

# CURRENTS

## PWSA Conducts Robust Customer Satisfaction Survey

Survey results will help us further improve our relationship with customers.



The Pittsburgh Water and Sewer Authority (PWSA) recently established a new [mission, vision, and set of values](#), which emphasize our commitment to public health, the environment, and our responsibility to serve as steadfast stewards of a vital public asset. A key element of this transformative journey is centered around strengthening experiences for those who rely on our water services each and every day – our customers.

That's why we're excited to announce that PWSA this summer conducted a service-area wide customer satisfaction survey. Survey participants were selected randomly from within the PWSA service area. If you participated in our customer satisfaction survey, we appreciate your input and the time you spent to provide feedback.

Our overall goals in conducting this survey were to:

- Get a more robust sense of our ratepayers' overall satisfaction and perceptions of PWSA.
- Gauge customer awareness of our programs, projects, and services.
- Measure customer satisfaction with our bill format, website, and other communication channels used to share information with you.

### Next Board Meeting: September 23

*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.

While PWSA has conducted other customer-facing surveys in the past – for instance, following a call placed to our Customer Service team or around our newsletter or website use – this present survey will provide a much more detailed snapshot of customer perceptions and attitudes. The results will also highlight actions we can take to improve our relationships with those we serve.

The review and analysis of the survey results is currently underway. As we interpret customer responses, we'll determine what opportunities we have for improvement and will share some of the actions we're undertaking in this regard in the future.

PWSA looks forward to continuing to enhance our customer experience and providing all of our customers with the water services they deserve.

Join our email list to get the latest news and updates.  
Signing up is simple at [pgh2o.com/subscribe](https://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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PGH2O  
**WATER WISE**

## Help Our Rivers by Preventing Illicit Discharges



Across approximately 25 percent of Pittsburgh, stormwater and wastewater are routed into separate underground sewer pipes. In these municipal separate storm sewer system (MS4) areas, **primarily located in Pittsburgh's Saw Mill Run neighborhoods**, storm drains on the street carry rainwater directly to our streams and rivers through storm sewer pipes.

That means any materials that enter a storm sewer will not have a chance to be removed at a wastewater treatment plant before they reach our many rivers. This pollution can harm local water quality, fish and wildlife, and recreation. Any unauthorized discharge from our MS4 system that is not composed entirely of stormwater is considered an illicit discharge and is prohibited.

We can all do our part to protect water quality and keep our rivers clean! Follow these best practices to prevent illicit discharges:

- Never dump vehicle fluids, grass clippings, leaves, household chemicals, paint, animal waste, car washing soaps, litter, or fats, oils, and greases into storm drains.
- Do not connect sanitary, restaurant waste, or industrial wastewater lines to the storm sewer system.
- Only the following uncontaminated water sources are permitted to enter a storm sewer: water used for firefighting, fire hydrant and water line flushing, lawn watering, groundwater, and HVAC condensate.

If you discover an illicit discharge, please report it to us at 412-255-2423 (Press 1) so that we can investigate.

Learn more at [pgh2o.com/ms4](https://pgh2o.com/ms4).