

CURRENTS

Announcing PWSA’s Mission, Vision, and Core Values



Mission Statement

PWSA’s Mission Statement speaks to the fundamental work we perform as a publicly owned and operated utility.

PWSA’s Mission: To support our region by protecting public health and the environment through the delivery of safe and reliable water services with a commitment to future generations.

The Pittsburgh Water and Sewer Authority is on a transformation journey – one centered on a renewed emphasis on public health, the environment, and our responsibility to serve as steadfast stewards of the vital water services our region relies on each day.

To ensure we can continue this momentum, in 2021 PWSA embarked on a Strategic Planning Project, which will guide our priorities over the next five years.

The first phase of this project was to redefine our Mission, Vision and Core Values, which are as follows.

As stewards of a vital natural and public resource, PWSA has a responsibility to ensure we’re delivering safe, reliable water services to our customers.

We are also committed to our customers’ futures by improving public health through clean water services and reducing combined sewer overflows by constructing new stormwater infrastructure and improving our sewer system.

Vision Statement

PWSA’s Vision Statement speaks to our future – in other words, if we live our values and execute on our mission, what will we look like in five years.

PWSA’s Vision: To transform Pittsburgh’s water system while being recognized by our customers as a trusted service provider and a steadfast steward of a vital public asset.

Core Values

PWSA’s Core Values speak to why we do what we do as an organization and serve as the foundation for how all of our team members conduct themselves. We decided on a set of five Core Values.

Stewardship: As a public utility, we are responsible for serving as mindful stewards of our water system and continuing to provide essential and dependable water services now and for generations to come. We’re making decisions that will impact Pittsburgh for the next 100 years.

Ethics & Integrity: We act ethically and with integrity in all instances, both as individuals and as an organization. This means modeling honesty, transparency and professionalism in everything we do.

Accountability: We are all held accountable, both individually in our everyday roles and as one organization. Only

by doing what we promised can we rebuild trust with the community.

Safety: We ensure a safe working environment for employees, the safety of our infrastructure assets, and the safety of the millions of gallons of water delivered to customers every day.

Equity: We strive to deliver quality and affordable water services to every community in our service area, and to create a workplace that reflects the diversity of those communities.

PWSA will now be embarking on the second phase of this project, which will identify our strategic priorities over the next three – five years, define how we’ll track our progress, and develop a common approach to achieving those priorities.

We’re excited about the future of our organization, and know that our Mission, Vision and Core Values will only further support us as we continue our invaluable work.

For more information, visit our [Mission, Vision and Core Values](#) website, where you’ll find a video highlighting these important messages.



CEO Briefing by *Chief Executive Officer Will Pickering*

PWSA's Core Value of Stewardship in Action



As stewards of a vital public resource, PWSA has a responsibility to provide Pittsburgh with reliable, high-quality water services. Through hard work, increased funding, and greater transparency, we're transforming as a modern organization ready to meet the demands of current and future

generations of customers.

Part of this transformation centers around our renewed Mission, Vision and Core Values. Today I'd like to touch on **Stewardship** and how the work we're undertaking supports this Core Value.

Over the next five years, we will invest over \$300 million in a series of large-scale water improvement projects called the Water Reliability Plan (WRP). The work will involve rehabilitating or replacing some of the large critical components of our water system. When completed, these assets will be the resilient backbone of the water system and will allow us

to provide continuous service to all customers, even in the event of unforeseen issues that can impact service. With infrastructure assets of this size and importance, we cannot wait to "fix it when it fails."

The WRP is one of our most ambitious investments, and like many of our water main and sewer rehabilitation projects, we will aggressively pursue state and federal funding for the work. We've applied to the EPA's Water Infrastructure Finance and Innovation Act program for flexible and low-interest loans for 49% of the WRP and await their decision in late 2022 or early 2023. Additionally, we plan to submit

a request to the Pennsylvania Infrastructure Investment Authority for the remaining 51%, which we anticipate will be a mix of loan and grant funding.

As a publicly owned and managed utility, using low-interest loans and grants from the government is essential. Over time, they will save our ratepayers millions when compared to funding work through rates and bond financing. And, since every dollar we receive is invested back in the water system we all rely on, it provides flexibility to prioritize and complete other projects, like the ongoing replacement of lead lines, more quickly.

TEAM PGH20

Employee Spotlight: Barry King

PWSA Director of Engineering & Construction Honored in *Pittsburgh Business Times*

Barry King was recently recognized in the *Pittsburgh Business Times* as one of **20 People to Know in Engineering**.

What made PWSA an attractive career option for you? When I joined PWSA as a consultant in 2016, I saw real opportunities for positive change, something that really motivates me. I was also drawn to the people who work here – a team of very capable, talented and driven individuals. I just knew I needed to make this a career and become a permanent employee of PWSA.

Why did you pursue a career in engineering? I always excelled

at math and science and had a love of problem solving and all things environmental. In fifth grade, I participated in a science competition facilitated by Rensselaer Polytechnic Institute (RPI). Several RPI engineering students joined us to support our projects, culminating in a final field trip to the RPI campus. This small glimpse of a true hands-on engineering program, combined with my interests, inspired me to pursue an Environmental Engineering degree at RPI.

What are your favorite challenges to tackle? I have always loved taking on challenges that others deem

insurmountable or impossible. I enjoy the process and the trip, and not just the destination.

What sort of impact do you hope to have on PWSA? I genuinely want to make PWSA a stronger organization, from both an infrastructure and team-building perspective. I want to continue establishing and driving daily toward the completion of meaningful goals that will improve both the PWSA and the City of Pittsburgh for current and future generations. A key to having a positive impact is focusing more on being interested than on being interesting.



What do you like to do outside of work? All activities I enjoy are with my wife and two children, Emily and Ethan. I really enjoy all outdoor activities, and for the first time in too many years we started cross-country skiing again. I also like undertaking home improvement and re-landscaping projects.

Second Water Reliability Plan Project Kicks Off



Work on the Highland Reservoir II has officially begun. This work is the second of our Water Reliability Plan projects to kick off in 2022, preceded by the [Rising Main Rehabilitation Project](#), which kicked off

in February. Work on the [Highland Reservoir II](#) includes replacement of the existing reservoir liner and cover and rehabilitation of both the pump station and rising main. We will also replace the existing

chlorine injection system and complete an upgrade of the reservoir outlet structure.

This work is integral to the Water Reliability Plan as the Highland Reservoir II will be used as a temporary Clearwell while the new Clearwell is being constructed. Existing chlorine feed facilities must be upgraded to meet state regulatory requirements for chlorine treatment. The existing reservoir outlet structure also must be upgraded to accommodate the construction of the Highland Reservoir Pump Station, set to begin in mid-2022.

For more information, visit our [Water Reliability Plan](#) page.

PGH2O IN THE COMMUNITY

Connecting with Pittsburgh's Immigrant and Refugee Communities



Pittsburgh has a vibrant immigrant, refugee, and non-English-speaking community who call our great city home. As with past generations, today's newcomers shape our community with new customs and traditions. And like so many Pittsburghers, they also count on us to provide safe and reliable water services.

PWSA is proud to work closely with the Mayor's Office of Immigrant and Refugee Affairs, an advocacy support network established to improve the quality of life and city services for immigrants and refugees.

Our PGH2O Cares team attended the Office's March 9 meeting to share information on our expanded Customer Assistance Programs and the various ways customers can access our translation services.

Non-English-speaking customers who need assistance can call us at [412-255-2423](tel:412-255-2423)

(press 5) and request to be transferred to an interpreter or have a PWSA letter or notice converted to a language other than English. Our [website](#) also offers translation into the 10 most commonly spoken languages in Pittsburgh. Our Customer Assistance Program flyers, which you can find on our [Customer Assistance Program](#) page and can download to share, are translated into Spanish, Chinese, and Tigrinya.

For more information on the City of Pittsburgh's Office of Immigrant and Refugee Affairs, please visit their [website](#).

PGH₂O

WATER WISE

Do you know how to protect your family and home from flooding?

Flooding is the most common natural disaster in the United States. Since spring rains bring an increased risk of stream and river flooding, street flooding, and sewage backups, take the following steps today to prepare.

Make an emergency plan for your household, including pets, so that you and your family know what to do and where to go. Sign up or listen for emergency and weather alerts. Remember: never walk, swim, or drive through floodwaters.

Look up the flood risk for your home. Store important documents and valuables in a safe, dry place. Elevate and anchor critical utilities like electrical panels and propane tanks.

Purchase or renew a flood insurance policy through the National Flood Insurance Program (NFIP). Take photos of your property and do an inventory in case of damage.

Learn more on our [Flood Preparedness](#) site.



Customer Assistance Programs

Our Customer Assistance Programs are designed to provide financial relief for income-qualified residential customers who are having difficulty paying their PGH2O bill. These programs are managed by our **PGH2O Cares team**, a group of education and outreach professionals dedicated to working directly with our most vulnerable customers to bolster enrollment in our customer assistance programs and identify ways to reduce water usage.

For more information about our programs, including the **Winter Shut Off Moratorium**, **Bill Discount**, **Flexible Payment Plans**, **Hardship Grant**, and **Lead Line Reimbursements**, please visit our [Customer Assistance Program](#) page or call Dollar Energy Fund at **866.762.2348**.



Neighbors Helping Neighbors

If you can, consider donating to our [Hardship Grant Program](#).

Enroll in eBilling

Convenient and easy to use, our online billing and payment portal ensures timely delivery of bills and payments.

New enrollees who also enroll in the autopay feature on our [website](#) will receive a one-time \$5 discount on their bill.

Track Water Usage!

Monitor your water use in real time and set customized, automated usage alerts. You can even authorize multiple users, such as tenants, to receive usage alerts. Setting usage alerts can help detect costly water leaks on your property. To sign up:

- Visit [PGH2O.com](#) and click on Pay a Bill.
- Select “Check Usage.”
- Enter your email address and click the link provided in an email that you will receive from the portal.
- Type your full 14-digit account number and meter serial number.
- Add your cell phone number to receive important alerts via text message and create a password.
- Use your email address and password to log in.
- Tour the portal, and set usage thresholds for email and/or text alerts.

Do We Have Your Number?

Did you know that we call customers during water emergencies and outages?

It is important to verify that we have the best number to reach you. You can even add multiple numbers for your account, so your entire household is informed about our work.

TO UPDATE YOUR CONTACT INFO:

Call PWSA Customer Service:
412.255.2423 (Press 5)

Visit our [Update Contact Information](#) portal.

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Penn Liberty Plaza 1
1200 Penn Avenue
Pittsburgh, PA 15222

Customer Service

T 412.255.2423 (Press 5)
info@pgh2o.com

Emergency Dispatch

T 412.255.2423 (Press 1)
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