

Frequently Asked Questions for PWSA Customers



What is PayNearMe?

PayNearMe makes it easy and convenient for you to make a payment with CASH at more than 15,000 trusted payment locations nationwide, including 7-Eleven and Family Dollar stores.

How can I make a PayNearMe payment?

There are 3 steps to make a payment:

1. Use the PayCode on the back of your bill or go to pgh2o.com/pay to send a PayCode to your phone or computer.
2. Go to any participating store, show the cashier your PayCode, and make a payment with CASH.
3. PWSA is notified of your payment instantly. Collect your receipt.

What does a PayNearMe PayCode look like?

A PayNearMe PayCode can take different forms at different stores.

At 7-Eleven, it will be a standard barcode.

At Family Dollar, it will be a barcode if printed or a code that is read to the cashier if shown on a mobile device.

Can the PayNearMe PayCode be reused?

Yes! Once you've received your PayNearMe PayCode you can use it to make a payment every month by taking it to a participating location along with your cash payment.

When will PWSA be notified of my payment? Do I need to follow up with them?

Within 4-5 minutes of making your cash payment, a notification will be sent to PWSA. Your receipt is proof of payment.

How will I know my payment has been accepted?

You will receive a receipt with a date and time stamp from the cashier as proof of your payment.

What are the participating payment locations?

Payment locations include more than 15,000 7-Eleven and Family Dollar stores nationwide. You do not need to wait in a separate line, but can make a PayNearMe payment right at the cashier. To locate the closest store, go to PayNearMe.com/locations.

What is the fee to make a PayNearMe payment?

There is a \$1.49 processing fee for each PayNearMe cash payment.

Is there a limit to how much you can pay in cash?

There is a \$1,000 maximum amount per transaction. The \$1.49 processing fee applies to each transaction completed.

Who can I contact for more help or questions?

Email support@paynearme.com or call 1 (888) 714-0004. You can also visit their support page at PayNearMe.com/support.

PayNearMe is a convenient way to pay your utility bill with cash at local 7-Eleven and Family Dollar stores



More than 15,000 trusted payment locations



Guaranteed payment



Many locations offer extended hours