

Bill Discount Program – Frequently Asked Questions

What is the Bill Discount Program?

The Bill Discount Program was established by the Pittsburgh Water and Sewer Authority's (PWSA) Board of Directors in November 2017 to offer relief to those having difficulty paying their water bill. It provides eligible customers with a 50% discount on PWSA's fixed water and sewer conveyance charges for one year.

Who is eligible to participate?

People in Household	Annual Income Eligibility (150% of Federal Poverty Level)
1	\$18,090
2	\$24,360
3	\$30,630
4	\$36,900
5	\$43,170
6	\$49,440
7	\$55,710
8	\$61,980
For more than 8 people, add this amount for each additional person.	\$6,270

Customers earning an annual income that is at or below 150% of the federal poverty level are eligible for the Bill Discount Program. Use the income eligibility chart to determine if you qualify.

How do I register for the program?

PWSA has partnered with Dollar Energy Fund to administer the assistance program. They will work with you to confirm eligibility. Before calling, review the income eligibility chart to determine if your income, based on household size, falls within the income limits. Then contact Dollar Energy Fund (866) 762-2348 to confirm your eligibility and to enroll in the program.

What will Dollar Energy need to confirm eligibility?

Dollar Energy will verify income over the phone. To confirm eligibility, customers are asked to provide the names, birth dates, social security numbers and proof of income for everyone in the household as well as

your PWSA account number, a copy of your most recent bill, and proof of all payments made in the last 90 days.

Does the Bill Discount Program also apply to renters?

Yes, the Bill Discount Program applies to renters. As long as the tenant is the responsible billing party, then they may be considered for the Bill Discount Program. If a landlord is the responsible billing party, their tenants may not be considered because the property is income generating or is possibly used for commercial purposes.

How much will I save on my water and sewer bill?

The Bill Discount Program only applies to **monthly fixed water and sewer conveyance charges**. The amount depends on meter size; our average residential customer typically has a 5/8" water meter. For meters of this size, PWSA charges customers a fixed amount of \$23.25 for water and \$7.71 for sewer conveyance for the first 1,000 gallons of water used. The discount is 50% of these charges or **\$15.48 per month**.

What other charges appear on my bill?

PWSA's water and sewer bill include a variety of services and fees in addition to the base amount described above. These include volume charges (an average residential customer typically uses 3,000 gallons of water per month), as well as ALCOSAN charges, taxes, and other fees that may be associated with your bill. PWSA's rates and volume charges are explained in the [2018 rate brochure](#). Please contact our Customer Service Department with concerns about the accuracy of your bill (412) 255-2423.

Could I also be eligible for ALCOSAN'S Clean Water Assistance Fund?

ALCOSAN's Clean Water Assistance Fund is also administered by Dollar Energy Fund and follows the same income requirements. When calling Dollar Energy about PWSA's Bill Discount Program, ask about ALCOSAN's assistance program to see if you qualify. Visit [ALCOSAN's website for details](#).