

# PGH<sub>2</sub>O Customer Assistance Programs

## Which is right for you?

Our Customer Assistance Programs provide financial relief for income-qualified residential customers who are having difficulty paying their water and wastewater bill. Many options are available, and no one should have to choose between paying their water bill and other essential expenses. If you would like to discuss which options are right for you, please call [412-255-2423](tel:412-255-2423) (Press 5) Monday – Friday from 8:00am – 6:00pm.



**Winter Shut Off Moratorium:** December 1st through March 31st for customers who are at or below 300% of the Federal Poverty Level (FPL).

**Bill Discount Program:** 100% reduction of minimum monthly water and wastewater conveyance charges for customers who are at or below 150% of FPL. An additional 20% reduction of the cost of water used for customers with income levels less than or equal to 50% of FPL.

**Hardship Grant Program:** Cash grants up to \$300 per year for customers at or below 150% of FPL. The sincere effort of payment will continue to be waived through 2021.

**Lead Service Line Reimbursement Program:** We will assist customers with the cost of private lead service line replacement if customers choose to proactively hire a plumber and complete the work. For more information, visit [lead.pgh2o.com/leadreimbursement](http://lead.pgh2o.com/leadreimbursement).

People in Household	50% of FPL	150% of FPL	300% of FPL
1	\$6,440	\$19,320	\$38,640
2	\$8,710	\$26,130	\$52,260
3	\$10,980	\$32,940	\$65,880
4	\$13,250	\$39,750	\$79,500
5	\$15,520	\$46,560	\$93,120
6	\$17,790	\$53,370	\$106,740
7	\$20,060	\$60,180	\$120,360
8	\$22,330	\$66,990	\$133,980
For more than 8 people, add this amount for each additional person:	\$2,270	\$6,810	\$13,620



To learn more, please visit [pgh2o.com/CAP](http://pgh2o.com/CAP) or contact Dollar Energy Fund by calling 866-762-2348 to enroll.

Free translation services are available by calling 412-255-2423 (Press 5).

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