

CURRENTS

Coming soon!

A New Online and Mobile Experience for PWSA Customers

**Next Board Meeting:
August 26**

For a complete list of PWSA's board and community meetings, please visit [Pgh2o.com/events-meetings](https://pgh2o.com/events-meetings).

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



PGH₂O Customer Advantage Portal

Featuring:

- Expanded self-service functionality
- One username and password to manage your PWSA account
- Easily complete simple tasks like paying a bill, tracking water usage, updating contact information and more!
- Manage multiple accounts under the same username and password

To log in or create an account, click the 'Pay a Bill' button at [Pgh2o.com](https://pgh2o.com) or visit [Pgh2o.com/e-billing](https://pgh2o.com/e-billing).

To learn more, visit [Pgh2o.com/customer-advantage](https://pgh2o.com/customer-advantage).

The Pittsburgh Water and Sewer Authority (PWSA) will soon launch a new 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.

Customers already enrolled in eBilling or autopay can easily begin using the new customer portal. Log in with your existing username and

password, and then follow the prompts to create a new password. All previously established account information, including saved payment information and scheduled auto-payments, will automatically transfer to the new Customer Advantage portal. Customers who have not yet created an online account are encouraged to visit pgh2o.com.

Once inside the customer portal, there is much you can

do! In addition to paying your bill and tracking water usage, customers can easily view their billing details, usage history, and water usage insights that offer money saving tips and analytics.

Customers can also more easily complete common tasks such as requesting a refund, applying for the Bill Discount Program, or updating contact information by selecting "Online Forms" from the list of menu options. Within the portal, customers

can interact with customer service representatives via email.

The new Customer Advantage portal is part of PWSA's continued investment in technology innovations to enhance customer service and strengthen our commitment to our customers.

To learn more about the Customer Advantage portal, please visit pgh2o.com/customer-advantage.

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

Signing up is simple at pgh2o.com/subscribe.

PGH₂O



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.

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
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

Bioswales and Rain Gardens: What Are They?



This cascading bioswale at Centre and Herron in the Hill District is 585 feet long!

Engineers and landscape architects use the terms “bioswale” and “rain garden” to describe certain types of green infrastructure that are designed to manage stormwater runoff from impervious surfaces by mimicking nature.

A bioswale is a long channel or trench that has vegetation and soil, mulch, or stones to slow down rainwater and filter out pollutants. “Bio” refers to the living vegetation, while “swale” means a low or hollow place that is often wet.

A rain garden is a depressed area in the landscape planted with vegetation and designed to collect rainwater, filter out pollutants, and soak the water into the ground.

Although they sound similar, bioswales are designed to slow down rainwater through a curving or linear path, while rain gardens are designed to capture, store, and infiltrate rainwater in a bowl shape.