



**COMMONWEALTH OF PENNSYLVANIA**  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
COMMONWEALTH KEYSTONE BUILDING  
400 NORTH STREET  
HARRISBURG, PENNSYLVANIA 17120

April 20, 2023

**MS. JENNIFER PRESUTTI  
CHIEF OPERATING OFFICER & CHIEF FINANCIAL OFFICER  
PITTSBURGH WATER & SEWER AUTHORITY  
1200 PENN AVENUE  
PITTSBURGH, PA 15222**

**RE: Management and Operations Audit of the Pittsburgh Water & Sewer  
Authority,  
Docket Nos. D-2021-3025584; D-2021-5585; D-2022-3030308**

Dear Ms. Presutti:

The Commission appreciates the cooperation extended by the officers and employees of the Pittsburgh Water & Sewer Authority (company) to our Bureau of Audits' staff during the recent Management and Operations Audit. We seek the company's further cooperation in implementing the recommendations cited in the audit report.

As you know, the staff analyzed and evaluated management performance in ten functional areas at the company during the audit. Staff identified four areas needing significant improvement (see chapters: V – Financial Management, VI - Operations, VIII - Purchasing and Materials Management, and X - Information Technology), three areas needing moderate improvement (see chapters: III – Executive Management and Organizational Structure, VII - Emergency Preparedness, and IX - Customer Service) and three areas needing minor improvement (see chapters: IV – Corporate Governance, XI – Fleet Management, and XII – Human Resources and Diversity). These areas offer the potential for increased effectiveness and/or reduced costs and should be the focus of the company's implementation efforts.

At its Public Meeting of April 20, 2023, the Commission acknowledged receipt of the Pittsburgh Water & Sewer Authority's 2023 Implementation Plan and released it, along with the audit report, to the public. The Commission notes that the company's Implementation Plan indicates acceptance of 34 and partial acceptance of seven recommendations. Receipt of this Implementation Plan does not constitute acceptance by the Commission of the actions already taken, those actions to be taken, or any explanations and cost/benefit analyses provided. The company's implementation actions, together with the explanations and analyses, will be reviewed by the Commission at a later date.

Accordingly, the Commission directs the Pittsburgh Water & Sewer Authority to:

- Proceed with the 2023 Implementation Plan, and
- Submit implementation progress reports annually, by May 1<sup>st</sup>, for the next three years.

The Commission's direction to proceed with the Implementation Plan should not be construed as approval of the plan.

Sincerely,

A handwritten signature in black ink, appearing to read "Rosemary Chiavetta". The signature is written in a cursive, flowing style.

Rosemary Chiavetta  
Secretary

Contact Person: John Clista  
(717) 772-0317