2O Cares team at **412-255-2457** or e-mail the team at cares@pgh2o.com.

Assistance Program	Description	Federal Poverty Level (FPL) Eligibility	How to Apply
Bill Discount Program	Provides first 1,000 gallons of water/wastewater conveyance for free plus 85% reduction of the stormwater fee	≤ 200% of FPL	Visit: pgh2o.com/CAP Call: 412-255-2457 
Line Repair and Water Conservation Pilot	Free leak repairs on exposed plumbing and installation of water saving devices	≤ 200% of FPL	
Flexible Payment Arrangements with Arreage Forgiveness	\$40 forgiven monthly for each on-time payment in an active, income-based payment plan	≤ 200% of FPL	
Winter Moratorium	Protection from service termination due to non-payment from December 1st through March 31st	≤ 300% of FPL	
Lead Service Line Replacement Reimbursement Program	Up to 100% reimbursement of the cost of proactive lead service line replacements	lead.pgh2o.com/LeadReimbursement	
Hardship Grants	Up to \$450 annual grants for each water and wastewater conveyance service	≤ 200% of FPL	Contact a Community Based Organization partnering with Dollar Energy Fund by visiting: hardshiptools.org/AgencyFinder
ALCOSAN Clean Water Assistance Fund	\$45 quarterly grants	≤ 150% of FPL	

2024 Annual Income Guidelines

People in Household	150% FPIG	200% FPIG	300% FPIG
1	\$22,590	\$30,120	\$45,180
2	\$30,660	\$40,880	\$61,320
3	\$38,730	\$51,640	\$77,460
4	\$46,800	\$62,400	\$93,600
5	\$54,870	\$73,160	\$109,740
6	\$62,940	\$83,920	\$125,880
7	\$71,010	\$94,680	\$142,020
8	\$79,080	\$105,440	\$158,160
For each additional household member add:	\$8,070	\$10,760	\$16,140



Penn Liberty Plaza 1
1200 Penn Avenue
Pittsburgh, PA 15222
www.pgh2o.com

Customer Service*
T 412.255.2423 (Choose Option #5)
F 412.255.2475
info@pgh2o.com

Emergency Dispatch*
T 412.255.2423 (Choose Option #1)
Available 24/7

• Translation services available |
• Servicios de traducción disponibles |
• 提供翻译服务 | • Доступные услуги
перевода | • قرفوتم قمچرئلا تامادخ