

CURRENTS

Donations to the Hardship Grant Program help families struggling to pay for water services



Hardship Grant Program
Pgh2o.com/Give

[#NeighborsHelpingNeighbors](https://twitter.com/NeighborsHelpingNeighbors)

The holiday season is often a time to take stock of what we have and to lend an extra helping hand to our friends, family members, and neighbors who are less fortunate.

Pittsburgh is a city full of generous people who have a profound sense of community. Pittsburghers are helpers, and we often rise to the occasion to support the less fortunate who also call this region home.

No one should have to choose between paying their water bill and other essential expenses. Unfortunately, however, there are Pittsburghers that find themselves in that position.

By donating to PWSA's Hardship Grant Program, you'll directly help those eligible Pittsburghers, who will receive support in the form of financial aid.

Since 2018, the Hardship Grant Program has helped

more than 872 Pittsburgh households maintain essential water services. It was established to provide income-eligible customers with annual cash assistance to put towards their monthly water bill. We've currently distributed more than \$200,000 through the program and award an average household grant of \$229.

Grants are dispersed to families with a gross

**Next Board Meeting:
December 16**

For a complete list of PWSA's board and community meetings, please visit Pgh2o.com/events-meetings.

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

household income that is at or below 150% of the Federal Poverty Level. This means that a family of four making \$39,750 would qualify.

Households can only receive grant once every 12 months up to the maximum amount of \$300.

Help support your neighbors today by making a tax-deductible contribution to the Hardship Grant Program. To donate, visit dollarenergy.org/donations/pwsa, call Dollar Energy Fund at 412-431-2800 or mail a check to: Dollar Energy Fund, Inc., PO Box 42329, Pittsburgh, PA 15203.

Please indicate that your donation is to be directed to PWSA's Hardship Grant Program. Rest assured that 100% of your donation goes directly to PWSA customers in need. For more information, please visit our website at Pgh2o.com/give.

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

Signing up is simple at 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 contact **PGH2O Cares** at cares@pgh2o.com or 412-255-2457.

Additional Assistance Programs

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

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.

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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WATER WISE

Learn How to Remove Snow and Ice Responsibly!



Snow and ice aren't just slipping hazards – they can also cause issues as they melt and become stormwater. When soil freezes in the ground during cold winter temperatures, it loses some of its sponge-like abilities to soak up stormwater. That means melting snow and ice have fewer places to go, which can lead to more flooding. In addition, melting snow and ice can carry environmentally harmful chemicals from de-icing salts to our rivers and streams, hurting water quality and wildlife.

Try these tips to help reduce flooding and pollution:

- Clear out snow surrounding your downspouts. This will allow melting snow from your roof to flow instead of collecting at your foundation, which can help prevent basement flooding.
- Do not pile snow on top of storm drains. Clear off any blocked storm drains near your property.
- Pile snow where it is most likely to be absorbed by the ground when it melts. Chose areas that are relatively flat or do not typically pond during rainstorms.
- Do not over-apply de-icing salt or sand. Shovel or plow before salting.
- Use less-toxic ice removal methods. Try mixing beet juice with de-icing salt to reduce salt use and lower the freezing point.