

CURRENTS

PWSA Announces Renewed Mission, Vision, and Core Values

Visit [PGH2O.com](https://pgh2o.com) for more information and a brief video



The Pittsburgh Water and Sewer Authority (PWSA) is entering a new era - one with 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 to guide our priorities over the next five years. The first phase of this project was to define our 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 is: 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.

As stewards of a vital natural and public resource, all of us at PWSA have a responsibility to ensure we're delivering safe, reliable water services to our customers. We're also committed to our customers' futures, by improving public health through clean water services and reducing combined sewer overflows by constructing new storm water 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 PWSA look like in five years.

PWSA's Vision is: 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

Our Core Values speak to why we do what we do as an organization and serve as the foundation for how each of us on the PGH2O team conducts ourselves. PWSA 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. Right now, 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.

Next Board Meeting: May 27

For a complete list of PWSA's board and community meetings, please visit pgh2o.com/events-meetings.

Following COVID-19 restrictions, meetings are held virtually and may be tentative or postponed.

- **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.

We are excited for what the future holds at the Pittsburgh Water and Sewer Authority. We encourage our customers and anyone who turns on a tap in Pittsburgh to pay close attention to the transformation that is occurring within our organization. Our renewed focus on public health, the environment, and accountability for our actions are positive steps we are taking to renew public trust with everyone who relies on us for safe, reliable water services.

To watch a brief video with additional details, please visit pgh2o.com/about-us/mission-vision-and-core-values.

Join our email list to get the latest news and updates.

Signing up is simple at pgh2o.com/subscribe.

PGH₂O



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.

- **Winter Shut Off Moratorium:** December 1st through March 31st for customers who are at or below 300% of the Federal Poverty Level (FPL).
- **Bill Discount Program:** 100% reduction of minimum monthly water and wastewater conveyance charges and an 85% discount on stormwater charges for customers who are at or below 150% of FPL.
- **Flexible Payment Plans:** We offer income-based payment arrangements to help customers pay down high balances without accruing penalties and interest.
- **Hardship Grant Program:** Cash grants up to \$300 per year for customers at or below 150% of FPL.
- **Lead Service Line Reimbursement Program:** PWSA will assist customers with the cost of private lead service line replacement. For more information, visit lead.pgh2o.com/leadreimbursement.

For more information about the Customer Assistance Program, please visit Pgh2o.com/CAP or call Dollar Energy Fund at **866.762.2348**.

Neighbors Helping Neighbors

Donate to the Hardship Grant Program online at Pgh2o.com/give.

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.

HOW DO I UPDATE MY CONTACT INFORMATION?

Visit our website: Pgh2o.com/update-contact-info
Or call PWSA Customer Service: **412.255.2423 (Press 5)**

Enroll in eBilling

Convenient and easy to use, our online billing and payment portal ensures timely delivery of bills and payments. Visit Pgh2o.com/ebilling to enroll.

Penn Liberty Plaza 1
1200 Penn Avenue
Pittsburgh, PA 15222

Customer Service*
T 412.255.2423 (Press 5)
info@pgh2o.com
**translation services available*

Emergency Dispatch*
412.255.2423 (Press 1)
Available 24/7

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WATER WISE

Spring Cleaning for Green Infrastructure



Green infrastructure like rain gardens, rain barrels, and permeable pavers mimic nature to capture, store, and filter stormwater and help the environment. Many property owners in Pittsburgh have installed green solutions to reduce stormwater runoff from their roofs, driveways, or parking lots. To learn about stormwater control practices that may be eligible for a credit reduction on your stormwater fee, please visit pgh2o.com/stormwater-fee.

If you have green infrastructure on your property, follow these deep cleaning tips to prepare for spring rains:

- Remove any trash, leaves, sediment, weeds, or invasive plants.
- Remove dead stalks or spent flower blooms on perennial plants and replace any dead plants.
- Inspect soil and mulch depth and quality and replace if necessary.
- Inspect stormwater inlets and outlets, and repair or replace if necessary.
- Inspect and clean rain barrel tanks and fittings.
- If you have downspout diverter, switch it over to route water to the rain barrel.