

**Oakland-Wide Community Meeting****Minutes: May 25, 2021****Pittsburgh Water and Sewage Authority: PGH2O Cares Team Updates on Customer Assistance Programs****Presenting: Sarah Viznecki, PGH2O Cares Coordinator**

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The PGH2O Cares Team's goal is to increase enrollment in PWSA's customer assistance programs, which started in 2018. They are increasing outreach efforts as enrollment in these programs has been low compared to need. Programs include the Bill Discount Program (BDP), Bill Discount+ Program, the PWSA Hardship Grant, and Clean Water Assistance Fund (CWAF). PWSA is also piloting a new program for arrearage forgiveness, which will give monthly credits to eligible people who need to pay down high balances. They also encourage customers to utilize their usage portal, which tracks their usage and can alert them if they reach certain thresholds. Starting on May 28<sup>th</sup>, the Cares Team will be available for virtual and in-person events for on-site customer enrollment.