

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 core values of stewardship, ethics and integrity, accountability, safety, and equity guided our work. 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.

Next Board Meeting: April 22

For a complete list of PWSA's board and community meetings, please visit [Pgh2o.com/events-meetings](https://pgh2o.com/events-meetings).

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

CEO BRIEFING: PWSA RELEASES 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 our main article – but there's much more!

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



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.

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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

Do you know how to protect your family and home from flooding?



Flooding is the most common natural disaster in the United States. Since spring rains bring an increased risk of stream and river flooding, street flooding, and sewage backups, take the following steps today to prepare.

Make an emergency plan for your household, including pets, so that you and your family know what to do and where to go. Sign up or listen for emergency and weather alerts. Remember: never walk, swim, or drive through floodwaters.

Look up the flood risk for your home. Store important documents and valuables in a safe, dry place. Elevate and anchor critical utilities like electrical panels and propane tanks.

Purchase or renew a flood insurance policy through the National Flood Insurance Program (NFIP). Take photos of your property and do an inventory in case of damage.

Learn more at pgh2o.com/flood-preparedness.