



requests for varying reasons, these parties independently determined to end their litigation in favor of the terms contained in the Settlement. The Joint Petition for Settlement asserts that all of the terms and provisions taken together demonstrate how, as a package, the Settlement has achieved a reasonable balance of many different (and sometimes conflicting) issues and is clearly in the public interest. I concur. The Joint Settlement includes an increase in revenues of \$25 million. This reasonably compares to the revenue requirement positions of \$22.9 million from the Bureau of Investigation & Enforcement and \$18.9 million from the Office of Consumer Advocate.

The Settlement includes numerous other terms that may not have been agreed upon except for the good faith negotiations of all parties seeking to establish a outcome in the public interest. These include, but are not limited to the following:

- Withdrawal of Pittsburgh Water's proposal to increase the Distribution System Improvement Charge (DSIC) cap from 5% to 7.5%.
- Removal of "minimal charges" from Pittsburgh Water's rate design.
- Mandating Pittsburgh Water to continue its good faith negotiations with its wholesale water customers under pre-existing contracts to ensure pricing at the cost-of-service.
- Pittsburgh Water will hold biannual stormwater stakeholder meetings to discuss the status of priority areas, projects, and initiatives for the upcoming year.
- Pittsburgh Water will hold a stakeholder meeting within 60 days of a Commission Order to discuss issues related to customer-owned damaged wastewater sewer laterals.
- Pittsburgh Water commits to call-center standards including an average answer time of one minute and an abandonment rate of three percent or less.
- Pittsburgh Water will continue offering six-month payment arrangements to small business customers while permitting an extension of up to 24 months.
- Pittsburgh Water will take ownership of water service lines two inches or smaller from the main to the curb stop in order to help reduce water line loss.
- Pittsburgh Water will offer a new Leak Credit and Electronic Billing Credit program.
- Pittsburgh Water will continue to maintain its customer complaint log within its asset management system.
- Pittsburgh Water withdraws its proposal to require an individual residential customer to pay any third-party debit or credit card processing fees.
- New enrollees into Pittsburgh Water's Bill Discount Program (BDP) with arrears will be automatically enrolled in the Arrearage Forgiveness Program.
- The BDP volumetric discount is increased from 60% to 70% for those customers at 0-50% the Federal Poverty Level (FPL). Those at 50.1% - 100% FPL will receive a 30% discount. Finally, customers at 100.1% to 200% FPL will receive a fixed \$5 discount for water and \$2.50 for wastewater.
- Pittsburgh Water will commence a newly designed AFP that reduces arrears by 1/24th for every timely bill paid by enrolled customers.
- Pittsburgh Water will increase Hardship Grant eligibility to allow customers to receive grants twice per year resulting in a max annual grant of \$450 for water and \$450 for wastewater.
- Pittsburgh Water will make its Leak Reduction and Water Conservation Program into a permanent low-income customer assistance program.
- Pittsburgh Water will continue to recover costs of its low-income customer assistance programs from all customer classes.

I thank the settling parties, including Pittsburgh Water, I&E, OCA, OSBA, and Our Water Table, for amicably reaching these terms. As each party states in their Statements in Support, the terms achieve a result that is in the public interest.

**February 19, 2026**  
**Date**



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**Stephen M. DeFrank**  
**Chairman**