

CURRENTS

PWSA Releases 2022 Year in Review Report



► Following yet another landmark year, we're confident PWSA has never been in a better position to fulfill our mission: **to support our region by protecting public health and the environment through the delivery of safe and reliable water services.**

Our team of public servants and water professionals remains committed to rebuilding trust with those we serve and modeling transparency in our daily work. In 2022, we held a robust, service-area-wide customer satisfaction survey to shed light on those critical areas, gaining a better perspective into what customers expect from a trusted community utility like PWSA.

Respondents were nearly unanimous in their conclusion that PWSA should be communicative and transparent about drinking water quality, our role protecting public health, and our responsibility to plan for future improvements in the water system. In

addition, approximately 80% of respondents signaled their support for PWSA using ratepayer dollars to invest funds to maintain, improve, and modernize water infrastructure.

In 2022, we made great strides in those areas. Award-winning, nationally recognized initiatives like our **Community Lead Response** have moved the needle on getting the lead out of our drinking water system, with PWSA recently replacing our **10,000th lead service line**. In fact, since 2020, we've recorded some of the lowest lead levels in our history.

In 2022, we passed several key milestones in our slate of **Water Reliability Plan** projects, including the replacement of our Highland II Reservoir liner and cover — a massive undertaking, but one that showcases our commitment to maintaining and improving our essential water distribution system now and into the future.

We continued to provide

contracting opportunities for diverse businesses through our **Supplier Diversity Program**, which encourages minority, women, veteran, and service-disabled veteran (MWDDBE) businesses to contract with PWSA. In 2022, we conducted business with 68 of those firms, resulting in 21% of our Board-approved contracts being paid to MWDDBEs, bolstering the economic vitality of our business community and region.

As a publicly owned and operated utility, every dollar we receive from ratepayers is reinvested back into our system, meaning none of our achievements could be realized without the responsible investment of ratepayer dollars. To complement that crucial funding, PWSA continues to maximize ratepayer savings through the successful pursuit of state and federal funding.

Team PGH2O is proud to share our 2022 accomplishments with everyone. Please visit our **2022 Year in Review** website for a comprehensive overview of our work and ongoing transformation. We're confident of the path we're on and are committed to continuous growth so we can best serve the communities that rely on us each day for safe and reliable water services. ♦

CEO BRIEFING: FUNDING PITTSBURGH'S WATER FUTURE

By CEO Will Pickering

PWSA is making unprecedented levels of investment in the water systems that serve our region. Since 2018, we've invested over \$524 million to renew critical drinking water infrastructure, remove lead service lines, construct new stormwater infrastructure, and rehabilitate century-old sewer mains. This investment has culminated in landmark successes, many of which you can see in our **2022 Year in Review**.

Considering the level of investment needed to secure our water future, we filed a rate request with the Pennsylvania Public Utility Commission (PUC), which would help provide essential funding for mandated infrastructure improvements, meet stricter environmental and regulatory requirements, and address higher costs due to inflation.

The PUC will evaluate the request, which can take 9 months, and, if approved, will continue the investment needed to improve the safety and reliability of our water systems. More information is available at **Our Water Future**.

PWSA Hosts First Business Development Series Workshop

<p>May 9</p> <p>Meet the Team: Water and Stormwater Projects</p> <p>Get to know the PWSA Engineering Project Managers leading critical water and stormwater projects.</p>	<p>June 6</p> <p>Maintaining Your Business: Backflow Device Testing, Dye Testing, and Other</p> <p>All things water and sewer for businesses and building owners AFTER you move into a brick and mortar.</p>	<p>July 11</p> <p>Procurement and Contracting: How to Work with PWSA</p> <p>Meet with our Procurement team to get more information on how to participate in our contracting opportunities.</p>	<p>August 8</p> <p>PWSA's Customer Service Portal</p> <p>Explore tools and resources within PWSA's new customer service portal.</p>
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► PWSA – in coordination with our Supplier Diversity Program team – recently held the first session in our Business Development Series. This series is a group of sessions designed to provide information to small and minority-owned business owners, developers, consultants, engineering firms, and contractors regarding PWSA services and regulations.

Our ‘Meet the Team’ event was a huge success, linking up over 30 consultants, contractors, and other attendees with PWSA Engineering Project Managers. Participants used this time to get to know one another better, discuss contracting opportunities, and network. This was especially helpful for subcontractors, who often communicate more directly

with the contractor PWSA has selected and have limited line-of-sight to our Project Managers.

We organized this event based on feedback we heard during our **Supplier Diversity Program office hours** – biweekly virtual Q&A conversations where our team addresses questions around our Supplier Diversity Program. Any vendors interested in PWSA procurement opportunities may sign up [here](#) to take advantage of our office hours.

There’s still time to register for any – or all – of the remaining three Business Development Series workshops. Please visit our **Business Development Series** website to register.

- **June 6: Maintaining Your Business: Backflow Device Testing, Dye Testing, and Other Maintenance.** *All things water and sewer for businesses and building owners after you move into a brick and mortar.*
- **July 11: Procurement and Contracting: How to Work with PWSA.** *Meet our Procurement team and get more information on how to participate in our contracting opportunities.*
- **August 8: PWSA's Customer Service Portal.** *Explore tools and resources within our new Customer Advantage Portal.*

Please contact Julie Ascioffa, Industry Relations Manager, at jascioffa@pgh2o.com with any questions. ♦

TEAM PGH2O

Employee Spotlight: Holly Bomba

► Our new **Education & Outreach Associate, Holly Bomba**, is focused on building public awareness around the many PWSA initiatives underway to provide the communities we serve with safe, reliable water services. She’s responsible for working in our communities to educate the public regarding water quality, our drinking water treatment processes, and much more.

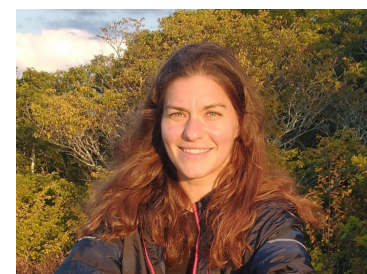
What made you decide to join PWSA? PWSA has made tremendous strides to reestablish trust with the communities we serve. It’s clear to me, especially considering the recent replacement of our 10,000th lead service line and countless other infrastructure improvements, that PWSA is

accountable to our region and our environment. It’s no small task to tackle the process of updating an older city’s aging water infrastructure, but PWSA has shown itself to be unflinchingly forward-thinking and mindful.

What are your favorite challenges to tackle? I love distillation – that is, the process of taking a big, technical topic and breaking it down into its essential parts. As an educator, give me an unwieldy scientific concept and I’m thinking of ways I can help others build connections to the ideas and make the core concepts more relatable. I love seeing that “ah ha” moment in others and teasing out the correct methods to make the biggest impacts.

What sort of impact do you hope to have at PWSA? Many neighbors can peer out of their windows to find evidence of work PWSA is performing in their neighborhoods. It’s normal to have questions about some of our projects and, considering the very fundamental nature of water, many want more information about issues that affect them. I hope to bring insight and understanding to our community about that work.

What do you like doing outside work? I’m an outdoor enthusiast to the max. Backpacking, hiking, kayaking, mountaineering, canyoneering – I love a good adventure and physical challenge. I also welcome recommendations for places to eat as a bit of a foodie!



What book have you recently read and why would you recommend it? If, like me, you enjoy a good deep dive into history, I can’t recommend Dan Carlin as a media creator enough. He’s written a few books and is well-known for his podcast, *Hardcore History*, in which he takes a very nuanced look into major world historical events from the perspectives of people living through those times. I just finished his book *History at the Extremes*. ♦

PWSA Receives \$59.1 Million Low-Interest Loan

Funding advances rehab of 56 miles of aging sewer main

► PWSA is pleased to announce we were recently awarded a more than \$59 million low-interest loan from the Pennsylvania Infrastructure Investment Authority (PENNVEST) to put towards our **2023 – 2025 Small and Large Sewer Rehabilitation programs**.

Sewers are often out of sight and mind, yet they serve the absolutely essential function of moving sewage from homes and businesses to our regional wastewater treatment plant along the Ohio River. Some of our sewers are more than a century old and, due to age and condition, are in need of repair.

This round of PENNVEST funding will evaluate and

rehabilitate approximately 56 miles of aging sewer mains – ranging in size from 8-inches to 120-inches in diameter. The first neighborhoods slated for this sewer rehabilitation work include the West End, Knoxville, Westwood, and Summer Hill.

This proactive work minimizes the need for the costly and disruptive replacement of sewer lines, often buried deep beneath the street. With technological advancements and improved construction techniques, we can more effectively rehabilitate sewer lines by either repairing the pipe or installing a liner to its interior. Once cured, the liner will secure cracks and prevent leaks for many years.

Since 2018, PWSA has received from PENNVEST a combination of \$610,822,731 in low interest loans and \$35,673,742 in grants, totaling \$646,496,473. Over time, funding from state and federal partners keeps rates as low as possible during an unprecedented level of investment in our essential water systems.

As a publicly owned and operated water utility, every dollar we receive is reinvested back into the water systems that serve those living and working in Pittsburgh.

To learn more about the Authority's finances, visit our [Finance](#) website. ♦

PGH2O IN THE COMMUNITY

PWSA Kicks Off Paving & Sidewalk Restoration

► Warmer months are here, meaning PWSA has resumed its standard paving and sidewalk replacement schedule for the 2023 construction season. This work will bring work sites back to their original condition following any work PWSA performed. Many sites that were on hold during the cold fall and winter months can expect new asphalt, brick re-laying, sidewalk replacements, or landscaping work.

PWSA is committed to spending ratepayer dollars efficiently and has dedicated \$7.5 million of its 2023 capital budget to complete restoration of these construction sites in batches. This funding will address approximately 600 locations throughout the service area.

Through PWSA work, residents receive the dual benefit of improved water and sewer services as well as new roadways and sidewalks.

PWSA's Operations team completes many water and sewer repairs throughout the service area every day. After repair work is complete, crews will temporarily restore the site and submit it to the Restoration Team. These sites are collected and mapped by internal teams to be addressed at a later date. With construction season now underway, asphalt, concrete, and landscaping crews will move through our service area addressing work by ward.

Due to repair work that occurs during winter months, some

restoration sites sit in a state of temporary restoration. PWSA will work through the restoration backlog with the following criteria in mind:

- **Age of location** – oldest sites will be addressed first.
- **Major intersections** – high-traffic intersections will be prioritized to improve public safety.
- **Primary roadways** – Roadways with the highest volume of traffic will be prioritized. These are defined as roads that carry major traffic movement between centers of population within the city or region.

Visit our [Street and Sidewalk Restoration](#) website to stay current on our 2023 Restoration schedule.

Reducing Floods During Heavy Spring Rains

Strategically planting and maintaining gardens can help slow the spread of rainwater, reducing flooding risks in the area. When working in your garden, see the below tips to prepare your plot for wet weather:

- Keep grasses a bit taller through spring. This allows a deeper root system to develop, slowing rainwater as it spreads.
- Don't allow exposed soil to entirely dry out. Overly dry soils are not as good at soaking up water when compared to soils with even a small amount of moisture. If it's been dry and a large storm is predicted, add a touch of water to exposed soil before the storm.
- Loosen clay-heavy soils. If your soil is very dense, water can't soak into the ground as well. Use a spade to loosen hard-packed soils and consider mixing in looser garden soil to allow the ground to absorb the water better.
- Choose native plants and ones known to be helpful controlling runoff, like Coneflower, Brown-eyed Susan, Beebalm, and Christmas Fern. There are options for garden-friendly shrubs and trees too!

Visit our [Help Manage Stormwater](#) website for more everyday actions you can take on your property to help manage rainwater.

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 contact the PGH2O Cares team at 412-255-2457 or cares@pgh2o.com.

Additional Assistance Programs

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

The **Pennsylvania Housing Assistance Fund (PAHAF)** provides financial assistance to eligible homeowners to help cover water and wastewater charges. Please visit their [website](#) or call 888-987-2423 for more information and to apply. **Please note: PAHAF has temporarily paused accepting new applications. Please check their website periodically for more information.**

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 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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