

CURRENTS

Get Credit for Capturing the Rain



A rain barrel can be connected to your downspout and capture water from your roof for later use. It's a great way to conserve water!

With so many of our customers already using a rain barrel at home, establishing a one-time credit is a positive way to acknowledge the contribution you are making to reduce stormwater runoff, improve the environment, and protect your home.

Rain barrels, easily installed on most properties, capture rainwater flowing from your roof into your yard or the street. The water, held back by the rain barrel, is repurposed in your garden, used for yard maintenance, or to clean hard surfaces, like walkways and driveways, around your home.

The one-time \$40 credit is available to all residential customers. Whether you installed your rain barrel years ago or have only recently installed it, you are eligible for the credit provided it can hold at least 50-gallons of water and is properly installed to capture runoff from your roof.

For more information and to apply, please visit pgh2o.com/rain-barrel-credit.

Stay up to date with PWSA construction activity



Crews replace the private side of a lead service line.

With spring arriving and warmer weather on the horizon, you'll see more of PWSA in your neighborhoods making needed improvements to the water systems you rely on. Projects like street and sidewalk paving, water main replacements, lead line replacements, and green infrastructure work will kick off in the coming months.

PWSA's outreach team actively schedules community meetings, sends mailers, and coordinates with individual residents as projects kick-off. To stay informed, check our events page to see if we are hosting a meeting near you. You can also use our searchable project map, under the [Projects & Maintenance](#) section of pgh2o.com, to find upcoming projects in your area.

These projects are part of our ambitious \$1.8 billion Capital Improvement Plan, which aims to replace aging pipes and service lines and restore roadways and sidewalks in the areas where we are working. As we proactively invest in our infrastructure, customers can expect fewer service disruptions and secure, reliable water services now and in the future.

Next Board Meeting: April 26

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

Check Your Mail

You may have received our lead service line replacement packet.

Some customers living in **Homewood**, portions of the **Hill District**, **Larimer**, and **Fineview** may have received a lead service line replacement packet from us this past December. To continue our aggressive replacement of lead lines, these are the next neighborhoods where we are planning to work this year.

If you or someone you know lives in these areas where lead line replacements are taking place, we encourage you to send in your agreement. To see if you're in one of our project areas, or to receive another copy of the agreement, reach out to our Lead Help team, at LeadHelp@pgh2o.com or by phone at 412-255-8987.

When we replace a service line, we must first receive an agreement from customers in case we need to enter the basement and replace the private side of the service line. Removing lead lines will improve water quality in your home and upgrade the aging service line with a new pipe. For more information, please visit lead.pgh2o.com.

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

Signing up is simple at pgh2o.com/subscribe.





Customer Assistance Programs

We offer several Customer Assistance Programs that are designed to provide financial relief for income-qualified residential customers having difficulty paying their PWSA bill. These programs can help lower your monthly payment, reduce past due balances, and offer grants to put towards a balance on your account.

The best part is you don't have to go it alone! Our PGH2O Cares team works directly with our most vulnerable customers helping them to enroll in our programs and identify ways to reduce water usage. If you think these programs can help you reduce your bill, visit pgh2o.com/CAP for more information or contact cares@pgh2o.com or call 412-255-2437.

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.

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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)
Available 24/7

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WATER WISE

Protect your family and home from flooding



Flooding is the most common natural disaster in the United States. Since spring rains bring an increased risk of stream and river flooding, street flooding, and sewage backups, take the following steps today to prepare.

Make an emergency plan for your household, including pets, so that you and your family know what to do and where to go. Pay attention to emergency and weather alerts. We provide direction on where or how to sign up. Remember: never walk, swim, or drive through floodwaters.

Look up the flood risk for your home. Store important documents and valuables in a safe, dry place. Elevate and anchor critical utilities like electrical panels and propane tanks.

Purchase or renew a flood insurance policy through the National Flood Insurance Program (NFIP). Take photos of your property and do an inventory in case of damage.

Learn more at Pgh2o.com/your-water/stormwater/flood-preparedness.