

CURRENTS

2021 Year in Review Highlights

Reflecting on our successes in 2021, a year of ongoing progress



In recent years, we've made significant strides in our efforts to achieve a level of transparency that our customers deserve. In addition to providing informative resources throughout our website, we've been compiling annual reports that highlight our yearly accomplishments.

In 2021 our dedicated teams ensured our core values of stewardship, ethics and integrity, accountability, safety, and equity defined everything we do. Following are some examples of how we met and exceeded our expectations.

Environmental Compliance and Ethics: As part of our commitment to regulatory compliance for the environment

and water quality, we hired a Chief Environmental Compliance & Ethics Officer and expanded our Environmental Compliance Department. The enhanced department provides guidance, tracking, and direction to ensure we meet our regulatory obligations.

Diversity, Equity, and Inclusion: We developed and implemented a Diversity, Equity, and Inclusion policy to foster a diverse workforce and talent pipeline. We also advanced our **Supplier Diversity Program** by contracting with 76 Disadvantaged Business Enterprises (DBEs), resulting in 18% or \$31,294,999 of all Board-approved contracts being paid to DBE businesses.

Customer Assistance: We launched **PGH2O Cares**, a group of education and outreach professionals working directly with our most vulnerable customers to bolster enrollment in our **Customer Assistance Programs** and identify ways to reduce water usage. Their success has helped PWSA achieve enrollment of 5,217 customers in our Bill Discount Program at the end of 2021, an approximately 21% increase since the end of 2020. We also continued to enhance our Customer Assistance Programs to offer discounts to more customers and simplify the enrollment process.

Improved Stormwater Management: We established a stormwater fee to equitably charge for stormwater services and adequately fund stormwater improvements. We also initiated a stormwater strategic planning process to address climate change and prioritize future project locations.

More information, including a link to our Year in Review report, is available in our Director's Cut piece, shown to the right.

CEO BRIEFING: PWSA RELEASES FULL 2021 YEAR IN REVIEW REPORT

By Chief Executive Officer Will Pickering

PWSA is entering a new era – one with a renewed emphasis on public health, the environment, and our responsibility as steadfast stewards of the vital water services our region relies on each day.

There are lots of exciting projects underway at PWSA that directly support this evolution. While our work as public servants is never done, I'm confident the strategic priorities we've been undertaking will help us to further transform our water system while rebuilding trust with the public we serve.

Our second annual Year in Review highlights the work we're undertaking to support our transformation into a trusted community utility partner. Some highlights of this report are shown in the article at left – but there's much more!

We invite you to visit our **Performance** page to learn even more about our 2021 accomplishments.



Pittsburgh Water & Sewer Authority

For a complete list of PWSA's board and community meetings, please visit our **Events & Meetings** page. Following COVID-19 restrictions, meetings are held virtually and may be tentative or postponed.

PWSA Expands Customer Assistance Programs

Simplified enrollment and expanded access can help reduce your bill



PWSA's enhanced **Customer Assistance Programs** and simplified, accessible process for enrollment offers more discounts to more customers than ever before.

The Bill Discount Program provides an additional 50% discount on water usage charges for very low-income customers, and all customers enrolled in the program automatically receive an 85%

discount on their stormwater charge. The monthly credit on past due balances doubled from \$15 to \$30 for on-time payments made by customers who are enrolled in the Bill Discount Program and on an active payment plan. We expanded the Hardship Grant Program to include sewage-only customers, and all confirmed low-income customers are now automatically enrolled in the Winter Shut Off Moratorium. Lastly, reconnection fees for all customers are waived in 2022.

Additional Customer Assistance Programs include Flexible Payment Plans, Arrearage Forgiveness, and our Lead

Service Line Replacement Reimbursement Program.

To enroll, call Dollar Energy Fund at 866.762.2348 or contact PGH2O Cares at 412.255.2457 or via [email](#).

Third-party assistance programs are also available to help further reduce the financial burden of utility bills. These include the ALCOSAN Clean Water Assistance Fund, the Low-Income Household Water Assistance Program (LIHWAP), and the Allegheny County Emergency Rental Assistance Program (ERAP).

TEAM PGH2O

Employee Spotlight: Nicholas Clark, Workplace Safety Manager



Hired just last month, **Nicholas Clark** is on a mission to help improve the safety of all our employees.

Tell us more about your role at PWSA.

I am primarily responsible for ensuring that our employees, especially those working in

the field, are following our policies and procedures to mitigate hazards and ensure a safe working environment. This also involves writing and implementing new safety policies and updating existing ones to stay current with industry standards.

What made you decide to pursue a career in safety?

Safety is a really important and personal topic for me. When I was growing up, my dad suffered a permanent injury at work, and safety became a big topic in our house. Following high school, I wasn't sure what career path I wanted to take. I then found a Safety

Management program at Slippery Rock University, which really stuck out to me.

Why did you decide to join PWSA?

In my past role I was traveling a lot, but now I get to work closer to home. But beyond that, working for an organization that provides clean drinking water to Pittsburgh is pretty cool!

What are your favorite challenges to tackle?

Anything that gets me out on the jobsite where I can create safe ways to perform a certain task. I like taking a hands-on approach.

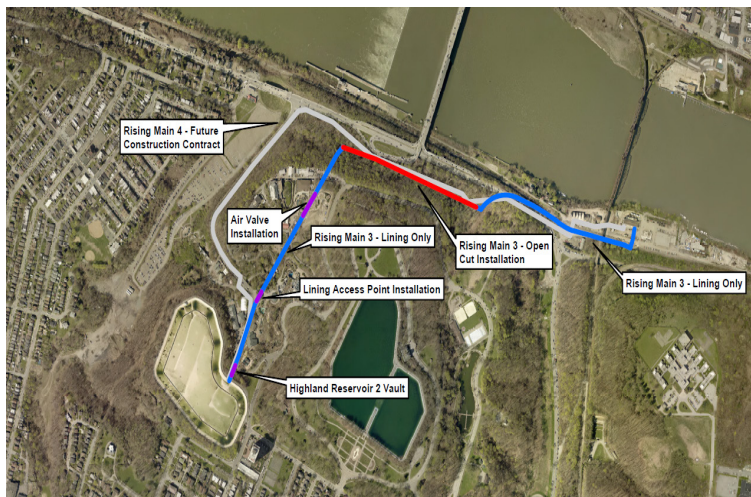
What sort of impact do you hope to have on PWSA's safety initiatives?

I hope to help PWSA further strengthen its safety culture and help more employees buy into our safety policies and procedures. Really, if I can help to ensure our employees return home safely at the end of each working day, I would consider that a win.

What do you like to do outside of work?

In my free time I enjoy spending time with my wife and daughter. In the summers, we like having family over for BBQs. I also really enjoy hunting.

Rising Main Rehabilitation Begins in Highland Park



Project overview: Rising Main 3 Rehabilitation

In mid-February, Rising Main 3, a large-diameter water main in Highland Park, was taken out of service for rehabilitation.

This project, part of our Water Reliability Plan, is the first of several once-in-a-generation projects that will renew key

components of our water production and distribution systems. These projects will take place over the next several years.

The rehabilitation of Rising Main 3 will improve the reliability of our water system and improve hydraulic performance to distribute water throughout the system. This large pipe carries water from the Bruecken Pump Station to the covered Highland II Reservoir. The nearby Rising Main 4 will also undergo rehabilitation in 2023. We will invest nearly \$12 million in both projects.

For more information, please visit our [Project](#) page.

DEVELOPMENT REPORT

Making Sense of the New Rate Structure

PWSA holds Developer's Roundtable

The 2022 Developer's Roundtable, held on February 23, had a packed agenda.

The presentation began with the new rate structure, including the elimination of tap fees, introduction of new applications fees, and overview of our stormwater rates. The team highlighted available resources for developers to predict their stormwater costs, such as the credit manual and the fee finder interactive map. These resources can be found on our dedicated [Stormwater Fee](#) webpage.

The agenda moved on to our new permitting process in CityGrows, with clarifications on how projects in progress and new projects would be handled by staff.

We wrapped up with a discussion on how the fee changes and new permitting process affected updates to the Developer's Manual. This manual is our guide on the procedures and regulations for developments tapping into a new and existing public sewer or water facilities, and for constructing new facilities to be dedicated to PWSA. The

updates are pending Board of Director's approval and will be posted to our [Developer's Manual](#) website once it is finalized.

We want to thank all of our participants for their contributions to this lively conversation. A recording of the event is available upon request.

Any remaining questions or comments can be emailed to our Development Coordinator, Jordan Treaster (JTreaster@pgh2o.com).

When is the last time you cleaned or replaced your faucet aerators?

The aerator at the end of your water faucet (shown below) adds air into the water to reduce splashing and limit the flow of excess water. Aerators catch some of the silt, minerals, and other debris that can flow through your tap water, which can cause a build-up and affect your home's water quality over time.

Most aerators simply unscrew from the faucet, but you may need to use a pair of pliers or a wrench. Once your aerator is removed, separate its parts and remove any debris. Soak the parts in white vinegar and scrub with a brush. Rinse and reassemble the cleaned aerator, then screw it back onto the faucet.

You can find additional educational resources and videos on our [website](#).



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.

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.

Apply to Become a Stormwater Ambassador!

Do you want a chance to help collect feedback and engage with your neighbors and community on stormwater issues?

If so, you're invited to apply today to be part of the second cohort of [PWSA's Stormwater Strategic Plan](#) Ambassador Program. Ambassadors will be paid a rate of \$15 an hour for 16 to 18 hours a month from March to July of 2022.

If you're interested in participating, please apply at [Grounded's website](#).

Stay in the know with PGH2O!

Join our email list to make sure you're getting the latest news and updates. Signing up is simple on our [News & Events](#) page.



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