

# CURRENTS

## Mid-Year News Roundup

Replaying some of our greatest hits to-date in 2023

► We've accomplished a great deal so far this year, with much more on the docket for the balance of 2023. In a fast-paced world, news can be easy to miss. Below, you'll find a compilation of some of our greatest moments so far this year. For more information beyond the accompanying summary of each headline, click the blue link or visit [pgh2o.com](http://pgh2o.com).

### Water quality and the ongoing removal of lead service lines.

**Highlighting Our Successful 2022 Community Lead Response.** We've made great progress to get the lead out of our drinking water system, recording some of the lowest lead levels in our history since 2020.

**PWSA Celebrates 10,000 Lead Service Line Replacements with Federal, State and Local Leaders.** In February, we officially replaced our 10,000th lead service line. Now, with more than half removed from our drinking water system, we're on track to remove all lead service lines by 2026.



**2022 Water Quality Report.** Our most recent Water Quality Report shows a

clean bill of health for drinking water quality. With a highly qualified Compliance Team, we are well-positioned to deliver on future regulatory obligations mandated by state and federal agencies and fulfill our mission to protect public health and the environment through the delivery of safe and reliable water services.

**Understanding Your Water Quality.** We summarized some of the important techniques our Water Quality and Lab teams use to ensure the water coming to your tap is safe and reliable.

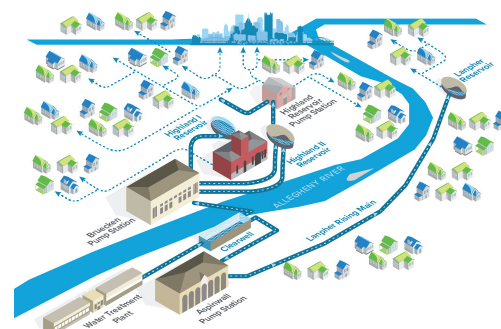
**Modernizing and funding large, century-old infrastructure improvements.**

**PWSA Completes First Water Reliability Plan Project.** In late 2022, we completed the first phase of these **once-in-a-generation projects** and immediately began construction of the second phase. These improvements will strengthen our water system, add needed redundancy, and, when

complete, provide PWSA's drinking water customers with more reliable water services.

**PWSA Announces \$52.4 Million EPA Loan for Water Reliability Plan Projects.** PWSA was the proud recipient of a more than \$50 million loan as part of the EPA's Water Infrastructure Finance and Innovation Act (WIFIA) to help fund these large-scale projects. We'll also use approximately \$93 million from a prior PENNVEST funding award.

**Your Ratepayer Dollars Explained.** As a publicly owned and operated utility, every dollar we receive from ratepayers is reinvested back into our infrastructure and the improvements we're making to provide high-quality, reliable water, wastewater, and stormwater services. Low-interest loans from state and federal funding partners and grants that do not need to be repaid will, over time, save ratepayers millions of dollars in comparison to traditional financing.



**Replacing aging infrastructure in Pittsburgh neighborhoods.**

**Snapshot: 2022 Year in Review.** In 2022, we replaced seven miles of water main, rehabbed 18.6 miles of sewer main, and replaced 233 storm drains and 88 fire hydrants. Our rehabilitation of aging infrastructure is an investment in Pittsburgh's neighborhoods to ensure safe, reliable water, sewer, and fire protection services for years to come.



And that's certainly not all. We recently published a full **2022 Year in Review report**, which is available on our website. We encourage you to review that comprehensive overview of our work and ongoing transformation. ♦

## Chief Executive Officer Briefing by Will Pickering

### How does our pursuit of low-interest loans and grants save ratepayers' money?



► PWSA's standing as a publicly owned and operated utility is a win for our customers. This status means that every dollar we receive from customers is invested back into our water systems, a benefit for all of those we serve. At PWSA, it's about service, not profit – we

don't have shareholders and don't generate a profit.

The financial picture I'm painting is to get at something of great importance to our customers. Because of our public status, we're eligible for cost-effective, low-interest loans and grants from local, state, and federal funding sources. This kind of external funding keeps rates as low as possible during a time when we're making unprecedented levels of investment in our essential water systems, ultimately saving our ratepayers money.

Recently, PWSA received more good news on the grant and loan front: [we were recently](#)

[awarded a \\$14.6 million funding package](#) from the Pennsylvania Infrastructure Investment Authority (PENNVEST) for an upcoming Lead Service Line Replacement Project. The project will inspect all service lines in subsets of neighborhoods across the service area and replace any lead service lines at no cost to the customer.

The funding package is split between \$10 million in grants and \$4.6 million in loans. This predominantly grant-based award is money that does not need to be repaid and provides greater flexibility for investing ratepayer dollars.

In fact, since 2018, PWSA has received over \$62 million in grants and \$53 million in loans, totaling over \$115 million in funding from state and federal sources for lead line programs.

This award comes off the back of some other [good news](#) – an increased credit outlook and reaffirmed rating from Moody's Investor Services, the institution that provides investors with credit ratings for government entities. This positive news signifies our continued financial improvement and ongoing evolution, likely saving ratepayers additional money in the long term through our ability to pursue more competitive financing. ♦

## TEAM PGH20

### Employee Spotlight: Jordan Treaster

► **Development Coordinator**  
*Jordan Treaster is responsible for the issuance of development permits for commercial builds. Since these projects involve multiple aspects of our operations, he assists in coordinating workstreams with various internal departments, including Engineering, Operations, Customer Service, Records Management, and Legal. As this is a customer-facing role of sorts, he's responsible for keeping open channels of communication with developers, consultants, and our internal teams throughout the process to ensure all parties are on the same page. Lastly, he analyzes and interprets data related to development processes to assess their efficiency, identify areas for*

*improvement, and provide internal departments with up-to-date information regarding development projects.*

#### **What sort of impact do you hope to have in Pittsburgh?**

At the end of the day, my hope is that I have a positive impact on the developers and consultants I work with. On the flip side of that coin, I myself enjoy learning about future construction projects in our service area and knowing that I had a part in assisting the project in the permitting phase.

#### **What do you enjoy doing outside of work?**

Most of my free time is spent golfing, going on weekend trips with my wife and dog, kayaking, hiking, attending sporting

events, or meeting up with friends.

#### **What was your first job? What did it teach you?**

I was a community planner at a private engineering and design consulting firm. The position taught me the importance of hosting community meetings and stakeholder events to engage the general public in planning processes.

#### **If you could meet any historical figure, who would they be?**

The famous urban planner, architect, and social critic Frederick Law Olmsted - considered the father of landscape architecture in the U.S. He championed the importance of public and green spaces in modern cities

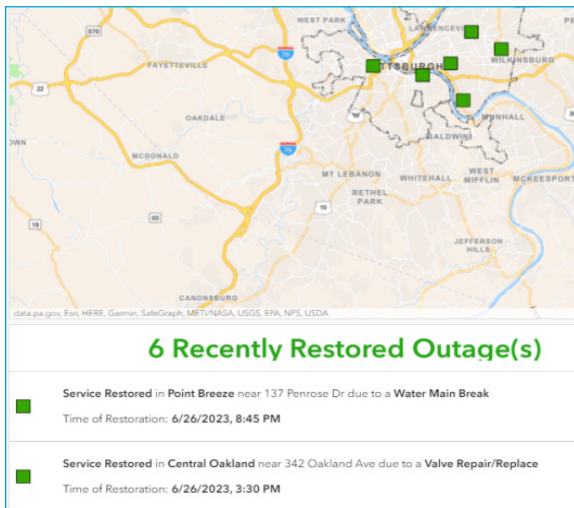


and was a driver of land and conservation management.

#### **What's the weirdest fact you know?**

A consultant told me this ironic fact: the original patent for a fire hydrant was destroyed in a fire. ♦

## PWSA Releases Improved Service Outages Map



The new map allows customers to view the status of PWSA work in real time, providing current information about active, planned, and recently restored water interruptions.

of water outages, water main breaks, and other service needs directly into a database and draw detailed boundaries of the affected area. The mapped outage areas are then automatically updated on our website and in our robocall system so we can more easily notify affected customers.

If you're impacted by an outage or any scheduled work that requires us to temporarily shut water, you'll be notified by robocall provided your contact information is current in our system. Please ensure we have your contact information!

Please update it on our [Update Contact Information](#) portal or by calling Customer Service at **412-255-2423 (press 5)**. ♦

▶ We want each and every PWSA customer to know about our improved [service outages web map](#)! It provides customers with greater accuracy and more immediate notification around water service interruptions.

New features allow users to toggle between outage types and zoom in on locations for a better understanding of the impacted areas. The improved map allows our team of Dispatchers to enter reports

## PGH2O IN THE COMMUNITY

### APPLY NOW: Additional LIHWAP Funds Available

▶ Eligible PWSA customers are encouraged to apply for one-time crisis grants through the recently reopened **Low-Income Household Water Assistance Program (LIHWAP)**. These emergency grants, which do not need to be repaid, can reduce past due water and wastewater charges and support those facing shut-off of their water service. Since January 2022, PWSA distributed more than \$1.6 million of LIHWAP funding to nearly 1,500 customers.

or wastewater bill that they are responsible for paying, and if the household is within the income limit for their household size (see accompanying chart). If a household has previously received a LIHWAP grant, they can receive another LIHWAP grant for a different service only. For example, if you've already received a LIHWAP grant to satisfy unpaid *water* charges, you'll be able to apply for a LIHWAP grant to satisfy any unpaid *wastewater* charges.

**LIHWAP will remain open through August 11 or until all funds are used.**

**Who is eligible?** PWSA customers may qualify for LIHWAP if they rent or own their home, have an overdue water

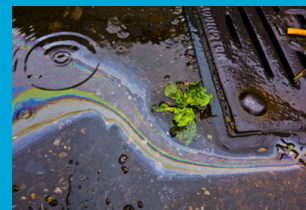
**How to apply.** If you think you may benefit from this assistance, now is the time to apply. Applications are processed on a first-come-first-served basis and can be [submitted online](#) or at the [Allegheny County Assistance](#)

Household Size	Income Limit
1	\$20,385
2	\$27,465
3	\$34,545
4	\$41,625
5	\$48,705
6	\$55,785
7	\$62,865
8	\$69,945
9	\$77,025
10	\$84,105
For every additional person, add \$7,080.	

**Office.** For more information, please visit the [State's COMPASS website](#) or read our [press release](#). For additional information on PWSA's own slate of Customer Assistance Programs, including the Bill Discount Program and Winter Shut-Off Moratorium, call 412-255-2457 or visit our [Customer Assistance Program website](#). ♦

### Become a Sewer Superhero!

Pittsburgh has more than 25,000 storm drains that direct stormwater from streets and paths into underground sewer pipes. When functioning properly, sewers provide us with crucial public health benefits.



Dumping prohibited materials can clog our pipes, cause flooding and basement backups, and pollute our streams and rivers – all of which have a negative and costly impact on our infrastructure and the environment. Follow the below tips to help keep our sewers flowing properly:

- **Only rain down the drain!**
- **Report illegal dumping of concrete, paint, or other materials into storm drains via our 24/7 Dispatch line (412-255-2423, press 1).**
- **Become a Gratekeeper!** Visit the [Allegheny CleanWays](#) website to learn about their volunteering opportunities.
- **Report broken or clogged storm drains.** Call our Dispatch line, tweet us @ pgh2o on Twitter, or fill out our [Report an Issue form](#).

Learn more about managing stormwater 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 these programs and identify ways reduce water usage.



For more information on our programs, including the **Winter Shut Off Moratorium, Flexible Payment Plans, Hardship Grant Program, Bill Discount Program, and Lead Line Reimbursements**, visit our [Customer Assistance Program](#) page or contact the PGH2O Cares team at 412-255-2457 or [cares@pgh2o.com](mailto:cares@pgh2o.com).

## Additional Assistance Programs

Additional assistance programs are offered separately from PWSA's Customer Assistance Programs.

- The **Low-Income Household Water Assistance Program (LIHWAP)** is a temporary emergency program to help low-income families pay overdue water bills. LIHWAP is a grant that you do not have to repay. Applications are processed on a first-come-first-served basis and can be [submitted online](#) or at the [Allegheny County Assistance Office](#). Apply now: **LIHWAP will remain open through August 11 or until all funds are used.**
- The **Allegheny County Sanitary Authority (ALCOSAN) Clean Water Assistance Fund** is available to eligible residential customers. It is administered by Dollar Energy Fund. To learn more and apply for assistance, visit the [Clean Water Assistance Fund](#) page.

## Neighbors Helping Neighbors

If you can, consider donating to our [Hardship Grant Program \(www.pgh2o.com/give\)](#).

## Enroll in eBilling

Convenient and easy to use, our [online billing and payment portal \(www.pgh2o.com/ebilling\)](#) ensures timely delivery of bills and payments.

## Track Water Use

Visit our [Customer Advantage Portal](#) to track water use in real time and receive alerts when there's a spike in water use.

## Do We Have Your Number?

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

It's 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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Emergency Dispatch

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