

SNAPSHOT: 2021 YEAR IN REVIEW

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 as steadfast stewards of the vital water services our region relies on each day.

We are proud to share this snapshot of our 2021 Year in Review. By making this information available, PWSA is committed to transparency and rebuilding trust with everyone who depends on us for safe and reliable water.



Environmental Compliance and Ethics

As part of our commitment to regulatory compliance for the environment and water quality, we hired a Chief Environmental Compliance and Ethics Officer and expanded our Environmental Compliance Department. The enhanced department provides guidance, tracking, and direction to ensure we meet all our regulatory obligations. In 2021, the department established a robust platform for employees and contractors to report compliance issues anonymously.

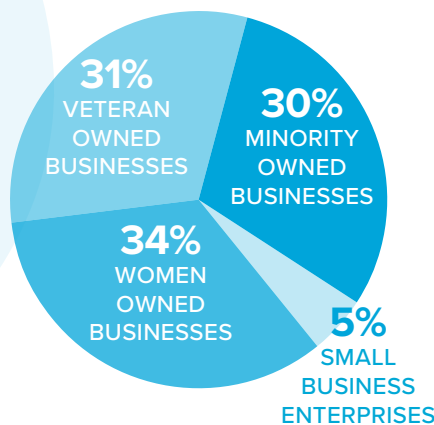


Diversity, Equity, and Inclusion

PWSA developed and implemented a Diversity, Equity, and Inclusion policy to maintain a diverse workforce and talent pipeline. This included the implementation of a robust employee training program to drive a cultural foundation committed to diversity, equity, and inclusion.

We also advanced our Supplier Diversity Program by contracting with 76 Disadvantaged Business Enterprises.

18%, OR \$31,294,999
OF ALL BOARD APPROVED CONTRACTS WERE PAID TO DBE BUSINESSES:



Customer Assistance and PGH2O Cares

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.

We continued to enhance Customer Assistance Programs to offer discounts to more customers and simplified the enrollment process.

5,217 customers
ENROLLED IN BILL DISCOUNT PROGRAM AT END OF 2021, A **21% increase** over 2020.



ATTENDED **52** community meetings & 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 NEARLY
9.1 miles of water mains

REPLACED
620 public-side lead service lines

REPLACED
514 private-side lead service lines



SEWER

RECONSTRUCTED NEARLY
1.9 miles of sewer

REHABILITATED APPROXIMATELY
9 miles of sewer

REPLACED
797 storm drains

Improved Stormwater Management

In 2021, PWSA took the important step of establishing 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.

Began constructing stormwater projects in Squirrel Hill, Shadyside, Point Breeze North and the Northside and continued work on a project in Banksville.

Visit pgh2o.com/2021-year-review to learn more about other notable accomplishments in 2021

