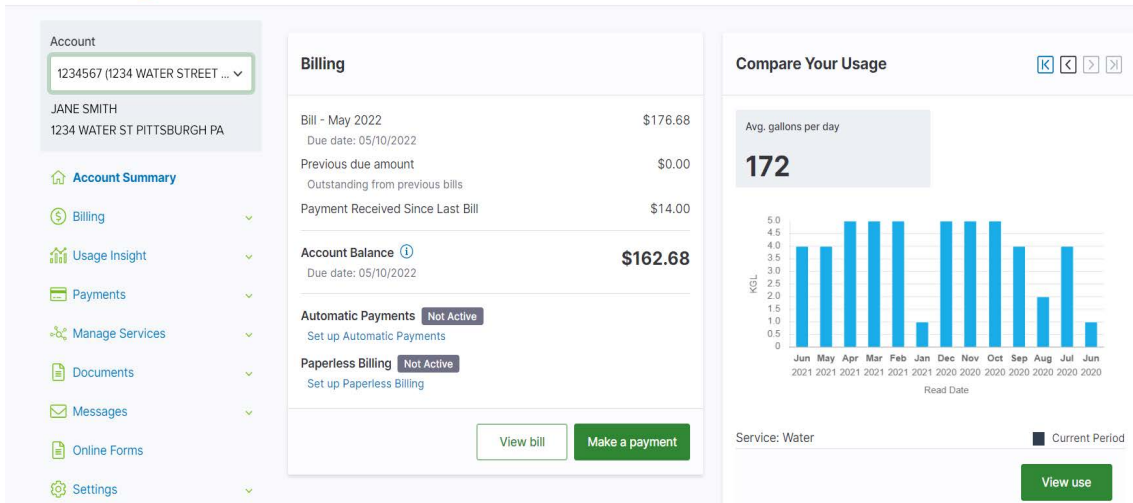


# CURRENTS

## New Online Customer Portal Coming Soon!

Pay bills, track water usage, manage account with one unified login



The Pittsburgh Water & Sewer Authority (PWSA) is pleased to announce that an improved online and mobile customer experience is on its way to customers. Later this year, PWSA will launch a customer engagement and self-service solution to streamline customer service, expand self-service functionality, and make it easier for customers to manage their account details under one username and password.

The customer platform will offer ALL customers - residential and commercial - powerful new capabilities to manage their PWSA account with ONE unified login. Right now, for customers to pay their bills, start or stop service, track water usage, and update contact information, they must

call customer service or log in to separate accounts. The new platform will integrate these separate systems and will provide customers with a single login to complete these tasks.

Once registered, customers will have the ability to see their current and historical water usage and usage trends, receive alerts of higher than expected consumption with customizable communication preferences, view current and historical bills, and access online bill-pay.

In preparation for the launch, customers already enrolled in online bill pay will receive notification via email. Customers who have not yet registered for an online account are encouraged to

visit [Pgh2o.com](http://Pgh2o.com) to learn more about the portal and to enroll.

This customer engagement and self-service solution will be available as part of PWSA's continued investment in technology innovations to enhance customer service, expand self-service functionality, and streamline day-to-day operations. This project is a key step on our journey to demonstrate continued investment in our customers.

Please keep an eye on PWSA's website for more information and announcements once this new experience is available for registration!

## Next Board Meeting: July 22

For a complete list of PWSA's board and community meetings, please visit [Pgh2o.com/events-meetings](http://Pgh2o.com/events-meetings).

Following COVID-19 restrictions, meetings are held virtually and may be tentative or postponed.

## Practical matters to know about the new portal:

- Your PWSA account number will change to a seven-digit account number and will appear on your bill in the top right corner.
- When creating your username and password in the new portal, there will be character restrictions to follow:

Username must be 5 to 30 characters. It may consist of a combination of letters and numbers, or the following characters ^ . \$ # @ - \_

Password must be 8 to 15 characters with at least one of each of the following: lowercase letter, uppercase letter, and number. The following characters may be used, but aren't required. ! . # % & \*

- Existing eBill and autopay customer accounts will automatically transfer to the new portal. Use your existing username and password to log in for the first time. Once logged in, you will be prompted to reset your password.
- All previously saved credit card or bank account information and scheduled auto-payments will transfer to the new platform. You will not need to re-establish this information.
- Customers can enroll multiple accounts under the same user name and password.

Join our email list to get the latest news and updates. Signing up is simple at [pgh2o.com/subscribe](http://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 PGH2O 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 call Dollar Energy Fund at 866.762.2348.

## Additional Assistance Programs

Additional assistance programs are offered separately from PWSA's Customer Assistance Programs.

The **Low Income Housing Water Assistance Program (LIHWAP)** provides drinking water and wastewater assistance to eligible renters or homeowners who are experiencing a water crisis. Please visit this [website](#) or call 877-395-8931 for more information and to apply.

The **Pennsylvania Housing Assistance Fund (PAHAF)** provides financial assistance to eligible homeowners to help cover water and wastewater charges. Please visit their [website](#) or call 888-987-2423 for more information and to apply.

The **Allegheny County Sanitary Authority (ALCOSAN) Clean Water Assistance Fund** is available to eligible residential customers. It is also administered by Dollar Energy Fund. To learn more and apply for assistance, visit the [Clean Water Assistance Fund](#) page.

## Neighbors Helping Neighbors

Donate to the Hardship Grant Program online at [Pgh2o.com/give](https://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 for your account, so your entire household is informed about our work.

### HOW DO I UPDATE MY CONTACT INFORMATION?

Visit our website: [Pgh2o.com/update-contact-info](https://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](https://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 1)  
Available 24/7

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[nextdoor.com](https://nextdoor.com)



# WATER WISE

## What types of stormwater management solutions are eligible for a stormwater fee credit?



To receive a stormwater credit, you must manage a required amount of stormwater on your property as outlined in our Stormwater Fee Credit Manual.

**The stormwater management solutions that are eligible for a stormwater credit include:**

- Rain gardens
- Bioswales
- Dry wells
- Cisterns
- Modular storage systems
- Green roofs

Permeable pavement or pavers when designed with a sub-base to allow for stormwater infiltration and management are not eligible for a stormwater credit, but can be deducted from the impervious area calculated for your parcel, which can help to reduce your overall stormwater fee.

Please review our Stormwater Fee Credit Manual and Stormwater Fee Credit Application at [Pgh2o.com/stormwater-credit-program](https://Pgh2o.com/stormwater-credit-program) for more information.