



2021 - 2022

Pittsburgh Water and Sewer Authority Hardship Program

The **Pittsburgh Water and Sewer Authority** has partnered with Dollar Energy Fund to administer a Hardship Program to assist customers having difficulty paying their water bill. The **PWSA Hardship Program** provides one-time assistance grants that are applied directly to a limited-income household's utility bill. **Program guidelines and eligibility requirements are subject to change.**

Program Dates:

Open from **October 1, 2021, through September 30, 2022**, for eligible applicants regardless of service status.

Grants are dispersed on a first come, first serve basis to eligible applicants while funding is available.

Balance Requirement:

Applicants must have an outstanding balance on their utility bill of at least **\$100**.

Senior Citizens, age 62 and over, may have a \$0 balance as long as there is no existing credit on the account.

Maximum Grant:

The maximum grant amount an applicant may receive is **\$300**.

Applicants can only receive a grant **once every 12 months**.

Grant awards are based on need and each family's circumstances are different. Grant amounts are determined on a case-to-case basis.

If a customer's utility service is off or in threat of termination when they apply and the maximum grant amount will not restore service or stop termination, the application will be denied. The amount needed to restore service or stop a termination is determined by utility review. Notification will be sent to the customer advising them that their application was denied and that an additional payment is required in order to be considered for assistance.

Additional Guidelines:

- Account must be residential, single home or apartment. No commercial, industrial, or apartments with shared utility service.
- Name on account must be that of an adult who is currently living in the home.
- Dollar Energy Fund grants cannot be used to cover security deposits or reconnection fees.

Application Attachments:

- A copy of your most recent PWSA bill with proof of minimum payment must be attached to all applications.
- Total gross monthly income for all members living in the household.

Income Guidelines:

Total gross household income must be at or below **150%** of the **2022 Federal Poverty Income Guidelines*** as shown in the chart below.

Household Size	150% Monthly	150% Yearly
1	\$1,699	\$20,385
2	\$2,289	\$27,465
3	\$2,879	\$34,545
4	\$3,469	\$41,625
5	\$4,059	\$48,705
6	\$4,649	\$55,785
7	\$5,239	\$62,865
8	\$5,829	\$69,945
Each add'l add	\$590	\$7,080

**The 2022 Federal Poverty Income Guidelines took effect on February 1, 2022 and will remain in effect for the remainder of the program year.*

How to Apply:

The best way to start seeking help is by **calling the Pittsburgh Water and Sewer Authority at 412-255-2423**. They will provide you with information on a number of different assistance programs that are available to help low-income customers.

Dollar Energy also partners with a network of Community Based Organizations throughout the state. These dedicated agencies provide application intake services for clients. Find an agency in your area with Dollar Energy Fund's [Agency Finder](#).