



Pittsburgh  
Water & Sewer  
Authority

# Domestic Violence VICTIMS' RIGHTS

**SPECIAL PROTECTIONS ARE AVAILABLE** for any applicant or customer who provides the Pittsburgh Water and Sewer Authority (PWSA) with a copy of a Protection From Abuse (PFA) court order or any other court order that contains clear evidence of domestic violence.

Some of these protections include:

- You will not be held responsible for a bill in someone else's name, unless ordered by a court, district magistrate, or administrative agency.
- PWSA will not send bills or account notices to anyone other than the customer.
- You will be eligible to apply for PWSA's Customer Assistance Programs.
- Depending on your income, a special payment arrangement may be available.
- PWSA cannot terminate your water service between December 1st and March 31st.
- You will receive additional notice prior to the scheduled termination.
- If PWSA terminates your water service, it will be restored within 24 hours once payment is confirmed or a medical certificate is accepted.

## WOMEN'S CENTER & SHELTER OF GREATER PITTSBURGH (WC&S)

provides free and confidential services for all domestic violence victims regardless of race, gender, sexual identity, or any other factor.

Contact the Women's Center & Shelter of Greater Pittsburgh:

- **24/7 Hotline:**  
412-687-8005

- **Connect with an advocate:**  
text 412-744-8445  
or visit  
WCSCanHelp.org  
and click  
Chat for Help.

- **Visit**  
<https://wcspittsburgh.org>

