

SNAPSHOT: 2022 YEAR IN REVIEW

Following yet another landmark year, we here at the Pittsburgh Water & Sewer Authority (PWSA) are more confident than ever in our ability to fulfill our mission: **to support our region by protecting public health and the environment through the delivery of safe and reliable water services.**

We're proud to share this snapshot of our **2022 Year in Review**. This report summarizes the key initiatives we've undertaken in the past year to support our ongoing transformation to a trusted community utility partner of the future. By making this kind of information available, we hope to model the transparency our community, customers, and stakeholders deserve.



Public Health & Environmental Stewardship

Since 2020, PWSA has recorded some of the lowest lead levels in our history. This consistency in drinking water quality was made possible by improved water treatment methods and our commitment to remove all lead from our water distribution system by 2026. Initiatives like our award-winning Community Lead Response program – declared a model for communities nationwide to follow – resulted in the February 2023 replacement of our 10,000th public lead service line.



Water Reliability Plan Progress

Our recently completed Highland II Reservoir Liner and Cover Replacement project, the largest of its kind in North America in 2022, will ensure the long-term reliability and security of this critical reservoir. Our Rising Main 3 Rehabilitation project revitalized this large-diameter pipe, which moves water uphill from our Bruecken Pump Station into the Highland Park Reservoir system. In total, we will invest nearly \$470 million into our Water Reliability Plan over many years.



Customer Assistance & PGH2O Cares

Our PGH2O Cares team continued the important work of outreach and community engagement to increase awareness of and enrollment in our slate of Customer Assistance Programs. In 2022, this team placed more than 6,000 outbound calls to promote these programs, an increase of more than 4,000 calls when compared to 2021.

MORE THAN
6,000 households
ENROLLED IN BILL DISCOUNT PROGRAM AT END OF 2022,
an increase of about 1,000 households over 2021.



ATTENDED **more than 80 in-person and virtual community events**



Water and Sewer System Upgrades

Infrastructure upgrades are a core part of PWSA's work. From the ongoing removal of lead lines, to the replacement of aging water mains, and rehabilitation of sewer lines, PWSA made consistent progress in Pittsburgh's neighborhoods.



DRINKING
WATER

REPLACED
7 miles of water mains

REPLACED
1,045 public-side lead service lines

REPLACED
943 private-side lead service lines



SEWER

INSPECTED
4.7 miles of sewer main

LINED
18.6 miles of sewer

REMOVED
2,233 tons of debris from storm drains

Please visit
pgh2o.com/2022-year-review
or scan the accompanying
QR code to learn more.



Strategic Stormwater Management

Our Stormwater Strategic Plan will build upon past planning efforts by using climate data, previous regional studies, community input, and peer utility benchmarking to provide recommendations that consider equity, the environment, priority sites, and water quality when implementing stormwater solutions. For the sake of transparency and inclusion, we hosted a variety of community workshops where PWSA customers, the Pittsburgh community, and stormwater stakeholders shared ideas, asked questions, and provided input into our ongoing stormwater planning and implementation.

