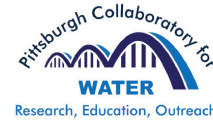


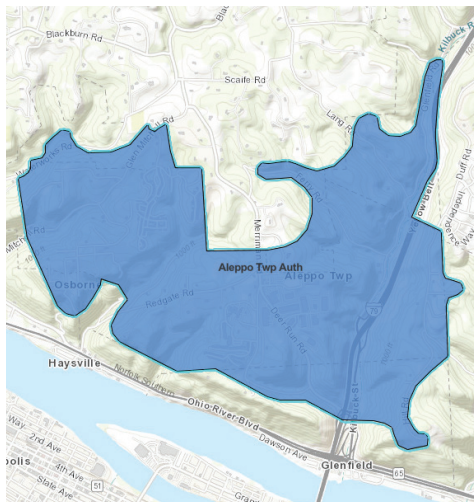
Appendix 1: Report Cards

Aleppo Township Authority (ATA).....	A1-1
Aspinwall Water Authority (AWA).....	A1-6
Blawnox Borough.....	A1-11
Brackenridge Borough Water.....	A1-16
Braddock Water Authority (BWA).....	A1-21
Cheswick Borough Water Department (CBWD).....	A1-26
City of Duquesne Water Department).....	A1-31
Coraopolis Water & Sewer Authority (CWSA).....	A1-36
Creswell Heights Joint Authority (CHJA)	A1-41
East Deer Township Water Department (EDTWD).....	A1-46
Edgeworth Water Authority (EWA).....	A1-51
Fawn Frazer Joint Water Authority (FFJWA).....	A1-56
Findlay Township Municipal Authority (FTMA).....	A1-61
Fox Chapel Authority.....	A1-66
Hampton Shaler Water Authority (HSPA).....	A1-71
Harmar Township Water Authority (HTWA).....	A1-76
Harrison Township Water Authority (HTWA).....	A1-81
Monroeville Municipal Authority (MMA).....	A1-86
Moon Township Water Authority (MTWA).....	A1-91
Neville Township Water Department.....	A1-96
Oakdale Borough.....	A1-101
Oakmont Water Authority (OWA).....	A1-106
Pennsylvania American Water Company (PAWC).....	A1-111
Pittsburgh Water and Sewer Authority (PWSA).....	A1-116
Plum Borough Municipal Authority (PBMA).....	A1-121
Reserve Township Water Department	A1-126
Richland Township Municipal Authority (RTMA).....	A1-131
Robinson Township Municipal Authority (RTMA).....	A1-136
Sewickley Water Authority (SWA).....	A1-141
Springdale Borough Water Department.....	A1-146
Springdale Township Water Department.....	A1-151
Tarentum Borough Water Department (TBWD).....	A1-156
West View Water Authority (WVWA).....	A1-161
Western Allegheny County Municipal Authority (WACMA).....	A1-166
Westmoreland County Municipal Authority-McKeesport (WCMA-M).....	A1-171
Wilkesburg-Penn Joint Water Authority (WPJWA).....	A1-176

Aleppo Township Authority (ATA) 2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections		●		
Water Quality	Lead Service Line Replacements	Not Applicable			
	Lead Service Line Inventory			●	
	Access to Free Residential Lead Testing			●	
	Compliance with Drinking Water Quality Regulations	●			



System Snapshot

Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1:248
Number of 2019 Shut-Offs	0 (0% of 732 service connections)
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	732
Environmental Justice Population Served (approximate percentage)	0%

Provider Summary

ATA's scores varied among "needs improvement," "satisfactory," "pro-active," and "not applicable". ATA scored "needs improvement" for Board Meeting Accessibility. The website encourages the public to attend and states the date, time, agenda, and minutes of Board Meetings. Including a note on their webpage about if there are registration requirements for public comment, would improve their score in this criterion. According to the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a "needs improvement" grade for both. They offer payment plans and grace periods upon request with both in-person and over the phone enrollment, scoring "satisfactory." They reported zero shut-offs in 2019, which is also noteworthy. They have a complete internal lead service line inventory resulting in a "pro-active" grade. Due to having no lead service lines, the lead service line grading criterion is "Not-Applicable". They scored "pro-active" for offering free Residential Lead Testing. According to their 2019 Consumer Confidence Report, there was a detectable level of lead at 3.28 ppb. Due to two administrative violations in 2019, they score "needs improvement" for Compliance with Drinking Water Quality. They do not have a formal moratorium on shut-offs. They purchase water from West View Water Authority and sometimes from Sewickley Borough Water Authority.



Transparency Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input type="radio"/> Type(s) of board meeting participation <input checked="" type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <ul style="list-style-type: none"> <input checked="" type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <ul style="list-style-type: none"> <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form

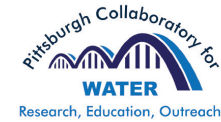


Affordability Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One to two permanent affordability protections in place <input checked="" type="radio"/> At least one way to enroll OR <input checked="" type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more permanent affordability protections in place <input checked="" type="radio"/> At least two ways to enroll <input type="radio"/> Information on website <input type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



Aleppo Township Authority
Water Quality Grading Rubric



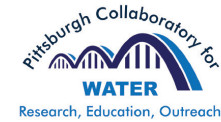
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<p>No full LSL replacements in 2020</p> <p>OR</p> <p>Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p> <p>And at least one of the following:</p> <p>Public goal date by which all LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>	<p>All LSL replacements in 2020 were full LSL replacements</p> <p>Public goal date by which LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>
Lead Service Line Inventory	<input type="radio"/> No lead service line inventory exists	<input type="radio"/> Lead service line inventory in progress	<input checked="" type="radio"/> Complete lead service line inventory exists	<input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<input type="radio"/> No residential lead testing available upon request	<input type="radio"/> Residential lead testing available upon request, for a cost	<input checked="" type="radio"/> Free residential lead testing upon request	<input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

NOT APPLICABLE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



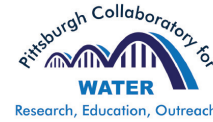
Water Quality Grading Rubric (continued)



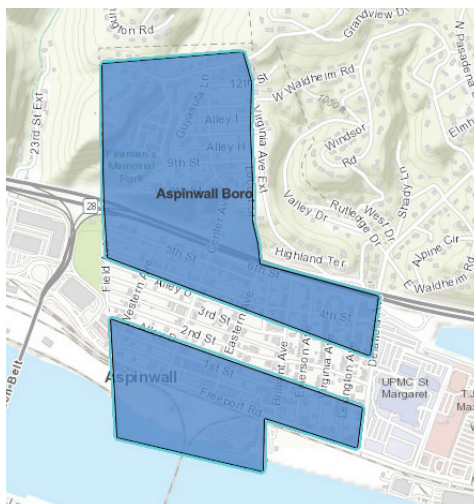
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



Aspinwall Water Authority (AWA) 2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	Not Applicable			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections		●		
Water Quality	Lead Service Line Replacements	●			
	Lead Service Line Inventory		●		
	Access to Free Residential Lead Testing			●	
	Compliance with Drinking Water Quality Regulations	●			



System Snapshot	
Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1 : 400
Number of 2019 Shut-Offs	0 (0% of 1,208 service connections)
Moratorium on Shut-Offs	Winter Moratorium in Place
Number of Service Connections	1,208
Environmental Justice Population Served (approximate percentage)	0%

Provider Summary

Aspinwall's scores varied among "needs improvement," "satisfactory," and "pro-active," with one "not applicable." They purchase water from Pittsburgh Water and Sewer Authority and Fox Chapel Water Authority. The Board of Directors Meeting grading criterion is "not applicable" because they are not an independent water authority with a board. Instead, the Borough of Aspinwall manages this water system as a municipal department. Public participation in the oversight of a community water system creates a two-way dialogue between ratepayers and the system leadership to influence water system practices. It is unclear how Aspinwall engages their ratepayers in this way without a Board of Directors. This is likely why no online Complaint form (though they reported one to us) or Community Advisory Committees exist, and why payment plan and grace period details are only available upon request. They conduct outreach through bill inserts, which is an effective practice, but also including information on the website as well would ensure all eligible ratepayers could access these programs. Notably, no service connections were shut off in 2019, ensuring access to water for everyone. In addition, Aspinwall has a winter moratorium on shut-offs in place. They reported no recent Lead Service Line Replacements (full or partial) and that the public side of service lines are not lead, implying private lead service lines may need replaced in the future. Free Residential Lead Testing is available upon request, scoring "pro-active." Their Lead Service Line Inventory is in progress. Their 2019 Consumer Confidence Report included lead levels of 1.13 ppb. Finally, they had multiple administrative violations in 2019, scoring "needs improvement" in Compliance with Drinking Water Quality Regulations.



Transparency Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<p>No public board meetings</p> <p>No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.)</p> <p>OR</p> <p>Insufficient information on one of the categories below</p> <p>Type(s) of board meeting participation</p> <p>Meeting process description on the website</p> <p>Registration requirements for speakers</p> <p>Public comment placement on the meeting agenda</p>	<p>Practices 4 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices 5 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices all of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>
<p>Community Advisory Mechanisms</p>	<p><input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p> <p><input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues</p>
<p>Ease of Reporting Complaints</p>	<p><input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form</p> <p>OR</p> <p><input checked="" type="radio"/> Written complaint form is not on the front page of the website</p>	<p><input checked="" type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form</p>

NOT APPLICABLE

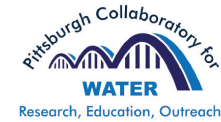


Affordability Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One to two permanent affordability protections in place <input checked="" type="radio"/> At least one way to enroll OR <input checked="" type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more permanent affordability protections in place <input checked="" type="radio"/> At least two ways to enroll <input type="radio"/> Information on website <input type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



Aspinwall Water Authority
Water Quality Grading Rubric

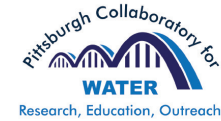


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<ul style="list-style-type: none"> <input checked="" type="radio"/> No full LSL replacements in 2020 <li style="text-align: center;">OR <input type="radio"/> Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: <input type="radio"/> Public goal date by which all LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected 	<ul style="list-style-type: none"> <input type="radio"/> All LSL replacements in 2020 were full LSL replacements <input type="radio"/> Public goal date by which LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected
Lead Service Line Inventory	<ul style="list-style-type: none"> <input type="radio"/> No lead service line inventory exists 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Lead service line inventory in progress 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<ul style="list-style-type: none"> <input type="radio"/> No residential lead testing available upon request 	<ul style="list-style-type: none"> <input type="radio"/> Residential lead testing available upon request, for a cost 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Free residential lead testing upon request 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



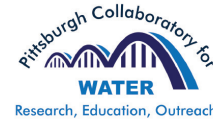
Water Quality Grading Rubric (continued)



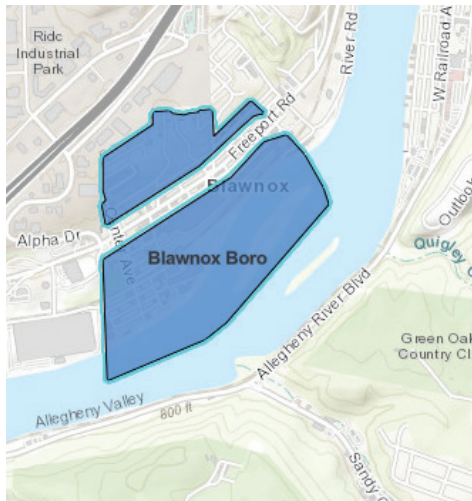
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	Not Applicable			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints		●		
Affordability	Permanent Water Affordability Protections		●		
Water Quality	Lead Service Line Replacements	Not Applicable			
	Lead Service Line Inventory		●		
	Access to Free Residential Lead Testing	●			
	Compliance with Drinking Water Quality Regulations	●			



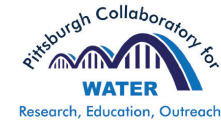
System Snapshot	
Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1:468
Number of 2019 Shut-Offs	2 (Less than 1% of 727 service connections)
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	727
Environmental Justice Population Served (approximate percentage)	0%

Provider Summary

Blawnox Borough scored “needs improvement” in every grading criterion except for Ease of Reporting Complaints, Lead Service Line Inventory, and Water Affordability Protections, which are “satisfactory.” The Board of Directors Meeting grading criterion was considered “not applicable” because they are not an independent water authority with a board. Instead, the Blawnox Borough manages this water system as a municipal department. Public participation in the oversight of a community water system creates a two-way dialogue between ratepayers and the system leadership to influence water system practices. It is unclear how Blawnox engages their ratepayers in this way without a Board of Directors. According to the website, no Community Advisory Committees exist, scoring “need improvement.” A written Complaint form is posted to the website, scoring “satisfactory.” They report offering payment plans and grace periods, but only available upon request. Outreach for their affordability programs takes place in their newsletter and bills, which is an effective practice, but also including information on the public website would ensure all ratepayers in need of these resources are aware of programs. There were only two service connections that were shut off in 2019 and they do not have a no permanent moratorium on shut-offs. They reported to us that they only have one lead service line and therefore the Lead Service Line Replacement criterion is “not applicable.” Their Lead Service Line Inventory is in progress, scoring “satisfactory.” Their 2019 Consumer Confidence Report included lead levels of 3 ppb. Because they do not offer Residential Lead Testing, they score “needs improvement” in this criterion. They had multiple administrative Drinking Water Quality violations in 2019, also resulting in a “need improvement” score. Blawnox purchases water from Fox Chapel Authority (which purchases from Pittsburgh Water and Sewer Authority).



Blawnox Borough Water Division
Transparency Grading Rubric

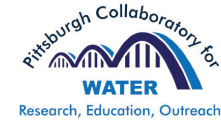


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<p>No public board meetings</p> <p>No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.)</p> <p>OR</p> <p>Insufficient information on one of the categories below</p> <p>Type(s) of board meeting participation</p> <p>Meeting process description on the website</p> <p>Registration requirements for speakers</p> <p>Public comment placement on the meeting agenda</p>	<p>Practices 4 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices 5 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices all of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>
<p>Community Advisory Mechanisms</p>	<p><input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p> <p><input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues</p>
<p>Ease of Reporting Complaints</p>	<p><input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form</p> <p>OR</p> <p><input type="radio"/> Written complaint form is not on the front page of the website</p>	<p><input checked="" type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form</p>

NOT APPLICABLE



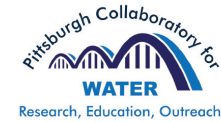
Blawnox Borough Water Division
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One to two permanent affordability protections in place <input checked="" type="radio"/> At least one way to enroll OR <input checked="" type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more permanent affordability protections in place <input checked="" type="radio"/> At least two ways to enroll <input type="radio"/> Information on website <input type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



Blawnox Borough Water Division
Water Quality Grading Rubric



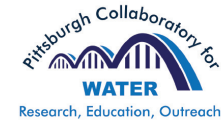
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<p>No full LSL replacements in 2020</p> <p>OR</p> <p>Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p> <p>At least one of the following:</p> <ul style="list-style-type: none"> Public goal date by which all LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected 	<p>All LSL replacements in 2020 were full LSL replacements</p> <p>Public goal date by which LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>
Lead Service Line Inventory	<input type="radio"/> No lead service line inventory exists	<input checked="" type="radio"/> Lead service line inventory in progress	<input type="radio"/> Complete lead service line inventory exists	<input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<input checked="" type="radio"/> No residential lead testing available upon request	<input type="radio"/> Residential lead testing available upon request, for a cost	<input type="radio"/> Free residential lead testing upon request	<input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

NOT APPLICABLE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



Water Quality Grading Rubric (continued)

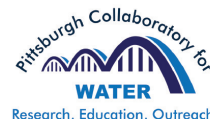


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



Brackenridge Borough Water

2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	Not Applicable			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Not Applicable			
	Lead Service Line Inventory	Unresponsive			
	Access to Free Residential Lead Testing	Unresponsive			
	Compliance with Drinking Water Quality Regulations	●			



System Snapshot	
Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1:324
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	1,363
Environmental Justice Population Served (approximate percentage)	Less than 1%

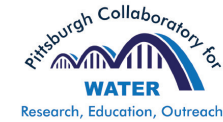
Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment’s (WHE) Something’s in the Water Report and data available online (i.e. the website and PA DEP datasets).

Brackenridge’s scores varied among “needs improvement,” “unresponsive,” and “not applicable.” For Transparency, the Board of Directors Meeting grading criterion was “not applicable” because they are not an independent water authority. Instead, Brackenridge Borough manages this water system as a municipal department. Public participation in the oversight of a community water system creates a two-way dialogue between ratepayers and the system leadership to influence water system practices. It is unclear how Brackenridge engages their ratepayers in this way without a Board of Directors. According to the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a “needs improvement” grade for both criteria. Since no information is available on the website regarding either Affordability Protections, nor did they respond to our inquiry, we cannot grade these criteria. In Water Quality, they reported “not applicable” for Lead Service Line Replacements in response to WHE’s 2020 inquiry. They did not provide information, nor is there information on the website, regarding a Lead Service Line Inventory or Residential Lead Testing, scoring “unresponsive” in both. According to their 2019 Consumer Confidence Report, there were detectable levels of lead at 3.23 ppb. They have a voluntary, DEP-approved Source Water Protection Plan, which is noteworthy, but they also had 21 administrative violations which means they scored “needs improvement” for Compliance with Drinking Water Quality Regulations.



Brackenridge Borough Water
Transparency Grading Rubric

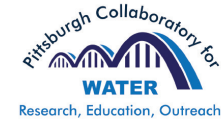


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<p>No public board meetings</p> <p>No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.)</p> <p>OR</p> <p>Insufficient information on one of the categories below</p> <p>Type(s) of board meeting participation</p> <p>Meeting process description on the website</p> <p>Registration requirements for speakers</p> <p>Public comment placement on the meeting agenda</p>	<p>Practices 4 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices 5 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices all of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>
<p>Community Advisory Mechanisms</p>	<p><input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p> <p><input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues</p>
<p>Ease of Reporting Complaints</p>	<p><input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form</p> <p>OR</p> <p><input checked="" type="radio"/> Written complaint form is not on the front page of the website</p>	<p><input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form</p>

NOT APPLICABLE



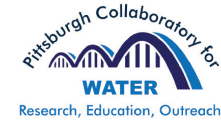
Brackenridge Borough Water
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs No way to enroll	One to two permanent affordability protections in place At least one way to enroll OR Information on protections and enrollment are available upon request but not available on website	Two or more permanent affordability protections in place At least two ways to enroll Information on website Actively working with local organizations and community representatives; community-based outreach for enrollment programs	Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees Three or more ways to enroll & multiple forms of community driven education for enrollment Information on website Community engagement around affordability protections that are relevant to areas of greatest need
	UNRESPONSIVE			



Brackenridge Borough Water
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	No full LSL replacements in 2020 OR Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: Public goal date by which all LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected	All LSL replacements in 2020 were full LSL replacements Public goal date by which LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected
Lead Service Line Inventory	No lead service line inventory exists	Lead service line inventory in progress	Complete lead service line inventory exists	Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	No residential lead testing available upon request	Residential lead testing available upon request, for a cost	Free residential lead testing upon request	Free residential lead testing upon request Results available publicly online Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

NOT APPLICABLE

UNRESPONSIVE

UNRESPONSIVE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.

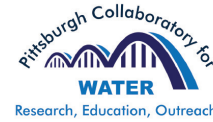


Water Quality Grading Rubric (continued)

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections		●		
Water Quality	Lead Service Line Replacements	●			
	Lead Service Line Inventory			●	
	Access to Free Residential Lead Testing	●			
	Compliance with Drinking Water Quality Regulations			●	



System Snapshot	
Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1:325
Number of 2019 Shut-Offs	0 (0% of 688 service connections)
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	688
Environmental Justice Population Served (approximate percentage)	100%

Provider Summary

BWA is a high performing small system, particularly in the Affordability and Water Quality grading categories, and service exclusively environmental justice communities. Minor changes to the website would improve their Transparency scores, such as making the contact information for board meeting participation easier to view and adding a grievance submission form. BWA reported that they waive late payment fees, and provide grace periods, payment plans, and a customer assistance program, which is noteworthy. However, the website lacks details regarding these supports, scoring “satisfactory.” Outreach is typically conducted through bill inserts, an effective practice, but also including information on the website as well would ensure all eligible ratepayers could access these programs. Notably, no service connections were shut off in 2019. BWA does not have a moratorium on shut-offs. While Braddock does not conduct partial lead service line replacements, they still received “needs improvement” for Lead Service Line Replacements for having zero full replacements in 2020. They scored “pro-active” for their complete internal Lead Service Line inventory, which will assist with ongoing efforts to pursue grant funding for the replacement of the remaining lead service lines. Their 2019 Consumer Confidence Report included lead levels of 12.86 ppb and one administrative violation. Residential Lead Testing is currently not offered, scoring “needs improvement.” Finally, they scored “pro-active” for Compliance with Drinking Water Quality Regulations because they note that the system from which they purchase water (Wilksburg Penn Joint) has a voluntary, DEP-approved Source Water Protection Plan.



Transparency Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <input type="radio"/> Type(s) of board meeting participation <input type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input checked="" type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input checked="" type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form

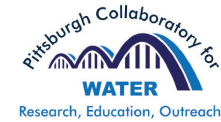


Affordability Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One to two permanent affordability protections in place <input checked="" type="radio"/> At least one way to enroll <li style="text-align: center;">OR <input checked="" type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more permanent affordability protections in place <input checked="" type="radio"/> At least two ways to enroll <input type="radio"/> Information on website <input type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



Braddock Water Authority
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<ul style="list-style-type: none"> <input checked="" type="radio"/> No full LSL replacements in 2020 <li style="text-align: center;">OR <input type="radio"/> Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input checked="" type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: <input type="radio"/> Public goal date by which all LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected 	<ul style="list-style-type: none"> <input type="radio"/> All LSL replacements in 2020 were full LSL replacements <input type="radio"/> Public goal date by which LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected
Lead Service Line Inventory	<ul style="list-style-type: none"> <input type="radio"/> No lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Lead service line inventory in progress 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Complete lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<ul style="list-style-type: none"> <input checked="" type="radio"/> No residential lead testing available upon request 	<ul style="list-style-type: none"> <input type="radio"/> Residential lead testing available upon request, for a cost 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.

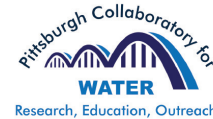


Water Quality Grading Rubric (continued)

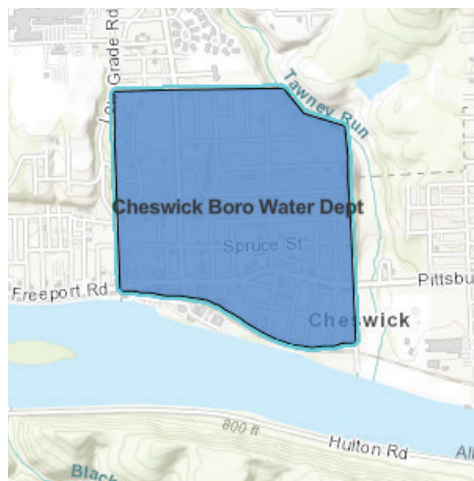
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <li style="text-align: center;">OR <input type="radio"/> Any contamination-related drinking water violations in 2019 <li style="text-align: center;">OR <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices 2 or more of the following: <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices all of the following: <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	Not Applicable			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections		●		
Water Quality	Lead Service Line Replacements	●			
	Lead Service Line Inventory	●			
	Access to Free Residential Lead Testing		●		
	Compliance with Drinking Water Quality Regulations	●			



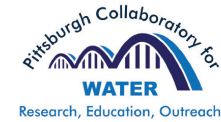
System Snapshot	
Ratio of Full-Time Employees to Customers <small>Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.</small>	0: 910
Number of 2019 Shut-Offs	0 (0% of 907 service connections)
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	907
Environmental Justice Population Served (approximate percentage)	0%

Provider Summary

CBWD scored “needs improvement” in every grading criterion except for Water Affordability Protections and Residential Lead Testing, which both scored “satisfactory.” They reported no water shut-offs, ensuring access to water for all. CBWD does not have a moratorium on shut-offs. Additionally, the Board of Directors Meeting grading criterion was considered “not applicable” because they are not an independent water authority with a board. Instead, Cheswick Borough manages this water system as a municipal department. The department has no full-time employees, being operated only by part-time employees or Borough employees with additional duties outside the utility. Public participation in the oversight of a community water system creates a two-way dialogue between ratepayers and the system leadership to influence water system practices. It is unclear how Cheswick engages their ratepayers in this way without a Board of Directors. This is likely why no online Complaint form or Community Advisory Committees exist, and why payment plans are only available upon request. They report doing outreach for their payment plans via newsletter, which is an effective practice, but also including information on the public website would ensure all ratepayers in need of these resources are aware of programs. If ratepayers request lead testing, they will facilitate the testing through a certified lab for a cost, which scores “satisfactory.” The remaining Water Quality grading criteria scored “needs improvement” due to a lack of Lead Service Line Replacements, as well as seven administrative drinking water violations in 2019. Their 2019 Consumer Confidence Report included lead levels of 2.48 ppb. This system purchases all its water from Harmar Township Water Authority.



Cheswick Borough Water Department
Transparency Grading Rubric

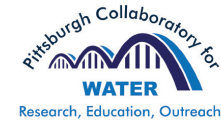


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<p>No public board meetings</p> <p>No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.)</p> <p>OR</p> <p>Insufficient information on one of the categories below</p> <ul style="list-style-type: none"> Type(s) of board meeting participation Meeting process description on the website Registration requirements for speakers Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> In-person board meeting Virtual board meeting Sufficient information on website Public comment at beginning of meeting Public comment for registered speakers Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> In-person board meeting Virtual board meeting Sufficient information on website Public comment at beginning of meeting Public comment for registered speakers Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> In-person board meeting Virtual board meeting Sufficient information on website Public comment at beginning of meeting Public comment for registered speakers Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p>OR</p> <ul style="list-style-type: none"> <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form

NOT APPLICABLE



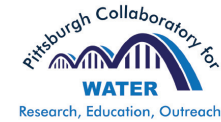
Cheswick Borough Water Department
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One to two permanent affordability protections in place <input checked="" type="radio"/> At least one way to enroll OR <input checked="" type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input type="radio"/> Two or more permanent affordability protections in place <input checked="" type="radio"/> At least two ways to enroll <input type="radio"/> Information on website <input type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



Cheswick Borough Water Department
Water Quality Grading Rubric

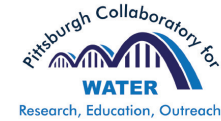


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<ul style="list-style-type: none"> <input checked="" type="radio"/> No full LSL replacements in 2020 <li style="text-align: center;">OR <input type="radio"/> Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: <input type="radio"/> Public goal date by which all LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected 	<ul style="list-style-type: none"> <input type="radio"/> All LSL replacements in 2020 were full LSL replacements <input type="radio"/> Public goal date by which LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected
Lead Service Line Inventory	<ul style="list-style-type: none"> <input checked="" type="radio"/> No lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Lead service line inventory in progress 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<ul style="list-style-type: none"> <input type="radio"/> No residential lead testing available upon request 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Residential lead testing available upon request, for a cost 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



Water Quality Grading Rubric (continued)

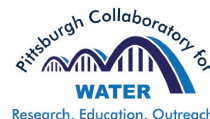


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019

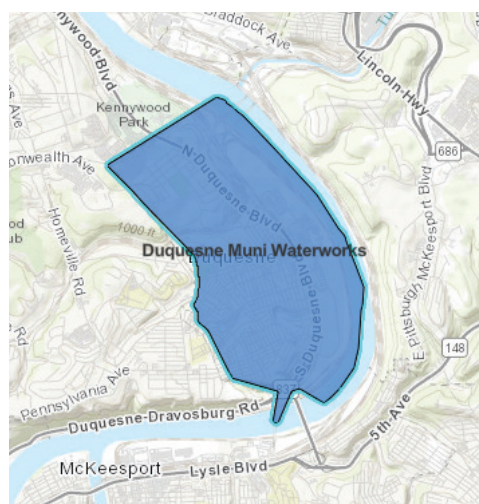


City of Duquesne Water Department

2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	Not Applicable			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections		●		
Water Quality	Lead Service Line Replacements	●			
	Lead Service Line Inventory	●			
	Access to Free Residential Lead Testing			●	
	Compliance with Drinking Water Quality Regulations	●			



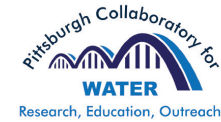
System Snapshot	
Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1:642
Number of 2019 Shut-Offs	219 (11% of 1,938 connections)
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	1,938
Environmental Justice Population Served (approximate percentage)	100%

Provider Summary

Duquesne scored “needs improvement” in every grading criterion except for Water Affordability Protections and Residential Lead Testing, for which they scored “satisfactory” and “pro-active” respectively. It is not an independent water authority with a Board of Directors and purchases its water from the Municipal Authority of Westmoreland County. Instead, the City of Duquesne manages this water system as a municipal department, making the Board of Directors grading criterion “not applicable.” Public participation in the oversight of a community water system creates a two-way dialogue between ratepayers and the system leadership to influence water system practices. It is unclear how Duquesne engages their ratepayers in this way without a Board of Directors. Almost all of Duquesne’s ratepayers reside in environmental justice communities. No Community Advisory Committee or online Complaint form exists. They reported offering payment plans with in-person enrollment and online and flyer-based outreach, but this information is not on the website. Duquesne also participates in the temporary Low-Income Household Water Assistance Program, and there is no moratorium on shut-offs. They report having free Residential Lead Testing for ratepayers upon request. They conducted six partial lead service line replacements in 2020. Considerable evidence shows that partial lead service line replacements are a hazard to public health and should be halted immediately. They reported no lead service lines in their system, but lead was detected (2.5 ppb) in their 2019 EPA-required monitoring. Overall, there were 14 administrative water quality violations in 2019, including failure to submit a Consumer Confidence Report. To date, there is no Consumer Confidence Report listed for any year on the website.



City of Duquesne Water Department
Transparency Grading Rubric

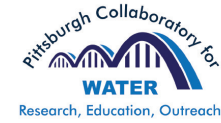


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<p>No public board meetings</p> <p>No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.)</p> <p>OR</p> <p>Insufficient information on one of the categories below</p> <p>Type(s) of board meeting participation</p> <p>Meeting process description on the website</p> <p>Registration requirements for speakers</p> <p>Public comment placement on the meeting agenda</p>	<p>Practices 4 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices 5 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices all of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>
<p>Community Advisory Mechanisms</p>	<p><input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p> <p><input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues</p>
<p>Ease of Reporting Complaints</p>	<p><input checked="" type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form</p> <p>OR</p> <p><input type="radio"/> Written complaint form is not on the front page of the website</p>	<p><input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form</p>

NOT APPLICABLE



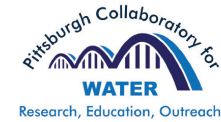
City of Duquesne Water Department
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One to two permanent affordability protections in place <input checked="" type="radio"/> At least one way to enroll <li style="text-align: center;">OR <input checked="" type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input type="radio"/> Two or more permanent affordability protections in place <input type="radio"/> At least two ways to enroll <input type="radio"/> Information on website <input type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



City of Duquesne Water Department
Water Quality Grading Rubric

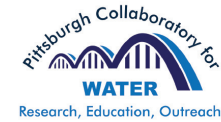


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<input type="radio"/> No full LSL replacements in 2020 OR <input checked="" type="radio"/> Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	<input checked="" type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	<input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: <input type="radio"/> Public goal date by which all LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected	<input type="radio"/> All LSL replacements in 2020 were full LSL replacements <input type="radio"/> Public goal date by which LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected
Lead Service Line Inventory	<input checked="" type="radio"/> No lead service line inventory exists	<input type="radio"/> Lead service line inventory in progress	<input type="radio"/> Complete lead service line inventory exists	<input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<input type="radio"/> No residential lead testing available upon request	<input type="radio"/> Residential lead testing available upon request, for a cost	<input checked="" type="radio"/> Free residential lead testing upon request	<input checked="" type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



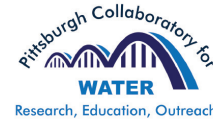
Water Quality Grading Rubric (continued)



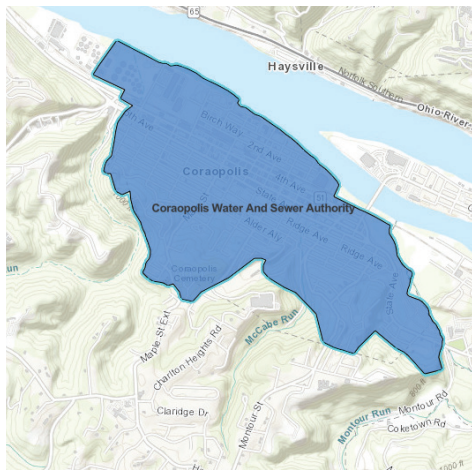
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> ● Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ● Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ● Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> ○ Submitted on-time consumer confidence reports in 2019 ○ No contamination-related drinking water violations in 2019 ○ No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> ○ Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> ○ Submitted on-time consumer confidence reports in 2019 ○ No contamination-related drinking water violations in 2019 ○ No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> ○ Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> ○ Submitted on-time consumer confidence reports in 2019 ○ No contamination-related drinking water violations in 2019 ○ No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Unresponsive			
	Lead Service Line Inventory	●			
	Access to Free Residential Lead Testing	●			
	Compliance with Drinking Water Quality Regulations				●



System Snapshot

Ratio of Full-Time Employees to Customers <small>Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.</small>	1:267
Number of 2019 Shut-Offs	0 <small>(0% of 2,616 service connections)</small>
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	2,616
Environmental Justice Population Served (approximate percentage)	44%

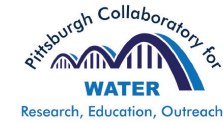
Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment's (WHE) Something's in the Water Report and data available online (i.e. the website and PA DEP datasets).

CWSA's scores varied among "needs improvement" and "unresponsive," with one "best practice." The agenda for Board Meetings is on the website and notes "audience remarks," but no additional details about participation are given. Minor changes, such as adding registration requirements for public comment or offering hybrid participation, would result in a higher grade. According to the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a "needs improvement" grade for both. Since no information is available on the website regarding either Affordability Protections, nor did they respond to our inquiry, we cannot grade these criteria. They do note the Low-Income Household Water Assistance Program (a short-term assistance program) on the website, but list no permanent Water Affordability Protections. They did not report information on Lead Service Line Replacements, resulting in "unresponsive." They reported to WHE in 2020 that they do not offer Residential Lead Testing, or have a Lead Service line inventory, which scores "needs improvement" in both criteria. According to their 2019 Consumer Confidence Report, there were detectable levels of lead at 3.33 ppb. CWSA earned a grade of "best practice" for Compliance with Drinking Water Quality Regulations for having a voluntary, DEP-approved Source Water Protection Plan and zero violations in 2019. This system purchases some of their water from Moon Township Municipal Authority. Within CWSA's service area, 44 percent of the population resides in environmental justice communities.



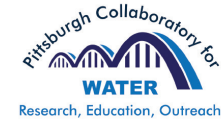
Coraopolis Water & Sewer Authority
Transparency Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <input type="radio"/> Type(s) of board meeting participation <input type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



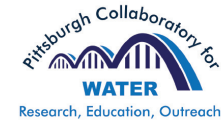
Coraopolis Water & Sewer Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs No way to enroll	One to two permanent affordability protections in place At least one way to enroll OR Information on protections and enrollment are available upon request but not available on website	Two or more permanent affordability protections in place At least two ways to enroll Information on website Actively working with local organizations and community representatives; community-based outreach for enrollment programs	Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees Three or more ways to enroll & multiple forms of community driven education for enrollment Information on website Community engagement around affordability protections that are relevant to areas of greatest need
	<h1>UNRESPONSIVE</h1>			



Coraopolis Water & Sewer Authority
Water Quality Grading Rubric



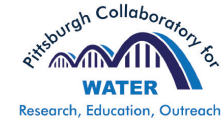
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<p>No full LSL replacements in 2020</p> <p>OR</p> <p>Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p> <p>And at least one of the following:</p> <p>Public goal date by which all LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>	<p>All LSL replacements in 2020 were full LSL replacements</p> <p>Public goal date by which LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>
Lead Service Line Inventory	<p><input checked="" type="radio"/> No lead service line inventory exists</p>	<p><input type="radio"/> Lead service line inventory in progress</p>	<p><input type="radio"/> Complete lead service line inventory exists</p>	<p><input type="radio"/> Complete lead service line inventory exists both internally and online for public</p>
Access to Residential Lead Testing	<p><input checked="" type="radio"/> No residential lead testing available upon request</p>	<p><input type="radio"/> Residential lead testing available upon request, for a cost</p>	<p><input type="radio"/> Free residential lead testing upon request</p>	<p><input type="radio"/> Free residential lead testing upon request</p> <p><input type="radio"/> Results available publicly online</p> <p><input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb</p>

UNRESPONSIVE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



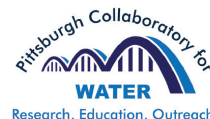
Water Quality Grading Rubric (continued)



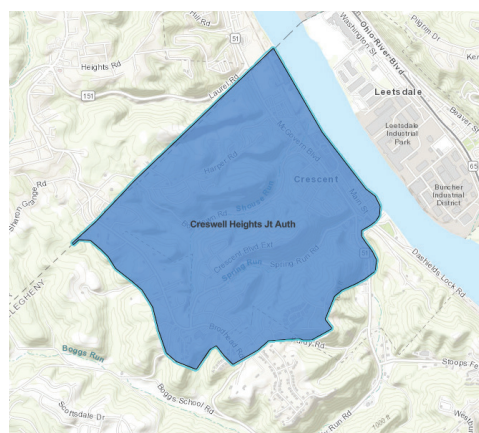
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <li style="text-align: center;">OR <input type="radio"/> Any contamination-related drinking water violations in 2019 <li style="text-align: center;">OR <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices 2 or more of the following: <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices all of the following: <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019



Creswell Heights Joint Authority (CHJA) 2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Not Applicable			
	Lead Service Line Inventory	Not Applicable			
	Access to Free Residential Lead Testing	Not Applicable			
	Compliance with Drinking Water Quality Regulations				●



System Snapshot

Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1:1,364
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	5,714
Environmental Justice Population Served (approximate percentage)	0%

Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment's (WHE) Something's in the Water Report and data available online (i.e. the website and PA DEP datasets).

CHJA's scores varied among "needs improvement," "not applicable," "unresponsive," and one "best practice." While they list their board members' names and the board meeting location on the website, there is no additional information about how to participate. According to the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a "needs improvement" grade for all criteria in Transparency. Since no information is available on the website regarding either Affordability Protections, nor did they respond to our inquiry, we cannot grade these criteria. For Water Quality, they scored "not applicable" for a Lead Service Line Inventory and for Lead Service Line Replacements, as that is what they reported to WHE in 2020. Because their 2019 Consumer Confidence Report included lead testing results of 0 ppb (or "non-detect"), Residential Lead Testing is also "not applicable." CHJA earned a grade of "best practice" for Compliance with Drinking Water Quality Regulations for having a voluntary, DEP-approved Source Water Protection Plan and zero violations in 2019. Notably, the website has a page dedicated to their Source Water Protection Plan. This system is listed currently as a Beaver County community water system but is included in this assessment because it services two Allegheny County communities: Crescent Township and Moon Township. Due to this, some data may reflect the entire system, including the communities outside of Allegheny County.

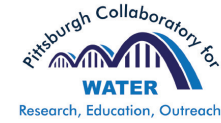


Transparency Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input type="radio"/> Type(s) of board meeting participation <input checked="" type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input checked="" type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



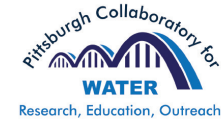
Creswell Heights Joint Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs No way to enroll	One to two permanent affordability protections in place At least one way to enroll OR Information on protections and enrollment are available upon request but not available on website	Two or more permanent affordability protections in place At least two ways to enroll Information on website Actively working with local organizations and community representatives; community-based outreach for enrollment programs	Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees Three or more ways to enroll & multiple forms of community driven education for enrollment Information on website Community engagement around affordability protections that are relevant to areas of greatest need
	<h1>UNRESPONSIVE</h1>			



Creswell Heights Joint Authority
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	No full LSL replacements in 2020 OR Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: Public goal date by which all LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected	All LSL replacements in 2020 were full LSL replacements Public goal date by which LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected
Lead Service Line Inventory	No lead service line inventory exists	Lead service line inventory in progress	Complete lead service line inventory exists	Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	No residential lead testing available upon request	Residential lead testing available upon request, for a cost	Free residential lead testing upon request	Free residential lead testing upon request Results available publicly online Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

NOT APPLICABLE

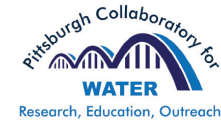
NOT APPLICABLE

NOT APPLICABLE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



Water Quality Grading Rubric (continued)



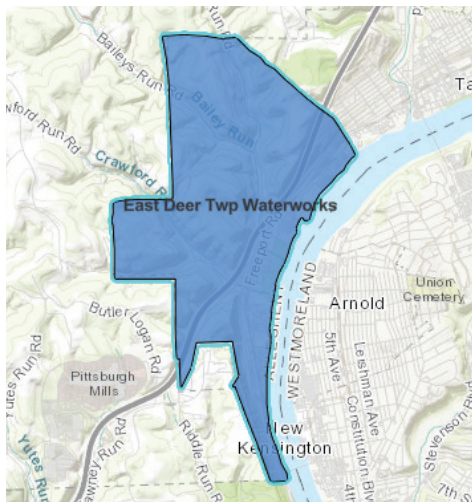
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <li style="text-align: center;">OR <input type="radio"/> Any contamination-related drinking water violations in 2019 <li style="text-align: center;">OR <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices 2 or more of the following: <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices all of the following: <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	Not Applicable			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections		●		
Water Quality	Lead Service Line Replacements	●			
	Lead Service Line Inventory	●			
	Access to Free Residential Lead Testing	●			
	Compliance with Drinking Water Quality Regulations		●		



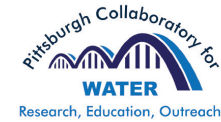
System Snapshot	
Ratio of Full-Time Employees to Customers <small>Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.</small>	1:168
Number of 2019 Shut-Offs	0 <small>(0% of 668 service connections)</small>
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	668
Environmental Justice Population Served (approximate percentage)	0%

Provider Summary

EDTWD scored “needs improvement” in every grading criterion except Permanent Affordability Protections and Compliance with Drinking Water Quality Regulations, which scored “satisfactory.” The Board of Directors Meeting grading criterion is “not applicable” because they are not an independent water authority with a board. Instead, East Deer Township manages this water system as a municipal department. Public participation in the oversight of a community water system creates a two-way dialogue between ratepayers and the system leadership to influence water system practices. It is unclear how East Deer engages their ratepayers in this way without a Board of Directors. There is no Community Advisory Committee or Complaint form on the website (though they reported one to us). They report offering payment plans and waive late fees on a case-by-case basis and in-person enrollment, but no details on this program are on the website, resulting in a “satisfactory” grade. EDTWD also participates in the temporary assistance program Low-Income Household Water Assistance Program, and enrollment information is on the website. They have no official moratorium on shut-offs, but reported zero shut-offs, which is commendable. They reported having no lead service lines, however, their 2019 Consumer Confidence Report lead level was 11.9 ppb. Because there is no safe level of lead in water, any amount is of public health concern. Without a complete Lead Service Line Inventory, the sources of contamination cannot be determined. EDTWD also does not provide Residential Lead Testing upon request. They had no Drinking Water Quality violations in 2019, which scores “satisfactory.” EDTWD purchases water from Tarentum Borough.



East Deer Township Water Department
Transparency Grading Rubric

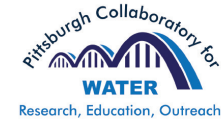


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<p>No public board meetings</p> <p>No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.)</p> <p>OR</p> <p>Insufficient information on one of the categories below</p> <p>Type(s) of board meeting participation</p> <p>Meeting process description on the website</p> <p>Registration requirements for speakers</p> <p>Public comment placement on the meeting agenda</p>	<p>Practices 4 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices 5 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices all of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>
<p>Community Advisory Mechanisms</p>	<p><input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p> <p><input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues</p>
<p>Ease of Reporting Complaints</p>	<p><input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form</p> <p>OR</p> <p><input checked="" type="radio"/> Written complaint form is not on the front page of the website</p>	<p><input checked="" type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form</p>

NOT APPLICABLE



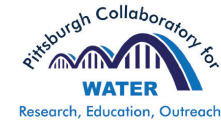
East Deer Township Water Department
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One to two permanent affordability protections in place <input checked="" type="radio"/> At least one way to enroll OR <input checked="" type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input type="radio"/> Two or more permanent affordability protections in place <input checked="" type="radio"/> At least two ways to enroll <input type="radio"/> Information on website <input type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



East Deer Township Water Department
Water Quality Grading Rubric

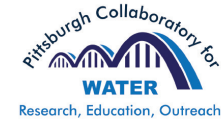


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<ul style="list-style-type: none"> <input checked="" type="radio"/> No full LSL replacements in 2020 <li style="text-align: center;">OR <input type="radio"/> Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: <input type="radio"/> Public goal date by which all LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected 	<ul style="list-style-type: none"> <input type="radio"/> All LSL replacements in 2020 were full LSL replacements <input type="radio"/> Public goal date by which LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected
Lead Service Line Inventory	<ul style="list-style-type: none"> <input checked="" type="radio"/> No lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Lead service line inventory in progress 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<ul style="list-style-type: none"> <input checked="" type="radio"/> No residential lead testing available upon request 	<ul style="list-style-type: none"> <input type="radio"/> Residential lead testing available upon request, for a cost 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



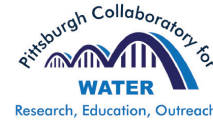
Water Quality Grading Rubric (continued)



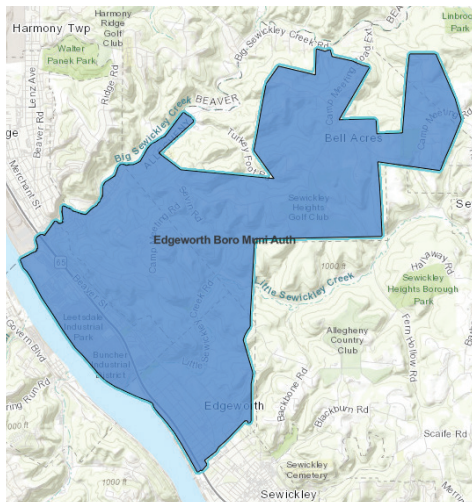
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



Edgeworth Water Authority (EWA) 2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections		●		
Water Quality	Lead Service Line Replacements	●			
	Lead Service Line Inventory		●		
	Access to Free Residential Lead Testing		●		
	Compliance with Drinking Water Quality Regulations		●		



System Snapshot

Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1:391
Number of 2019 Shut-Offs	2 (less than 1% of 2,341 service connections)
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	2,341
Environmental Justice Population Served (approximate percentage)	0%

Provider Summary

EWA scored “needs improvement” in all areas of Transparency: Board Meeting Information is on the website, but it does not include agendas or information on how the public can participate or give comments; no Community Advisory Committees exist; and, while there is a general contact form on the website, there is not a specific online Complaint form. For Affordability Protections, EWA reported to us that they waive late fees and offer payment plans, which is commendable, but this information is not on the website, resulting in a “satisfactory” score. They do not have any moratorium on shut-offs in place. They report conducting no Lead Service Line Replacements (full or partial), but they did apply for and secure a \$394,095 grant and \$250,905 loan from PennVest in 2022 to conduct full replacements. These critical investments will likely result in higher scores in this criterion in coming years. Their Lead Service Line Inventory is underway, scoring a “satisfactory” grade, and they report arranging third-party Residential Lead Testing for a cost, scoring “satisfactory.” Their 2019 Consumer Confidence Report included lead levels of 0 ppb. They had no Drinking Water Quality violations in 2019, scoring “satisfactory” in this criterion. EWA purchases water from the Ambridge Water Authority, outside of Allegheny County.



Transparency Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input checked="" type="radio"/> Type(s) of board meeting participation <input type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form

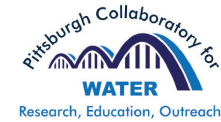


Affordability Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One to two permanent affordability protections in place <input checked="" type="radio"/> At least one way to enroll OR <input checked="" type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more permanent affordability protections in place <input checked="" type="radio"/> At least two ways to enroll <input type="radio"/> Information on website <input type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



Edgeworth Water Authority
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<ul style="list-style-type: none"> <input checked="" type="radio"/> No full LSL replacements in 2020 <li style="text-align: center;">OR <input type="radio"/> Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input checked="" type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: <input type="radio"/> Public goal date by which all LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected 	<ul style="list-style-type: none"> <input type="radio"/> All LSL replacements in 2020 were full LSL replacements <input type="radio"/> Public goal date by which LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected
Lead Service Line Inventory	<ul style="list-style-type: none"> <input type="radio"/> No lead service line inventory exists 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Lead service line inventory in progress 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<ul style="list-style-type: none"> <input type="radio"/> No residential lead testing available upon request 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Residential lead testing available upon request, for a cost 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.

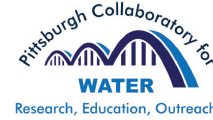


Water Quality Grading Rubric (continued)

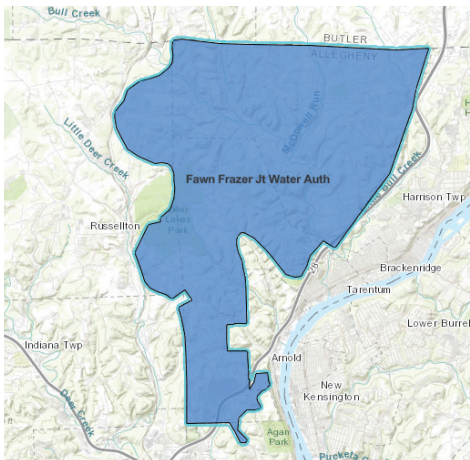
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Unresponsive			
	Lead Service Line Inventory	Unresponsive			
	Access to Free Residential Lead Testing		●		
	Compliance with Drinking Water Quality Regulations	●			



System Snapshot

Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1:633
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	1,920
Environmental Justice Population Served (approximate percentage)	Less than 1%

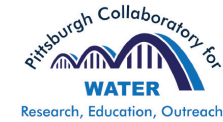
Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment's (WHE) Something's in the Water Report and data available online (i.e. the website and PA DEP datasets).

FFJWA scores "needs improvement" or "unresponsive" in all criteria except for Residential Lead Testing, for which they scored "satisfactory." Minor changes to the website, such as information about when public comment takes place during Board Meetings, would improve their score. According to the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a "needs improvement" grade for all criteria in Transparency. Since no information is available on the website regarding Affordability Protections, Lead Service Line Replacements, or a Lead Service Line Inventory, nor did they respond to our 2020 or 2021 inquiries, we cannot grade these criteria. The website does describe the circumstances under which they will disconnect water, which signifies that there is no moratorium on shut-offs. They reported in 2020 that they have Residential Lead Testing for a cost, scoring "satisfactory." According to their 2019 Consumer Confidence Report, there were detectable levels of lead at 2.70 ppb. FFJWA scored "needs improvement" in Compliance with Drinking Water Quality Regulations due to seven administrative violations in 2019. This system purchases their water from Brackenridge Borough, Harrison Township Water Authority, and Springdale Borough (for emergencies only).



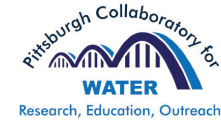
Fawn Frazer Joint Water Authority
Transparency Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <input type="radio"/> Type(s) of board meeting participation <input type="radio"/> Meeting process description on the website <input type="radio"/> Registration requirements for speakers <input checked="" type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input checked="" type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



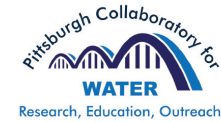
Fawn Frazer Joint Water Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs No way to enroll	One to two permanent affordability protections in place At least one way to enroll OR Information on protections and enrollment are available upon request but not available on website	Two or more permanent affordability protections in place At least two ways to enroll Information on website Actively working with local organizations and community representatives; community-based outreach for enrollment programs	Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees Three or more ways to enroll & multiple forms of community driven education for enrollment Information on website Community engagement around affordability protections that are relevant to areas of greatest need
	UNRESPONSIVE			



Fawn Frazer Joint Water Authority
Water Quality Grading Rubric



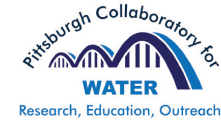
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	No full LSL replacements in 2020 OR Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: Public goal date by which all LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected	All LSL replacements in 2020 were full LSL replacements Public goal date by which LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected
Lead Service Line Inventory	No lead service line inventory exists	Lead service line inventory exists	Complete lead service line inventory exists	Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<input type="radio"/> No residential lead testing available upon request	<input checked="" type="radio"/> Residential lead testing available upon request, for a cost	<input type="radio"/> Free residential lead testing upon request	<input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

UNRESPONSIVE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



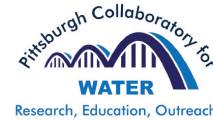
Water Quality Grading Rubric (continued)



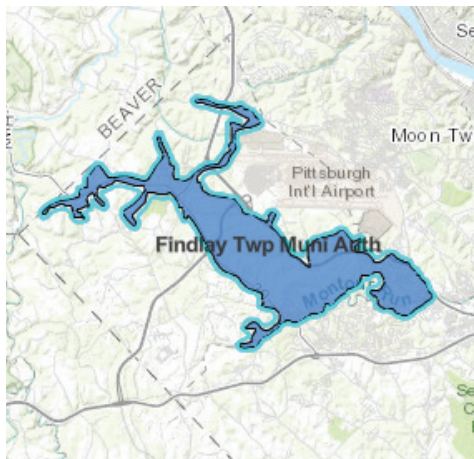
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints			●	
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Not Applicable			
	Lead Service Line Inventory	Not Applicable			
	Access to Free Residential Lead Testing	Not Applicable			
	Compliance with Drinking Water Quality Regulations		●		



System Snapshot	
Ratio of Full-Time Employees to Customers <small>Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.</small>	1:209
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	2,110
Environmental Justice Population Served (approximate percentage)	0%

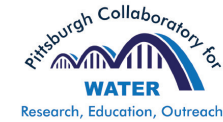
Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment's (WHE) Something's in the Water Report and data available online (i.e. the website and PA DEP datasets).

FTMA's scores varied among "needs improvement," "unresponsive," and "not applicable," with one "satisfactory" and one "pro-active." For Transparency, the Board Meeting time and location are listed, but no agenda or additional information can be found on the website. No Community Advisory Committees are listed on the website, resulting in a "needs improvement" grade in both criteria. FTMA earned a "pro-active" grade for Ease of Reporting Complaints for having two ways to submit a complaint on the front page of their website: an online form and phone number listed with specific language about reporting a problem. Since no information is available on the website regarding Affordability Protections, nor did they respond to our inquiry, we cannot grade this criterion. The website discusses circumstances under which shut-offs occur, which implies that no moratorium on shut-offs exists. They reported to WHE in 2020 that a Lead Service Line Inventory, Lead Service Line Replacements, and Residential Lead Testing were all "not applicable." However, their 2019 Consumer Confidence Report included lead testing results of 3.44 ppb. For Compliance with Drinking Water Quality Regulations, they scored a grade of "satisfactory" due to zero violations in 2019. They purchase most of their water from Moon Township Municipal Authority and purchase two percent from the Municipal Authority of the Township of Robinson.



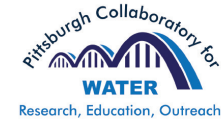
Findlay Township Municipal Authority
Transparency Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <input type="radio"/> Type(s) of board meeting participation <input checked="" type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input checked="" type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



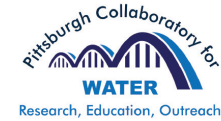
Findlay Township Municipal Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs No way to enroll	One to two permanent affordability protections in place At least one way to enroll OR Information on protections and enrollment are available upon request but not available on website	Two or more permanent affordability protections in place At least two ways to enroll Information on website Actively working with local organizations and community representatives; community-based outreach for enrollment programs	Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees Three or more ways to enroll & multiple forms of community driven education for enrollment Information on website Community engagement around affordability protections that are relevant to areas of greatest need
	<h1>UNRESPONSIVE</h1>			



Findlay Township Municipal Authority
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	No full LSL replacements in 2020 OR Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: Public goal date by which all LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected	All LSL replacements in 2020 were full LSL replacements Public goal date by which LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected
Lead Service Line Inventory	No lead service line inventory exists	Lead service line inventory in progress	Complete lead service line inventory exists	Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	No residential lead testing available upon request	Residential lead testing available upon request, for a cost	Free residential lead testing upon request	Free residential lead testing upon request Results available publicly online Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

NOT APPLICABLE

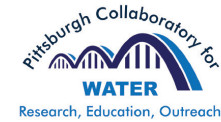
NOT APPLICABLE

NOT APPLICABLE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



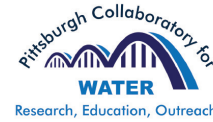
Water Quality Grading Rubric (continued)



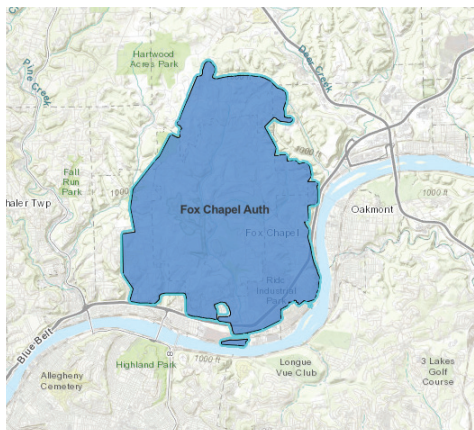
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Unresponsive			
	Lead Service Line Inventory		●		
	Access to Free Residential Lead Testing	●			
	Compliance with Drinking Water Quality Regulations		●		



System Snapshot	
Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1:479
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	5,488
Environmental Justice Population Served (approximate percentage)	0%

Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment’s (WHE) Something’s in the Water Report and data available online (i.e. the website and PA DEP datasets).

Fox Chapel’s scores varied among “needs improvement,” “satisfactory,” and “unresponsive.” For Board Meeting Participation, they scored “needs improvement” but would earn a higher grade by noting registration requirements for the public to provide comments. It is laudable that the website provides board meeting minutes that indicate that participation is a combination of phone, in-person, and Zoom attendance that will continue for the foreseeable future. Public comment period is also shown on the agenda early in the meeting, as well as again at the end of the meeting where they have “public comments for non-agenda items.” From the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a “needs improvement” grade for both criteria. However, a phone number to submit complaints is listed on the front page of the website. Since no information is available on the website regarding either Affordability Protections, nor did they respond to our inquiry, we cannot grade these criteria. They reported having zero lead service lines to WHE in 2020, but the website states that 24 customers have lead lines from curb stop to meter, and that these residents have been notified of this situation and been given options to address exposure. However, since they did not respond to us in 2021, this category is marked as “unresponsive.” They also reported to WHE in 2020 that they have a Lead Service Line inventory. Because we do not know if this inventory is complete, they scored “satisfactory” in this criterion. They reported that they do not offer Residential Lead Testing, scoring “needs improvement.” According to their 2019 Consumer Confidence Report, they had detectable levels of lead at 3.01 ppb. They scored “satisfactory” for Compliance with Drinking Water Quality Regulations due to zero violations in 2019. They purchase water from Pittsburgh Water and Sewer Authority.

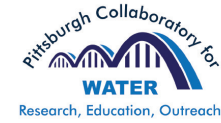


Transparency Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <input type="radio"/> Type(s) of board meeting participation <input checked="" type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input checked="" type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



Fox Chapel Authority
Affordability Grading Rubric

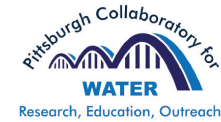


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<p>None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs</p> <p>No way to enroll</p>	<p>One to two permanent affordability protections in place</p> <p>At least one way to enroll OR Information on protections and enrollment are available upon request but not available on website</p>	<p>Two or more permanent affordability protections in place</p> <p>At least two ways to enroll</p> <p>Information on website</p> <p>Actively working with local organizations and community representatives; community-based outreach for enrollment programs</p>	<p>Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees</p> <p>Three or more ways to enroll & multiple forms of community driven education for enrollment</p> <p>Information on website</p> <p>Community engagement around affordability protections that are relevant to areas of greatest need</p>

UNRESPONSIVE



Fox Chapel Authority
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<p>No full LSL replacements in 2020</p> <p>OR</p> <p>Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p> <p>And at least one of the following:</p> <p>Public goal date by which all LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>	<p>All LSL replacements in 2020 were full LSL replacements</p> <p>Public goal date by which LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>
Lead Service Line Inventory	<input type="radio"/> No lead service line inventory exists	<input checked="" type="radio"/> Lead service line inventory in progress	<input type="radio"/> Complete lead service line inventory exists	<input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<input checked="" type="radio"/> No residential lead testing available upon request	<input type="radio"/> Residential lead testing available upon request, for a cost	<input type="radio"/> Free residential lead testing upon request	<input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

UNRESPONSIVE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



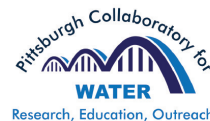
Water Quality Grading Rubric (continued)

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <li style="text-align: center;">OR <input type="radio"/> Any contamination-related drinking water violations in 2019 <li style="text-align: center;">OR <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices 2 or more of the following: <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices all of the following: <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019

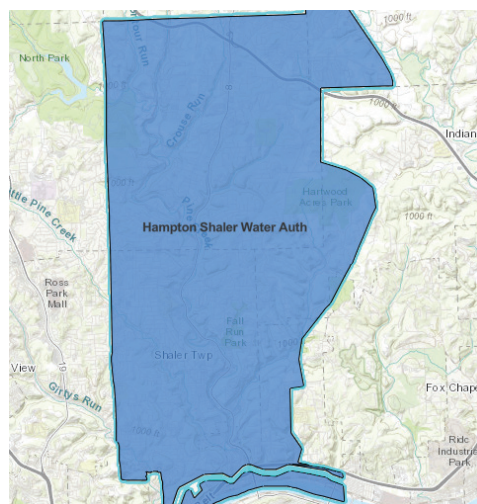


Hampton Shaler Water Authority (HSPA)

2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections		●		
Water Quality	Lead Service Line Replacements	●			
	Lead Service Line Inventory			●	
	Access to Free Residential Lead Testing		●		
	Compliance with Drinking Water Quality Regulations	●			



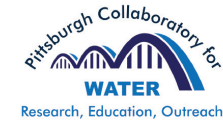
System Snapshot	
Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1:628
Number of 2019 Shut-Offs	183 (<1% of 25,897 service connections)
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	25,897
Environmental Justice Population Served (approximate percentage)	3%

Provider Summary

HSPA scored lowest in Transparency, with “needs improvement” grades in all three criteria: some Board of Directors Meeting information is on the website, but it does not include any agendas or information about public comment; there are no Community Advisory Committees; and no Complaint form exists. HSPA reported to us multiple Affordability Protections, but this information is not available on their website, resulting in a “satisfactory” score. They do stay shut-offs with proof of an application to Low-Income Household Water Assistance Program (a temporary customer assistance program), but there is no formal moratorium on shut-offs. In 2020, they conducted 180 partial Lead Service Line Replacements. Considerable evidence shows that partial lead service line replacements are a hazard to public health and should be halted immediately, and so they scored “needs improvement”. They have a complete internal Lead Service Line Inventory, resulting in a “pro-active” grade. If there is a lead service line present, free Residential Lead Testing is available to residents. If there is not a known lead service line, then lead testing is available for \$25, resulting in a “satisfactory” grade in this criterion. Making it free to all residents would move it to “pro-active.” Their 2019 Consumer Confidence Report included lead levels of 2.15 ppb. There were four administrative drinking water quality violations in 2019, which resulted in a “needs improvement” score. HSPA purchases a small portion of its water from West View Water Authority.



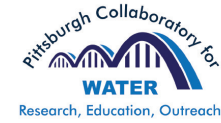
Hampton Shaler Water Authority
Transparency Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <input type="radio"/> Type(s) of board meeting participation <input type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input checked="" type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



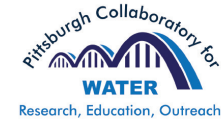
Hampton Shaler Water Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input type="radio"/> One to two permanent affordability protections in place <input checked="" type="radio"/> At least one way to enroll OR <input checked="" type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more permanent affordability protections in place <input checked="" type="radio"/> At least two ways to enroll <input type="radio"/> Information on website <input type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



Hampton Shaler Water Authority
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<ul style="list-style-type: none"> <input checked="" type="radio"/> No full LSL replacements in 2020 <li style="text-align: center;">OR <input checked="" type="radio"/> Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: <input type="radio"/> Public goal date by which all LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected 	<ul style="list-style-type: none"> <input type="radio"/> All LSL replacements in 2020 were full LSL replacements <input type="radio"/> Public goal date by which LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected
Lead Service Line Inventory	<ul style="list-style-type: none"> <input type="radio"/> No lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Lead service line inventory in progress 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Complete lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<ul style="list-style-type: none"> <input type="radio"/> No residential lead testing available upon request 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Residential lead testing available upon request, for a cost 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



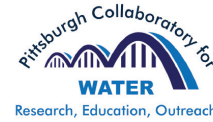
Water Quality Grading Rubric (continued)

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019

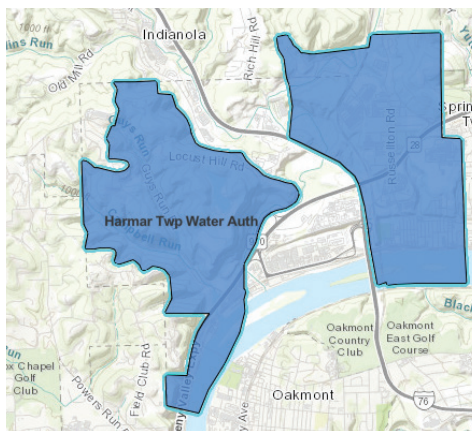


Harmar Township Water Authority (HTWA)

2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Not Applicable			
	Lead Service Line Inventory	Unresponsive			
	Access to Free Residential Lead Testing		●		
	Compliance with Drinking Water Quality Regulations			●	



System Snapshot

Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1:584
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	1,087
Environmental Justice Population Served (approximate percentage)	0%

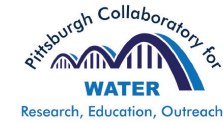
Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment’s (WHE) Something’s in the Water Report and data available online (i.e. the website and PA DEP datasets).

HTWA’s scores were “needs improvement” in Transparency, “unresponsive” for Affordability, and varied among “satisfactory,” “pro-active,” “not applicable,” and “unresponsive” for Water Quality. For Transparency, the Board Meeting agendas are posted on the website and note a public comment period at the beginning of the meeting. They scored “needs improvement” for Board Meeting Accessibility for the lack of additional details; adding information about dates, times, and location of the meetings, as well as how the public can attend and registration requirements, would improve this score. According to the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a “needs improvement” grade for both criteria. Since no information is available on the website regarding either Affordability Protections, nor did they respond to our inquiry, we cannot grade these criteria. The reported to WHE in 2020 that Lead Service Line Replacements were “not applicable.” However, their most recent testing reported in their 2019 Consumer Confidence Report included lead levels of 3.01 ppb. They did not provide information about a Lead Service Line Inventory, nor is there information on the website, resulting in an “unresponsive.” They also reported to WHE in 2020 that Residential Lead Testing is available for the cost of \$23.50, which earns a score of “satisfactory.” They scored highest in Compliance with Drinking Water Quality Regulations, with a “pro-active” for having only one administrative violation in 2019 and for establishing a voluntary DEP-approved Source Water Protection Plan in 2014.



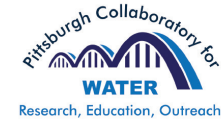
Harmar Township Water Authority
Transparency Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input checked="" type="radio"/> Type(s) of board meeting participation <input checked="" type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



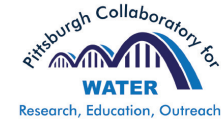
Harmar Township Water Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs No way to enroll	One to two permanent affordability protections in place At least one way to enroll OR Information on protections and enrollment are available upon request but not available on website	Two or more permanent affordability protections in place At least two ways to enroll Information on website Actively working with local organizations and community representatives; community-based outreach for enrollment programs	Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees Three or more ways to enroll & multiple forms of community driven education for enrollment Information on website Community engagement around affordability protections that are relevant to areas of greatest need
	<h1>UNRESPONSIVE</h1>			



Harmar Township Water Authority
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<p>No full LSL replacements in 2020</p> <p>OR</p> <p>Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p> <p>And at least one of the following:</p> <p>Public goal date by which all LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>	<p>All LSL replacements in 2020 were full LSL replacements</p> <p>Public goal date by which LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>
Lead Service Line Inventory	No lead service line inventory exists	Lead service line inventory exists	Complete lead service line inventory exists	Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<input type="radio"/> No residential lead testing available upon request	<input checked="" type="radio"/> Residential lead testing available upon request, for a cost	<input type="radio"/> Free residential lead testing upon request	<input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

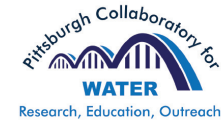
NOT APPLICABLE

UNRESPONSIVE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



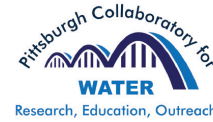
Water Quality Grading Rubric (continued)



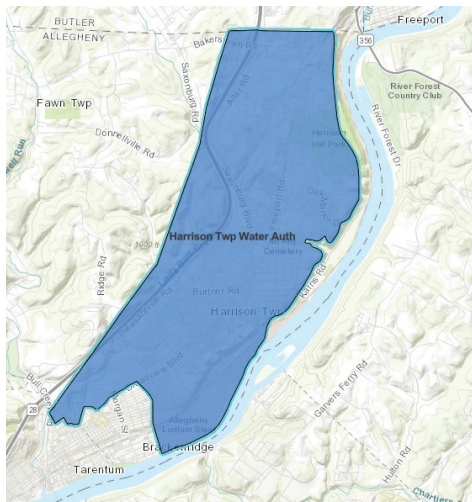
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019
			<ul style="list-style-type: none"> <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections		●		
Water Quality	Lead Service Line Replacements	Not Applicable			
	Lead Service Line Inventory	Not Applicable			
	Access to Free Residential Lead Testing	Not Applicable			
	Compliance with Drinking Water Quality Regulations				●



System Snapshot

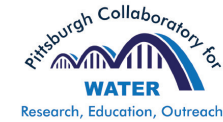
Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1:402
Number of 2019 Shut-Offs	173 (4% of 4,899 service connections)
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	4,899
Environmental Justice Population Served (approximate percentage)	31%

Provider Summary

HTWA scored lowest in the Transparency and Affordability grading criteria, and scored “not applicable” or “best practice” in the Water Quality grading criteria. They scored “needs improvement” in the Board of Directors Meeting criterion because while meeting minutes are on the website, there is no additional information about how to participate. They do not have any Community Advisory Committees, and while there is a contact form on the website, there is no formal Complaint page, resulting in “needs improvement” for all criteria of Transparency. They reported a number of Water Affordability Protections, including waiving late payment fees, grace periods, payment plans, and a customer assistance program, which is noteworthy. This information is not on the website but is available upon request, resulting in a “satisfactory” score. HTWA has no moratorium on shut-offs. Because they report having zero lead service lines in their system, and their recent EPA-required lead testing (2019) was 0 ppb, the first three Water Quality grading criteria are “not applicable.” This included Residential Lead Testing, which is not available but also not applicable. They scored “best practice” for Compliance with Drinking Water Quality Regulations due to zero violations in 2019 and having a voluntary, DEP-approved Source Water Protection Plan.



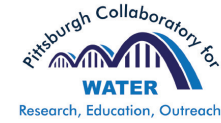
Harrison Township Water Authority
Transparency Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input type="radio"/> Type(s) of board meeting participation <input checked="" type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



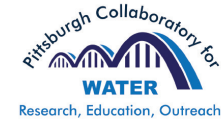
Harrison Township Water Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input type="radio"/> One to two permanent affordability protections in place <input checked="" type="radio"/> At least one way to enroll OR <input checked="" type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more permanent affordability protections in place <input checked="" type="radio"/> At least two ways to enroll <input type="radio"/> Information on website <input checked="" type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



Harrison Township Water Authority
Water Quality Grading Rubric

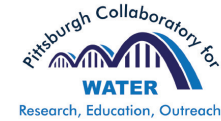


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	No full LSL replacements in 2020 OR Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent at least one of the following: Public goal date by which all LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected	All LSL replacements in 2020 were full LSL replacements Public goal date by which LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected
Lead Service Line Inventory	No lead service line inventory exists	Lead service line inventory in progress	Complete lead service line inventory exists	Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	No residential lead testing available upon request	Residential lead testing available upon request, for a cost	Free residential lead testing upon request	Free residential lead testing upon request Results available publicly online Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



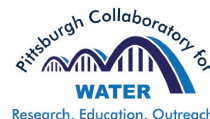
Water Quality Grading Rubric (continued)



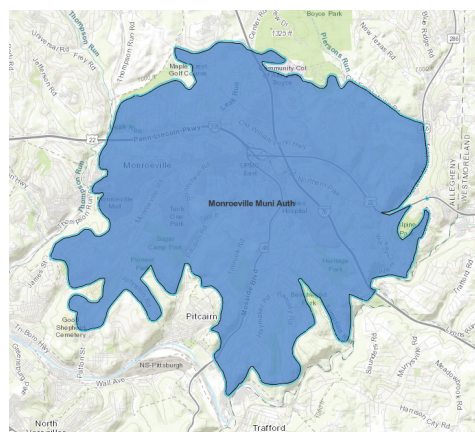
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <li style="text-align: center;">OR <input type="radio"/> Any contamination-related drinking water violations in 2019 <li style="text-align: center;">OR <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices 2 or more of the following: <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices all of the following: <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019



Monroeville Municipal Authority (MMA) 2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints			●	
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Unresponsive			
	Lead Service Line Inventory	●			
	Access to Free Residential Lead Testing	●			
	Compliance with Drinking Water Quality Regulations		●		



System Snapshot	
Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1:402
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	10,582
Environmental Justice Population Served (approximate percentage)	0%

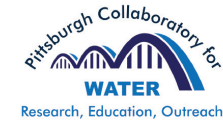
Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment's (WHE) Something's in the Water Report and data available online (i.e. the website and PA DEP datasets).

MMA scored "needs improvement" or "unresponsive" in all criteria except for written Complaints and Compliance with Drinking Water Quality Regulations, for which they scored "pro-active" and "satisfactory" respectively. Board Meeting agendas are listed on the website and a public comment period is noted on them. The website also provides the "main office" as the meeting location, indicating in-person participation. Providing more details about the meeting's purpose, an invitation for the public to attend, and registration requirements for public comment would improve this score. MMA earned a "pro-active" grade in Ease of Reporting Complaints for having two ways to submit a complaint on the front page of their website: an online form and phone number listed with specific language about reporting a problem. No Community Advisory Committees exist per the website. Since no information is available on the website regarding Permanent Affordability Protections or Lead Service Line Replacements, nor did they respond to our 2020 or 2021 inquiries, we cannot grade these criteria. However, the website does mention Low-Income Household Water Assistance Program, a short-term assistance program. They reported to WHE in 2020 that they have no Lead Service Line Inventory or Residential Lead Testing, both scoring "need improvement." According to their 2019 Consumer Confidence Report, there were detectable levels of lead at 0.95 ppb. They scored "satisfactory" for Compliance with Drinking Water Quality Regulations due to zero violations in 2019. This system purchases water from the Municipal Authority of Westmoreland County.



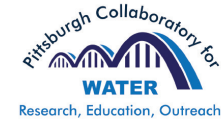
Monroeville Municipal Authority
Transparency Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input type="radio"/> Type(s) of board meeting participation <input checked="" type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



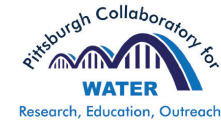
Monroeville Municipal Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs No way to enroll	One to two permanent affordability protections in place At least one way to enroll OR Information on protections and enrollment are available upon request but not available on website	Two or more permanent affordability protections in place At least two ways to enroll Information on website Actively working with local organizations and community representatives; community-based outreach for enrollment programs	Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees Three or more ways to enroll & multiple forms of community driven education for enrollment Information on website Community engagement around affordability protections that are relevant to areas of greatest need
	<h1>UNRESPONSIVE</h1>			



Monroeville Municipal Authority
Water Quality Grading Rubric



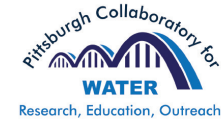
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<p>No full LSL replacements in 2020</p> <p>OR</p> <p>Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p> <p>And at least one of the following:</p> <p>Public goal date by which all LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>	<p>All LSL replacements in 2020 were full LSL replacements</p> <p>Public goal date by which LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>
Lead Service Line Inventory	<p><input checked="" type="radio"/> No lead service line inventory exists</p>	<p><input type="radio"/> Lead service line inventory in progress</p>	<p><input type="radio"/> Complete lead service line inventory exists</p>	<p><input type="radio"/> Complete lead service line inventory exists both internally and online for public</p>
Access to Residential Lead Testing	<p><input checked="" type="radio"/> No residential lead testing available upon request</p>	<p><input type="radio"/> Residential lead testing available upon request, for a cost</p>	<p><input type="radio"/> Free residential lead testing upon request</p>	<p><input type="radio"/> Free residential lead testing upon request</p> <p><input type="radio"/> Results available publicly online</p> <p><input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb</p>

UNRESPONSIVE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



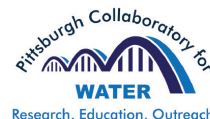
Water Quality Grading Rubric (continued)



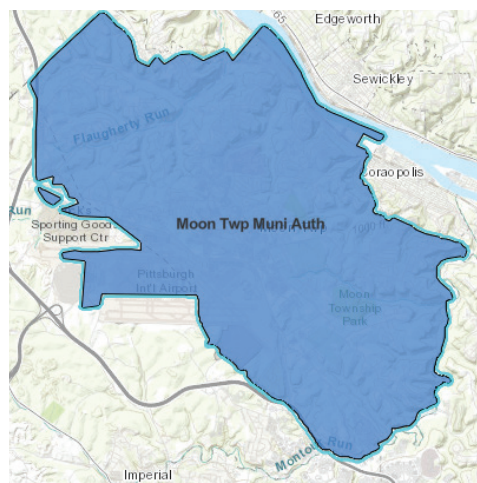
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



Moon Township Water Authority (MTWA) 2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility			●	
	Community Advisory Mechanisms			●	
	Ease of Reporting Complaints			●	
Affordability	Permanent Water Affordability Protections			●	
Water Quality	Lead Service Line Replacements	Not Applicable			
	Lead Service Line Inventory			●	
	Access to Free Residential Lead Testing	Not Applicable			
	Compliance with Drinking Water Quality Regulations				●



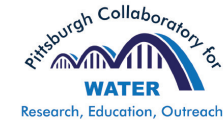
System Snapshot	
Ratio of Full-Time Employees to Customers <small>Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.</small>	1: 241
Number of 2019 Shut-Offs	less than 10 <small>(less than 1% of 7,938 connections)</small>
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	7,938
Environmental Justice Population Served (approximate percentage)	0%

Provider Summary

MTWA scored “pro-active” for the Board of Director Meeting Accessibility due to having in-person participation options, sufficient information on website, and options for unregistered and registered speakers to provide comment. We applaud MTWA for having two community advisory committees working with a variety of stakeholders resulting in a “pro-active” grade in this category. MTWA scored “pro-active” in Ease of Reporting Complaints for having a complaint form on the website and having 2 options to submit formal complaints. They reported waiving late payment fees, and offering grace periods and payment plans, all considered important water affordability protections. MTWA does not have a moratorium on shut-offs. The Lead Service Line Replacements grading criterion is “not applicable” to MTWA because they have thoroughly inventoried their system and do not have any public or private lead service lines, which is noteworthy. For this reason, MTWA scored “pro-active” in the Lead Service Line Inventory grading criterion and “not applicable” in the Residential Lead Testing grading criterion. Their 2019 Consumer Confidence Report included lead levels of 1.42 ppb. For Compliance with Drinking Water Quality Regulations, MTWA scored “best practice” for no 2019 drinking water violations and for having a voluntary, DEP-approved Source Water Protection Plan.



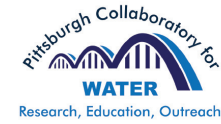
Moon Township Water Authority
Transparency Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) OR <input type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input type="radio"/> Type(s) of board meeting participation <input type="radio"/> Meeting process description on the website <input type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input checked="" type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input checked="" type="radio"/> Public comment for registered speakers <input checked="" type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Community advisory committee(s) exist <input checked="" type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form OR <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



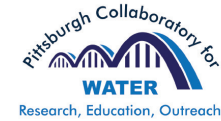
Moon Township Water Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input type="radio"/> One to two permanent affordability protections in place <input type="radio"/> At least one way to enroll OR <input type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more permanent affordability protections in place <input checked="" type="radio"/> At least two ways to enroll <input checked="" type="radio"/> Information on website <input type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



Moon Township Water Authority
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<p>No full LSL replacements in 2020</p> <p>OR</p> <p>Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p> <p>And at least one of the following:</p> <ul style="list-style-type: none"> Public goal date by which all LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected 	<p>All LSL replacements in 2020 were full LSL replacements</p> <p>Public goal date by which LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>
Lead Service Line Inventory	<input type="radio"/> No lead service line inventory exists	<input type="radio"/> Lead service line inventory in progress	<input checked="" type="radio"/> Complete lead service line inventory exists	<input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	No residential lead testing available upon request	Residential lead testing available upon request, for a cost	Free residential lead testing upon request	<p>Free residential lead testing upon request</p> <p>Results available publicly online</p> <p>Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb</p>

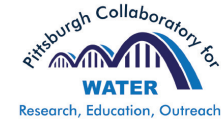
NOT APPLICABLE

NOT APPLICABLE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



Water Quality Grading Rubric (continued)

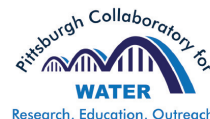


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <li style="text-align: center;">OR <input type="radio"/> Any contamination-related drinking water violations in 2019 <li style="text-align: center;">OR <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices 2 or more of the following: <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices all of the following: <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019

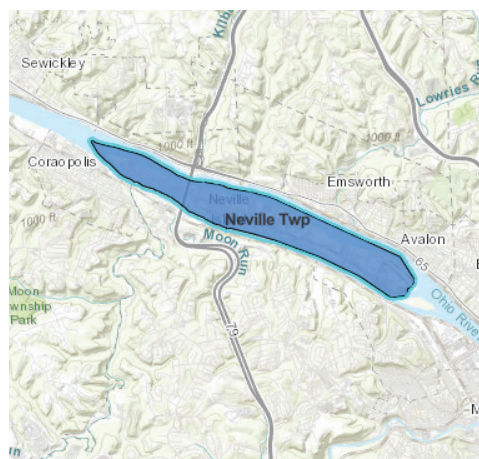


Neville Township Water Department

2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	Not Applicable			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Unresponsive			
	Lead Service Line Inventory	Unresponsive			
	Access to Free Residential Lead Testing	Unresponsive			
	Compliance with Drinking Water Quality Regulations	●			



System Snapshot

Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	Unresponsive
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	617
Environmental Justice Population Served (approximate percentage)	0%

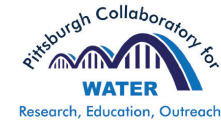
Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment's (WHE) Something's in the Water Report and data available online (i.e. the website and PA DEP datasets).

Neville scored mostly "needs improvement" or "unresponsive," with one "not applicable." For Transparency, the Board of Directors Meeting grading criterion was considered "not applicable" because they are not an independent water authority with a board. Instead, Neville Township manages this water system as a municipal department. Public participation in the oversight of a community water system creates a two-way dialogue between ratepayers and the system leadership to influence water system practices. It is unclear how Neville engages their ratepayers in this way without a Board of Directors. According to the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a "needs improvement" grade for both criteria. Since no information is available on the website regarding Affordability Protections, Lead Service Line Replacements, a Lead Service Line Inventory, or Residential Lead Testing, nor did they respond to inquiries in 2020 and 2021, we cannot grade these criteria. The website does mention that shut-offs will occur 30 days past due, which implies there is no moratorium on shut-offs. According to their 2019 Consumer Confidence Report, there were detectable levels of lead at 1.17 ppb. They had four administrative violations in 2019, earning a grade of "needs improvement" for Compliance with Drinking Water Quality Regulations. This system purchases their water from West View Water Authority.



Neville Township Water Department
Transparency Grading Rubric

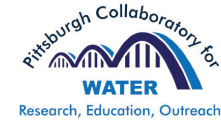


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<p>No public board meetings</p> <p>No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.)</p> <p>OR</p> <p>Insufficient information on one of the categories below</p> <p>Type(s) of board meeting participation</p> <p>Meeting process description on the website</p> <p>Registration requirements for speakers</p> <p>Public comment placement on the meeting agenda</p>	<p>Practices 4 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices 5 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices all of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>
<p>Community Advisory Mechanisms</p>	<p><input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p> <p><input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues</p>
<p>Ease of Reporting Complaints</p>	<p><input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form</p> <p>OR</p> <p><input checked="" type="radio"/> Written complaint form is not on the front page of the website</p>	<p><input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form</p>

NOT APPLICABLE



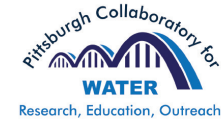
Neville Township Water Department
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs No way to enroll	One to two permanent affordability protections in place At least one way to enroll OR Information on protections and enrollment are available upon request but not available on website	Two or more permanent affordability protections in place At least two ways to enroll Information on website Actively working with local organizations and community representatives; community-based outreach for enrollment programs	Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees Three or more ways to enroll & multiple forms of community driven education for enrollment Information on website Community engagement around affordability protections that are relevant to areas of greatest need
	UNRESPONSIVE			



Neville Township Water Department
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	No full LSL replacements in 2020 OR Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: Public goal date by which all LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected	All LSL replacements in 2020 were full LSL replacements Public goal date by which LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected
Lead Service Line Inventory	No lead service line inventory exists	Lead service line inventory exists	Complete lead service line inventory exists	Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	No residential lead testing available upon request	Residential lead testing available upon request, for a cost	Free residential lead testing upon request	Free residential lead testing upon request Results available publicly online Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

UNRESPONSIVE

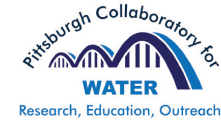
UNRESPONSIVE

UNRESPONSIVE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



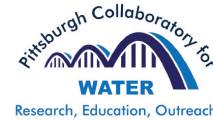
Water Quality Grading Rubric (continued)



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p>	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019
	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more administrative drinking water violations in 2019 			



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	Not Applicable			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Unresponsive			
	Lead Service Line Inventory	Unresponsive			
	Access to Free Residential Lead Testing	Unresponsive			
	Compliance with Drinking Water Quality Regulations	●			



System Snapshot	
Ratio of Full-Time Employees to Customers <small>Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.</small>	Unresponsive
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	691
Environmental Justice Population Served (approximate percentage)	0%

Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment's (WHE) Something's in the Water Report and data available online (i.e. the website and PA DEP datasets).

Oakdale was “unresponsive” in most of Affordability and Water Quality criteria. For Transparency, the Board of Directors Meeting grading criterion was considered “not applicable” because they are not an independent water authority with a board. Instead, the Oakdale Borough manages this water system as a municipal department. Public participation in the oversight of a community water system creates a two-way dialogue between ratepayers and the system leadership to influence water system practices. It is unclear how Oakdale engages their ratepayers in this way without a Board of Directors. According to the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a “needs improvement” grade for both criteria. Since no information is available on the website regarding Affordability Protections, Lead Service Line Replacements, a Lead Service Line Inventory, or Residential Lead Testing, nor did they respond to inquiries in 2020 and 2021, we cannot grade these criteria. According to their 2019 Consumer Confidence Report, there were detectable levels of lead at 0.51 ppb. For Compliance with Drinking Water Quality Regulations, Oakdale scored “needs improvement” due to three administrative violations in 2019. This system purchases water from Pennsylvania American Water Company, Western Allegheny County Municipal Authority (WACMA) (which purchases from Pennsylvania American Water Company), and the Municipal Authority of Westmoreland County.



Transparency Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<p>No public board meetings</p> <p>No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.)</p> <p>OR</p> <p>Insufficient information on one of the categories below</p> <p>Type(s) of board meeting participation</p> <p>Meeting process description on the website</p> <p>Registration requirements for speakers</p> <p>Public comment placement on the meeting agenda</p>	<p>Practices 4 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices 5 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices all of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>
<p>Community Advisory Mechanisms</p>	<p><input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p> <p><input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues</p>
<p>Ease of Reporting Complaints</p>	<p><input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form</p> <p>OR</p> <p><input checked="" type="radio"/> Written complaint form is not on the front page of the website</p>	<p><input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form</p>

NOT APPLICABLE

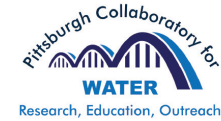


Affordability Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<p>None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs</p> <p>No way to enroll</p>	<p>One to two permanent affordability protections in place</p> <p>At least one way to enroll</p> <p>OR</p> <p>Information on protections and enrollment are available upon request but not available on website</p>	<p>Two or more permanent affordability protections in place</p> <p>At least two ways to enroll</p> <p>Information on website</p> <p>Actively working with local organizations and community representatives; community-based outreach for enrollment programs</p>	<p>Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees</p> <p>Three or more ways to enroll & multiple forms of community driven education for enrollment</p> <p>Information on website</p> <p>Community engagement around affordability protections that are relevant to areas of greatest need</p>
	UNRESPONSIVE			



Oakdale Borough
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	No full LSL replacements in 2020 OR Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: Public goal date by which all LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected	All LSL replacements in 2020 were full LSL replacements Public goal date by which LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected
Lead Service Line Inventory	No lead service line inventory exists	Lead service line inventory exists	Complete lead service line inventory exists	Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	No residential lead testing available upon request	Residential lead testing available upon request, for a cost	Free residential lead testing upon request	Free residential lead testing upon request Results available publicly online Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

UNRESPONSIVE

UNRESPONSIVE

UNRESPONSIVE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.

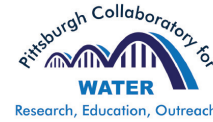


Water Quality Grading Rubric (continued)

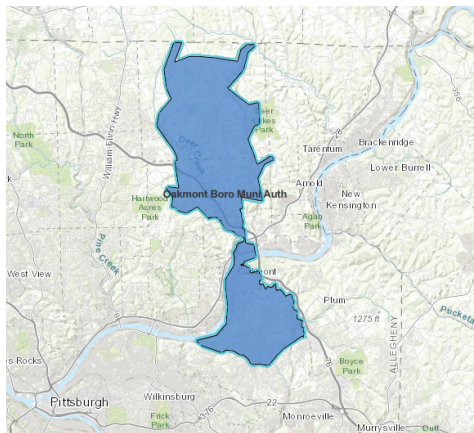
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



Oakmont Water Authority (OWA) 2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Unresponsive			
	Lead Service Line Inventory	Unresponsive			
	Access to Free Residential Lead Testing	Unresponsive			
	Compliance with Drinking Water Quality Regulations				●



System Snapshot

Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	Unresponsive
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	16,779
Environmental Justice Population Served (approximate percentage)	18%

Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment's (WHE) Something's in the Water Report and data available online (i.e. the website and PA DEP datasets).

OWA was "unresponsive" in most of Affordability and Water Quality criteria. For Transparency, they scored exclusively "needs improvement." Minor changes to the website would improve these scores, such as listing public comment registration details for Board Meetings and adding a written Complaint submission form. Since no information is available on the website regarding Affordability Protections, Lead Service Line Replacements, a Lead Service Line Inventory, or Residential Lead Testing, nor did they respond to inquiries in 2020 and 2021, we cannot grade these criteria. According to their 2019 Consumer Confidence Report, there were detectable levels of lead at 2.47 ppb. They scored highest in Compliance with Drinking Water Quality Regulations, with a "best practice" for zero violations in 2019 and for establishing a voluntary DEP-approved Source Water Protection Plan in 2015. Within OWA's service area, 18 percent of the population resides in environmental justice communities.

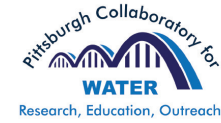


Transparency Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input type="radio"/> Type(s) of board meeting participation <input checked="" type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



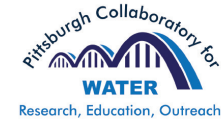
Oakmont Water Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs No way to enroll	One to two permanent affordability protections in place At least one way to enroll OR Information on protections and enrollment are available upon request but not available on website	Two or more permanent affordability protections in place At least two ways to enroll Information on website Actively working with local organizations and community representatives; community-based outreach for enrollment programs	Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees Three or more ways to enroll & multiple forms of community driven education for enrollment Information on website Community engagement around affordability protections that are relevant to areas of greatest need
	UNRESPONSIVE			



Oakmont Water Authority
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	No full LSL replacements in 2020 OR Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: Public goal date by which all LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected	All LSL replacements in 2020 were full LSL replacements Public goal date by which LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected
Lead Service Line Inventory	No lead service line inventory exists	Lead service line inventory exists	Complete lead service line inventory exists	Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	No residential lead testing available upon request	Residential lead testing available upon request, for a cost	Free residential lead testing upon request	Free residential lead testing upon request Results available publicly online Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

UNRESPONSIVE

UNRESPONSIVE

UNRESPONSIVE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.

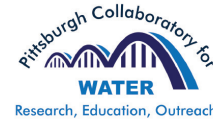


Water Quality Grading Rubric (continued)

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <li style="text-align: center;">OR <input type="radio"/> Any contamination-related drinking water violations in 2019 <li style="text-align: center;">OR <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices 2 or more of the following: <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices all of the following: <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	Not Applicable			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections		●		
Water Quality	Lead Service Line Replacements	Unresponsive			
	Lead Service Line Inventory		●		
	Access to Free Residential Lead Testing	●			
	Compliance with Drinking Water Quality Regulations				●



System Snapshot

Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	Unresponsive
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	210,964
Environmental Justice Population Served (approximate percentage)	at least 10%

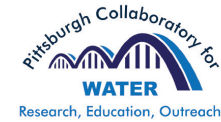
Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment’s (WHE) Something’s in the Water Report and data available online (i.e. the website and PA DEP datasets).

PAWC is the only investor-owned (i.e. privately-owned) water system in Allegheny County. Under privatized management, community water systems are controlled by investors whose aim is to maximize profit. We hold that profit maximization in water service provision is in direct conflict with the human right to water. Because there is no local public board providing oversight to this system, the Board of Directors criterion is “not applicable.” According to the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a “needs improvement” grade for both criteria. They offer two Water Affordability Protections: a H2O Help to Others Program (a grant assistance program administered by the Dollar Energy Fund) and payment arrangements. Both have enrollment by phone. The website also provides information about temporary assistance programs. Since no information is available on the website regarding Lead Service Line Replacements, nor did they respond to inquiries in 2020 or 2021, we cannot grade these criteria. There is information online about an anticipated Lead Service Line Inventory, scoring “satisfactory.” Lead Testing is not available for residents, according to the website, resulting in a “needs improvement” grade. According to their 2019 Consumer Confidence Report, there were detectable levels of lead at 1 ppb. They scored “best practice” for Compliance with Drinking Water Quality Regulations for having zero violations in 2019 and for their voluntary, DEP-approved Source Water Protection Plan. Within PAWC’s service area, at least 10 percent of the population resides in environmental justice communities.



Pennsylvania American Water Company
Transparency Grading Rubric

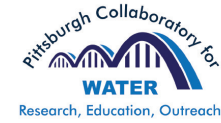


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<p>No public board meetings</p> <p>No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.)</p> <p>OR</p> <p>Insufficient information on one of the categories below</p> <p>Type(s) of board meeting participation</p> <p>Meeting process description on the website</p> <p>Registration requirements for speakers</p> <p>Public comment placement on the meeting agenda</p>	<p>Practices 4 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices 5 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices all of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>
<p>Community Advisory Mechanisms</p>	<p><input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p> <p><input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues</p>
<p>Ease of Reporting Complaints</p>	<p><input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form</p> <p>OR</p> <p><input checked="" type="radio"/> Written complaint form is not on the front page of the website</p>	<p><input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form</p>

NOT APPLICABLE



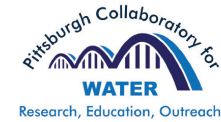
Pennsylvania American Water Company
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One to two permanent affordability protections in place <input checked="" type="radio"/> At least one way to enroll <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more permanent affordability protections in place <input type="radio"/> At least two ways to enroll <input checked="" type="radio"/> Information on website <input type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input checked="" type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



Pennsylvania American Water Company
Water Quality Grading Rubric



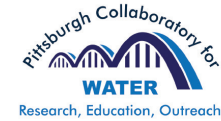
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<p>No full LSL replacements in 2020</p> <p>OR</p> <p>Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p> <p>And at least one of the following:</p> <p>Public goal date by which all LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>	<p>All LSL replacements in 2020 were full LSL replacements</p> <p>Public goal date by which LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>
Lead Service Line Inventory	<input type="radio"/> No lead service line inventory exists	<input checked="" type="radio"/> Lead service line inventory in progress	<input type="radio"/> Complete lead service line inventory exists	<input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<input checked="" type="radio"/> No residential lead testing available upon request	<input type="radio"/> Residential lead testing available upon request, for a cost	<input type="radio"/> Free residential lead testing upon request	<input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

UNRESPONSIVE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



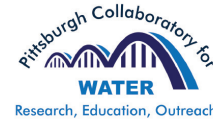
Water Quality Grading Rubric (continued)



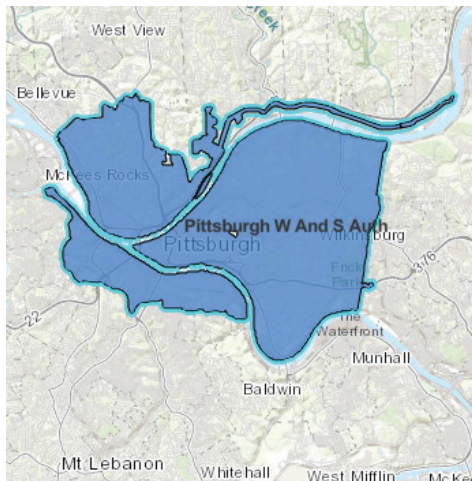
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <li style="text-align: center;">OR <input type="radio"/> Any contamination-related drinking water violations in 2019 <li style="text-align: center;">OR <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility			●	
	Community Advisory Mechanisms			●	
	Ease of Reporting Complaints			●	
Affordability	Permanent Water Affordability Protections			●	
Water Quality	Lead Service Line Replacements				●
	Lead Service Line Inventory				●
	Access to Free Residential Lead Testing				●
	Compliance with Drinking Water Quality Regulations				●



System Snapshot

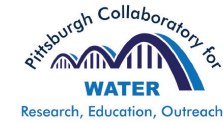
Ratio of Full-Time Employees to Customers <small>Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.</small>	1: 337
Number of 2019 Shut-Offs	2,083 <small>(3% of 74,030 service connections)</small>
Moratorium on Shut-Offs	Permanent Winter Moratorium on Shut-Offs
Number of Service Connections	74,030
Environmental Justice Population Served (approximate percentage)	64%

Provider Summary

Within PWSA's service area, 64 percent of the population resides in environmental justice communities. They have board meeting and participation information on their website, including a requirement for speakers to register 10 days in advance. Before Covid-19, in-person and impromptu public comment was available, but currently only pre-registered virtual attendance is available. A hybrid model is expected to begin in 2022, so we graded them "Pro-Active". Community Advisory Committees (CACs) exist and are described on the website with some stakeholder information; however, greater detail on membership and engagement is necessary to score "best practice." They have a formal online complaint form, as well as general contact information listed, but no in-person complaint process is offered, which scores "pro-active" for Ease of Reporting Complaints. They offer multiple Permanent Affordability Protections, with multiple ways of enrollment, including debt forgiveness, which is noteworthy. PWSA has a permanent winter moratorium on water shut-offs. They scored "best practice" in Lead Service Line Replacements for their public goal date (2026), prioritization of environmental justice, and significant investments in full lead service line replacements. There is a detailed, interactive and public Lead Service Line Inventory on the website and they offer free Residential Lead Testing and interventions, both of which are "best practices." Their 2019 Consumer Confidence Report included lead levels of 17.49 ppb. They recently received more than \$121 million from PennVest and Pittsburgh's American Rescue Plan Act funds for full replacements in high priority households. For Compliance with Drinking Water Quality Regulations, they scored "best practice" for no 2019 drinking water violations and for having a voluntary, DEP-approved Source Water Protection Plan. PWSA purchases a small amount of water from Pennsylvania American Water Company.



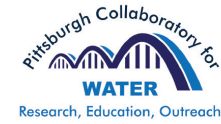
Pittsburgh Water & Sewer Authority
Transparency Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) OR <input type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input type="radio"/> Type(s) of board meeting participation <input type="radio"/> Meeting process description on the website <input type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input checked="" type="radio"/> Virtual board meeting <input checked="" type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input checked="" type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Community advisory committee(s) exist <input checked="" type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Community advisory committee(s) exist <input checked="" type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form OR <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



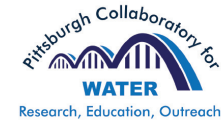
Pittsburgh Water & Sewer Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input type="radio"/> One to two permanent affordability protections in place <input type="radio"/> At least one way to enroll OR <input type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more permanent affordability protections in place <input checked="" type="radio"/> At least two ways to enroll <input checked="" type="radio"/> Information on website <input checked="" type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input checked="" type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input checked="" type="radio"/> Information on website <input checked="" type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



Pittsburgh Water & Sewer Authority
Water Quality Grading Rubric

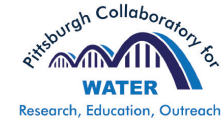


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<ul style="list-style-type: none"> <input type="radio"/> No full LSL replacements in 2020 <li style="text-align: center;">OR <input type="radio"/> Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: <input type="radio"/> Public goal date by which all LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected 	<ul style="list-style-type: none"> <input checked="" type="radio"/> All LSL replacements in 2020 were full LSL replacements <input checked="" type="radio"/> Public goal date by which LSLs will be replaced <input checked="" type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input checked="" type="radio"/> Former partial LSL replacements are corrected
Lead Service Line Inventory	<ul style="list-style-type: none"> <input type="radio"/> No lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Lead service line inventory in progress 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<ul style="list-style-type: none"> <input type="radio"/> No residential lead testing available upon request 	<ul style="list-style-type: none"> <input type="radio"/> Residential lead testing available upon request, for a cost 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Free residential lead testing upon request <input checked="" type="radio"/> Results available publicly online <input checked="" type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



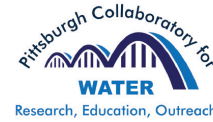
Water Quality Grading Rubric (continued)



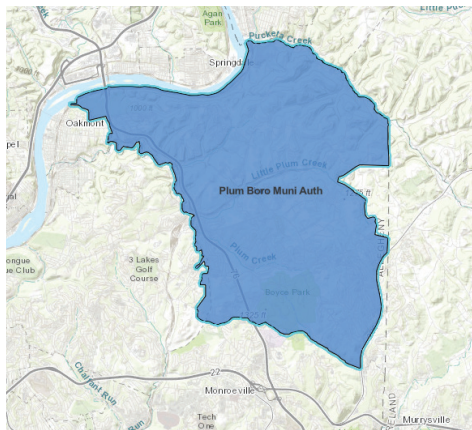
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <li style="text-align: center;">OR <input type="radio"/> Any contamination-related drinking water violations in 2019 <li style="text-align: center;">OR <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices 2 or more of the following: <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices all of the following: <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Unresponsive			
	Lead Service Line Inventory	Unresponsive			
	Access to Free Residential Lead Testing	Unresponsive			
	Compliance with Drinking Water Quality Regulations	●			



System Snapshot

Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	Unresponsive
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	9,765
Environmental Justice Population Served (approximate percentage)	0%

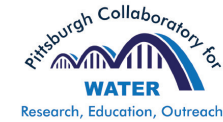
Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment’s (WHE) Something’s in the Water Report and data available online (i.e. the website and PA DEP datasets).

PBMA scored “needs improvement” in all the Transparency criteria as well as the Compliance with Drinking Water Quality Regulations criterion. For the remaining grading criteria, this system was “unresponsive.” Minor changes to the website would improve their Transparency scores, such as listing speaker registration details for Board Meetings and adding a written Complaint submission form. Their Board Meeting information is listed on the front page of the website, which is notable, but due to the insufficient information about registration requirements for public comment and the meeting process, they scored “needs improvement.” According to the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a “needs improvement” grade for both criteria. Since no information is available on the website regarding Affordability Protections, Lead Service Line Replacements, a Lead Service Line Inventory, or Residential Lead Testing, nor did they respond to inquiries in 2020 and 2021, we cannot grade these criteria. According to their 2019 Consumer Confidence Report, there were no detectable levels of lead in their system. Their 5 administrative violations in 2019 resulted in a “needs improvement” score for Compliance with Drinking Water Quality Regulations. This system purchases their water from the Municipal Authority of Westmoreland County.



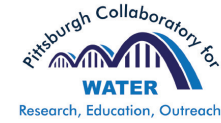
Plum Borough Municipal Authority
Transparency Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input type="radio"/> Type(s) of board meeting participation <input checked="" type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



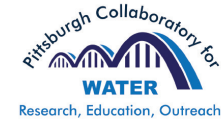
Plum Borough Municipal Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs No way to enroll	One to two permanent affordability protections in place At least one way to enroll OR Information on protections and enrollment are available upon request but not available on website	Two or more permanent affordability protections in place At least two ways to enroll Information on website Actively working with local organizations and community representatives; community-based outreach for enrollment programs	Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees Three or more ways to enroll & multiple forms of community driven education for enrollment Information on website Community engagement around affordability protections that are relevant to areas of greatest need
	<h1>UNRESPONSIVE</h1>			



Plum Borough Municipal Authority
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	No full LSL replacements in 2020 OR Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: Public goal date by which all LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected	All LSL replacements in 2020 were full LSL replacements Public goal date by which LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected
Lead Service Line Inventory	No lead service line inventory exists	Lead service line inventory exists	Complete lead service line inventory exists	Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	No residential lead testing available upon request	Residential lead testing available upon request, for a cost	Free residential lead testing upon request	Free residential lead testing upon request Results available publicly online Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

UNRESPONSIVE

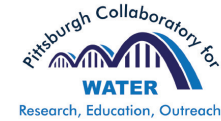
UNRESPONSIVE

UNRESPONSIVE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



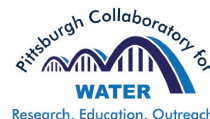
Water Quality Grading Rubric (continued)



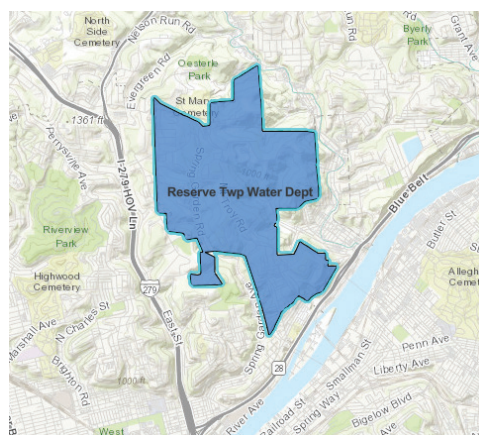
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



Reserve Township Water Department 2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	Not Applicable			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Unresponsive			
	Lead Service Line Inventory	Unresponsive			
	Access to Free Residential Lead Testing			●	
	Compliance with Drinking Water Quality Regulations		●		



System Snapshot

Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	Unresponsive
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	1,489
Environmental Justice Population Served (approximate percentage)	Less than 1%

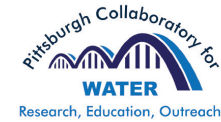
Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment's (WHE) Something's in the Water Report and data available online (i.e. the website and PA DEP datasets).

Reserve was "unresponsive" in most of the Affordability and Water Quality criteria. The Board of Directors Meeting grading criterion was considered "not applicable" because they are not an independent water authority with a board. Instead, the Reserve Township manages this water system as a municipal department. Public participation in the oversight of a community water system creates a two-way dialogue between ratepayers and the system leadership to influence water system practices. It is unclear how Reserve engages their ratepayers in this way without a Board of Directors. According to the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a "needs improvement" grade for both criteria. Since no information is available on the website regarding Affordability Protections, Lead Service Line Replacements, or a Lead Service Line Inventory, nor did they respond to inquiries in 2020 and 2021, we cannot grade these criteria. The website contains some informational materials on identifying lead service lines and their 2017 exceedance of the Lead and Copper Rule action level. One of these documents (from 2019) offered Free Residential Lead Testing, and a filter if the levels exceeded the EPA Action Level, resulting in a "pro-active" grade. According to their 2019 Consumer Confidence Report, there were detectable levels of lead at 2.4 ppb. They scored "satisfactory" in Compliance with Drinking Water Quality Regulations for having only one administrative violation in 2019. This system purchases from both Aspinwall and Fox Chapel, both of which purchase water from Pittsburgh Water and Sewer Authority.



Reserve Township Water Department
Transparency Grading Rubric

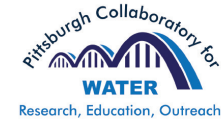


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<p>No public board meetings</p> <p>No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.)</p> <p>OR</p> <p>Insufficient information on one of the categories below</p> <p>Type(s) of board meeting participation</p> <p>Meeting process description on the website</p> <p>Registration requirements for speakers</p> <p>Public comment placement on the meeting agenda</p>	<p>Practices 4 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices 5 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices all of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>
<p>Community Advisory Mechanisms</p>	<p><input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p> <p><input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues</p>
<p>Ease of Reporting Complaints</p>	<p><input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form</p> <p>OR</p> <p><input checked="" type="radio"/> Written complaint form is not on the front page of the website</p>	<p><input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form</p>

NOT APPLICABLE



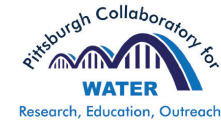
Reserve Township Water Department
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs No way to enroll	One to two permanent affordability protections in place At least one way to enroll OR Information on protections and enrollment are available upon request but not available on website	Two or more permanent affordability protections in place At least two ways to enroll Information on website Actively working with local organizations and community representatives; community-based outreach for enrollment programs	Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees Three or more ways to enroll & multiple forms of community driven education for enrollment Information on website Community engagement around affordability protections that are relevant to areas of greatest need
	<h1>UNRESPONSIVE</h1>			



Reserve Township Water Department
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	No full LSL replacements in 2020 OR Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: Public goal date by which all LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected	All LSL replacements in 2020 were full LSL replacements Public goal date by which LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected
Lead Service Line Inventory	No lead service line inventory exists	Lead service line inventory exists	Complete lead service line inventory exists	Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<input type="radio"/> No residential lead testing available upon request	<input type="radio"/> Residential lead testing available upon request, for a cost	<input checked="" type="radio"/> Free residential lead testing upon request	<input checked="" type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input checked="" type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

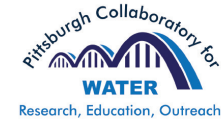
UNRESPONSIVE

UNRESPONSIVE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



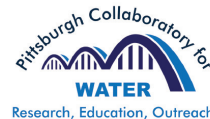
Water Quality Grading Rubric (continued)



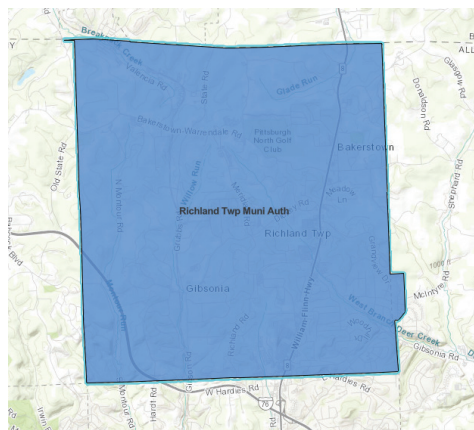
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility		●		
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Not Applicable			
	Lead Service Line Inventory	Not Applicable			
	Access to Free Residential Lead Testing	●			
	Compliance with Drinking Water Quality Regulations		●		



System Snapshot	
Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1: 795
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	3,780
Environmental Justice Population Served (approximate percentage)	0%

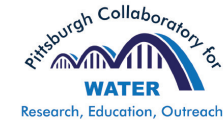
Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment's (WHE) Something's in the Water Report and data available online (i.e. the website and PA DEP datasets).

RTMA's scores varied among "needs improvement," "satisfactory," "unresponsive," and "not applicable." They scored "satisfactory" for Board Meeting Accessibility for listing all the information necessary for ratepayers to engage with the Board of Directors in their regular meetings. According to the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a "needs improvement" grade for both criteria. Since no information is available on the website regarding Affordability Protections, nor did they respond to inquiries in 2020 and 2021, we cannot grade these criteria. In 2020, they reported that the Lead Service Line Replacements and Lead Service Line Inventory criteria were "not applicable" because no lead service lines are present in their system. Their 2019 Consumer Confidence Report included low, yet detectable, levels of lead, at 1 ppb. They also reported in 2020 that they do not offer Residential Lead Testing, scoring "needs improvement." They scored "satisfactory" for having zero violations of Drinking Water Quality Regulations in 2019. This system purchases their water from West View Water Authority.



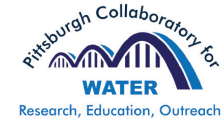
Richland Township Municipal Authority
Transparency Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <li style="text-align: center;">OR <input type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input type="radio"/> Type(s) of board meeting participation <input type="radio"/> Meeting process description on the website <input type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input checked="" type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input checked="" type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <li style="text-align: center;">OR <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



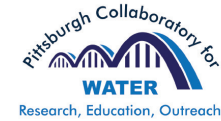
Richland Township Municipal Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs No way to enroll	One to two permanent affordability protections in place At least one way to enroll OR Information on protections and enrollment are available upon request but not available on website	Two or more permanent affordability protections in place At least two ways to enroll Information on website Actively working with local organizations and community representatives; community-based outreach for enrollment programs	Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees Three or more ways to enroll & multiple forms of community driven education for enrollment Information on website Community engagement around affordability protections that are relevant to areas of greatest need
	<h1>UNRESPONSIVE</h1>			



Richland Township Municipal Authority
Water Quality Grading Rubric



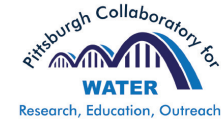
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<p>No full LSL replacements in 2020</p> <p>OR</p> <p>Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p> <p>And at least one of the following:</p> <p>Public goal date by which all LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>	<p>All LSL replacements in 2020 were full LSL replacements</p> <p>Public goal date by which LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>
Lead Service Line Inventory	<p>No lead service line inventory exists</p>	<p>Lead service line inventory in progress</p>	<p>Complete lead service line inventory exists</p>	<p>Complete lead service line inventory exists both internally and online for public</p>
Access to Residential Lead Testing	<p><input checked="" type="radio"/> No residential lead testing available upon request</p>	<p><input type="radio"/> Residential lead testing available upon request, for a cost</p>	<p><input type="radio"/> Free residential lead testing upon request</p>	<p><input type="radio"/> Free residential lead testing upon request</p> <p><input type="radio"/> Results available publicly online</p> <p><input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb</p>

NOT APPLICABLE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



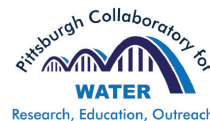
Water Quality Grading Rubric (continued)



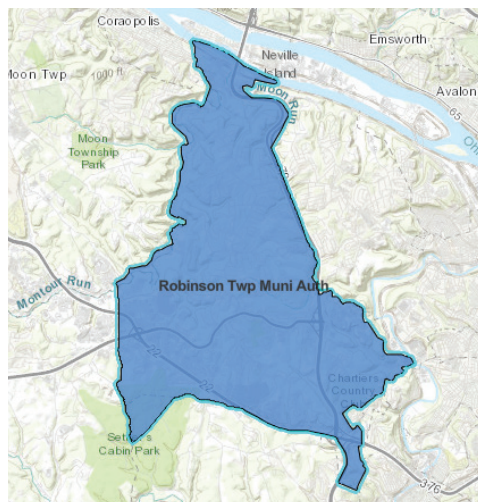
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility			●	
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints			●	
Affordability	Permanent Water Affordability Protections		●		
Water Quality	Lead Service Line Replacements	●			
	Lead Service Line Inventory		●		
	Access to Free Residential Lead Testing			●	
	Compliance with Drinking Water Quality Regulations			●	



System Snapshot

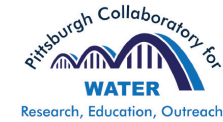
Ratio of Full-Time Employees to Customers <small>Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.</small>	1:193
Number of 2019 Shut-Offs	9 (<1% of 5,230 service connections)
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	5,230
Environmental Justice Population Served (approximate percentage)	0%

Provider Summary

RTMA's scores varied among "needs improvement", "satisfactory", and "pro-active." They scored "pro-active" for the Board of Director Meeting Accessibility due to having in-person participation options, sufficient information on website, and options for unregistered and registered speakers to provide comment. They scored "needs improvement" for a lack of Community Advisory Committees. They scored "pro-active" for Ease of Reporting Complaints, as they have an online form and phone number listed for formal complaints on the front page of the website. RTMA reports offering payment plans with enrollment by phone. However, this information is not available on the website, resulting in a "satisfactory" score. They have no formal moratorium on shut-offs. RTMA reports zero Lead Service Line Replacements (full or partial). They are in the process of creating a Lead Service Line Inventory for the service area resulting in "Satisfactory". Residential Lead Testing is available upon request for a cost resulting in a "Satisfactory" grade. According to their 2019 Consumer Confidence Report, there were detectable levels of lead at 1.19 ppb. They scored "pro-active" in Compliance with Drinking Water Quality Regulations for having only one administrative violation in 2019 and for creating a voluntary, DEP-approved Source Water Protection Plan in 2016.



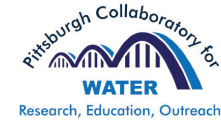
Robinson Township Municipal Authority
Transparency Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input type="radio"/> Type(s) of board meeting participation <input type="radio"/> Meeting process description on the website <input type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input checked="" type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input checked="" type="radio"/> Public comment for registered speakers <input checked="" type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



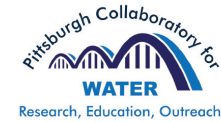
Robinson Township Municipal Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One to two permanent affordability protections in place <input checked="" type="radio"/> At least one way to enroll OR <input checked="" type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input type="radio"/> Two or more permanent affordability protections in place <input type="radio"/> At least two ways to enroll <input type="radio"/> Information on website <input type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



Robinson Township Municipal Authority
Water Quality Grading Rubric

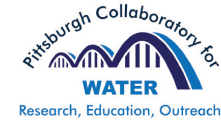


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<ul style="list-style-type: none"> <input checked="" type="radio"/> No full LSL replacements in 2020 <li style="text-align: center;">OR <input type="radio"/> Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input checked="" type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: <input type="radio"/> Public goal date by which all LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected 	<ul style="list-style-type: none"> <input type="radio"/> All LSL replacements in 2020 were full LSL replacements <input type="radio"/> Public goal date by which LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected
Lead Service Line Inventory	<ul style="list-style-type: none"> <input type="radio"/> No lead service line inventory exists 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Lead service line inventory in progress 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<ul style="list-style-type: none"> <input type="radio"/> No residential lead testing available upon request 	<ul style="list-style-type: none"> <input type="radio"/> Residential lead testing available upon request, for a cost 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Free residential lead testing upon request 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



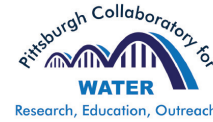
Water Quality Grading Rubric (continued)



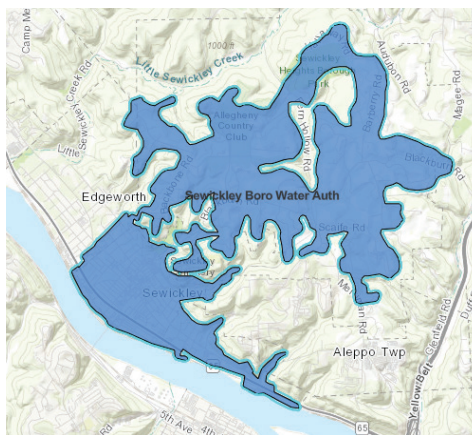
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019
			<ul style="list-style-type: none"> <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> No administrative drinking water violations in 2019



Sewickley Water Authority (SWA) 2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Unresponsive			
	Lead Service Line Inventory	Unresponsive			
	Access to Free Residential Lead Testing	Unresponsive			
	Compliance with Drinking Water Quality Regulations	●			



System Snapshot

Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1: 273
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	2,411
Environmental Justice Population Served (approximate percentage)	0%

Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment's (WHE) Something's in the Water Report and data available online (i.e. the website and PA DEP datasets).

SWA scored "needs improvement" in all the Transparency criteria as well as the Compliance with Drinking Water Quality Regulations criterion. For the remaining grading criteria, this system was "unresponsive." Minor changes to the website would improve their Board Meeting Accessibility score, such as listing more details about the Board Meeting process, registration requirements, and agendas. It is notable that a phone number is listed on the front page of the website for ratepayers to call if they have a complaint, however, they scored "needs improvement" for lacking a written Complaint form. According to the website, it is unclear whether there are any Community Advisory Committees, resulting in a "needs improvement" score. Since no information is available on the website regarding Affordability Protections, Lead Service Line Replacements, a Lead Service Line Inventory or Residential Lead Testing, nor did they respond to inquiries in 2020 and 2021, we cannot grade these criteria. In 2020, data on Lead Service Line Replacements and a Lead Service Line Inventory were identified on the website, but this information is no longer available. According to their 2019 Consumer Confidence Report, there were detectable levels of lead at 3.53 ppb. For Compliance with Drinking Water Quality Regulations, they scored "needs improvement" because of three administrative violations in 2019. However, it is notable that their voluntary DEP-approved Source Water Protection Plan is available online.



Transparency Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input type="radio"/> Type(s) of board meeting participation <input checked="" type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input checked="" type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> SPublic comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form

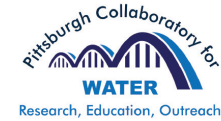


Affordability Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<p>None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs</p> <p>No way to enroll</p>	<p>One to two permanent affordability protections in place</p> <p>At least one way to enroll</p> <p>OR</p> <p>Information on protections and enrollment are available upon request but not available on website</p>	<p>Two or more permanent affordability protections in place</p> <p>At least two ways to enroll</p> <p>Information on website</p> <p>Actively working with local organizations and community representatives; community-based outreach for enrollment programs</p>	<p>Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees</p> <p>Three or more ways to enroll & multiple forms of community driven education for enrollment</p> <p>Information on website</p> <p>Community engagement around affordability protections that are relevant to areas of greatest need</p>
	UNRESPONSIVE			



Sewickley Water Authority
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	No full LSL replacements in 2020 OR Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: Public goal date by which all LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected	All LSL replacements in 2020 were full LSL replacements Public goal date by which LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected
Lead Service Line Inventory	No lead service line inventory exists	Lead service line inventory exists	Complete lead service line inventory exists	Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	No residential lead testing available upon request	Residential lead testing available upon request, for a cost	Free residential lead testing upon request	Free residential lead testing upon request Results available publicly online Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

UNRESPONSIVE

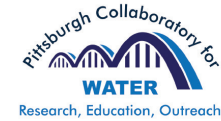
UNRESPONSIVE

UNRESPONSIVE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



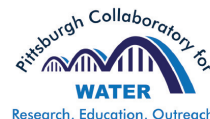
Water Quality Grading Rubric (continued)



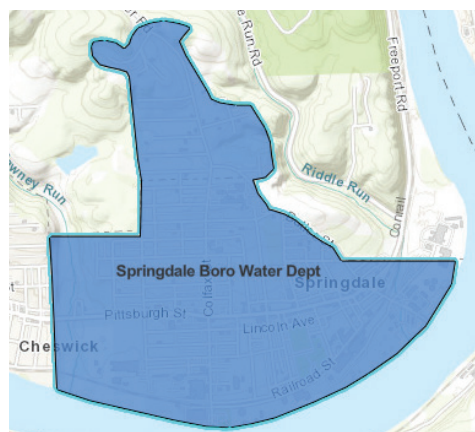
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p>	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019
	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more administrative drinking water violations in 2019 			



Springdale Borough Water Department 2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	Not Applicable			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Not Applicable			
	Lead Service Line Inventory	Not Applicable			
	Access to Free Residential Lead Testing	●			
	Compliance with Drinking Water Quality Regulations				●



System Snapshot	
Ratio of Full-Time Employees to Customers <small>Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.</small>	1:147
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	1,680
Environmental Justice Population Served (approximate percentage)	0%

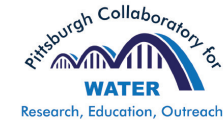
Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment's (WHE) Something's in the Water Report and data available online (i.e. the website and PA DEP datasets).

Springdale Borough's scores varied among "needs improvement," "unresponsive," and "not applicable," with one "best practice." The Board of Directors Meeting grading criterion was considered "not applicable" because they are not an independent water authority with a board. Instead, Springdale Borough manages this water system as a municipal department. Public participation in the oversight of a community water system creates a two-way dialogue between ratepayers and the system leadership to influence water system practices. It is unclear how Springdale engages their ratepayers in this way without a Board of Directors. According to the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a "needs improvement" grade for both criteria. Since no information is available on the website regarding Affordability Protections, nor did they respond to the 2021 survey, we cannot grade these criteria. They reported to WHE in 2020 that Lead Service Line Replacements and Lead Service Line Inventory criteria were "not applicable." Their 2019 Consumer Confidence Report included a lead level of 2.9 ppb. They also reported in 2020 that they do not offer Free Residential Lead Testing, scoring "needs improvement." For Compliance with Drinking Water Quality Regulations, they scored "best practice" due to zero violations in 2019 and their voluntary, DEP-approved Source Water Protection Plan.



Springdale Borough Water Department
Transparency Grading Rubric

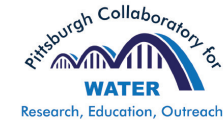


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<p>No public board meetings</p> <p>No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.)</p> <p>OR</p> <p>Insufficient information on one of the categories below</p> <p>Type(s) of board meeting participation</p> <p>Meeting process description on the website</p> <p>Registration requirements for speakers</p> <p>Public comment placement on the meeting agenda</p>	<p>Practices 4 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices 5 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices all of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>
<p>Community Advisory Mechanisms</p>	<p><input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p> <p><input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues</p>
<p>Ease of Reporting Complaints</p>	<p><input checked="" type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form</p> <p>OR</p> <p><input type="radio"/> Written complaint form is not on the front page of the website</p>	<p><input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form</p>

NOT APPLICABLE



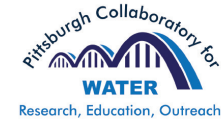
Springdale Borough Water Department
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs No way to enroll	One to two permanent affordability protections in place At least one way to enroll OR Information on protections and enrollment are available upon request but not available on website	Two or more permanent affordability protections in place At least two ways to enroll Information on website Actively working with local organizations and community representatives; community-based outreach for enrollment programs	Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees Three or more ways to enroll & multiple forms of community driven education for enrollment Information on website Community engagement around affordability protections that are relevant to areas of greatest need
	<h1>UNRESPONSIVE</h1>			



Springdale Borough Water Department
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<p>No full LSL replacements in 2020</p> <p>OR</p> <p>Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p> <p>And at least one of the following:</p> <p>Public goal date by which all LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>	<p>All LSL replacements in 2020 were full LSL replacements</p> <p>Public goal date by which LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>
Lead Service Line Inventory	<p>No lead service line inventory exists</p>	<p>Lead service line inventory in progress</p>	<p>Complete lead service line inventory exists</p>	<p>Complete lead service line inventory exists both internally and online for public</p>
Access to Residential Lead Testing	<p><input checked="" type="radio"/> No residential lead testing available upon request</p>	<p><input type="radio"/> Residential lead testing available upon request, for a cost</p>	<p><input type="radio"/> Free residential lead testing upon request</p>	<p><input type="radio"/> Free residential lead testing upon request</p> <p><input type="radio"/> Results available publicly online</p> <p><input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb</p>

NOT APPLICABLE

NOT APPLICABLE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.

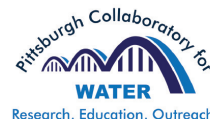


Water Quality Grading Rubric (continued)

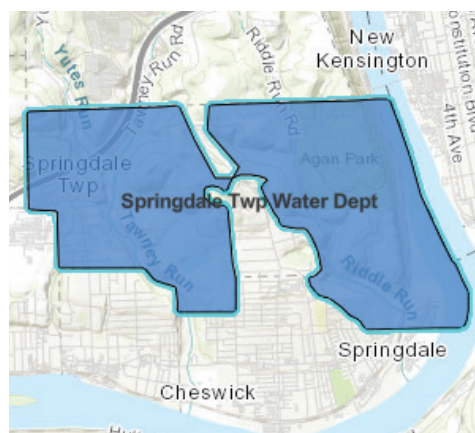
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019



Springdale Township Water Department 2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	Not Applicable			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	Unresponsive			
Water Quality	Lead Service Line Replacements	Unresponsive			
	Lead Service Line Inventory	Unresponsive			
	Access to Free Residential Lead Testing	Unresponsive			
	Compliance with Drinking Water Quality Regulations	●			



System Snapshot

Ratio of Full-Time Employees to Customers <small>Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.</small>	Unresponsive
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	810
Environmental Justice Population Served (approximate percentage)	0%

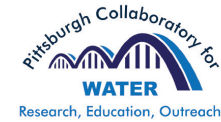
Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment’s (WHE) Something’s in the Water Report and data available online (i.e. the website and PA DEP datasets).

Springdale Township scored “needs improvement” in Community Advisory Mechanisms, Ease of Reporting Complaints, and Compliance with Drinking Water Quality Regulations. For the remaining grading criteria, this system was “unresponsive” or the criterion was “not applicable.” The Board of Directors Meeting grading criterion was considered “not applicable” because they are not an independent water authority with a board. Instead, the Springdale Township manages this water system as a municipal department. Public participation in the oversight of a community water system creates a two-way dialogue between ratepayers and the system leadership to influence water system practices. It is unclear how Springdale engages their ratepayers in this way without a Board of Directors. According to the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a “needs improvement” grade for both criteria. Since no information is available on the website regarding Affordability Protections, Lead Service Line Replacements, a Lead Service Line Inventory, or Residential Lead Testing, nor did they respond to inquiries in 2020 and 2021, we cannot grade these criteria. Although, the website does mention Low-Income Household Water Assistance Program, a short-term customer assistance program. According to their 2019 Consumer Confidence Report, there were detectable levels of lead at 11.75 ppb. Due to their five administrative violations in 2019, they scored “needs improvement” for Compliance with Drinking Water Quality Regulations. This system purchases their water from Harmar Water Authority and Springdale Borough.



Springdale Township Water Department
Transparency Grading Rubric

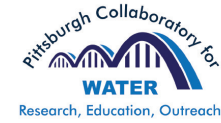


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<p>No public board meetings</p> <p>No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.)</p> <p>OR</p> <p>Insufficient information on one of the categories below</p> <p>Type(s) of board meeting participation</p> <p>Meeting process description on the website</p> <p>Registration requirements for speakers</p> <p>Public comment placement on the meeting agenda</p>	<p>Practices 4 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices 5 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices all of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>
<p>Community Advisory Mechanisms</p>	<p><input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p> <p><input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues</p>
<p>Ease of Reporting Complaints</p>	<p><input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form</p> <p>OR</p> <p><input checked="" type="radio"/> Written complaint form is not on the front page of the website</p>	<p><input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form</p>

NOT APPLICABLE



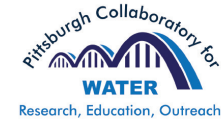
Springdale Township Water Department
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs No way to enroll	One to two permanent affordability protections in place At least one way to enroll OR Information on protections and enrollment are available upon request but not available on website	Two or more permanent affordability protections in place At least two ways to enroll Information on website Actively working with local organizations and community representatives; community-based outreach for enrollment programs	Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees Three or more ways to enroll & multiple forms of community driven education for enrollment Information on website Community engagement around affordability protections that are relevant to areas of greatest need
	<h1>UNRESPONSIVE</h1>			



Springdale Township Water Department
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	No full LSL replacements in 2020 OR Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent	Full LSL replacements in 2020 Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: Public goal date by which all LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected	All LSL replacements in 2020 were full LSL replacements Public goal date by which LSLs will be replaced Environmental justice communities are prioritized for full LSL replacements Former partial LSL replacements are corrected
Lead Service Line Inventory	No lead service line inventory exists	Lead service line inventory exists	Complete lead service line inventory exists	Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	No residential lead testing available upon request	Residential lead testing available upon request, for a cost	Free residential lead testing upon request	Free residential lead testing upon request Results available publicly online Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

UNRESPONSIVE

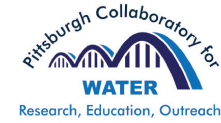
UNRESPONSIVE

UNRESPONSIVE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



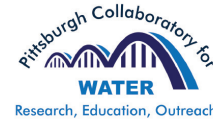
Water Quality Grading Rubric (continued)



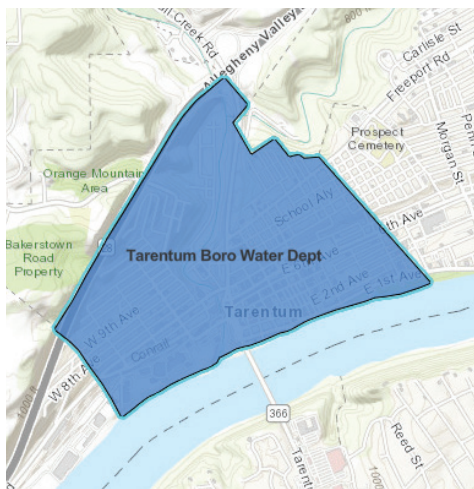
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	Not Applicable			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections		●		
Water Quality	Lead Service Line Replacements	●			
	Lead Service Line Inventory	●			
	Access to Free Residential Lead Testing	●			
	Compliance with Drinking Water Quality Regulations	●			



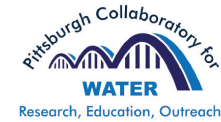
System Snapshot	
Ratio of Full-Time Employees to Customers <small>Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.</small>	1: 230
Number of 2019 Shut-Offs	Unknown
Moratorium on Shut-Offs	Moratorium on Shut-Offs when temperature is below freezing
Number of Service Connections	1,978
Environmental Justice Population Served (approximate percentage)	99%

Provider Summary

TBWD scored “needs improvement” for all grading criterion except Water Affordability Protections and Board of Directors Meeting. They scored “not applicable” for the latter because they are not an independent water authority with a board. Instead, Tarentum Borough manages this water system as a municipal department. Public participation in the oversight of a community water system creates a two-way dialogue between ratepayers and the system leadership to influence water system practices. It is unclear how Tarentum engages their ratepayers in this way without a Board of Directors. There are also no Community Advisory Committees, and the website does not have a Complaint form, scoring “needs improvement” in both criteria. TBWD reports Affordability programs include grace periods, payment plans, and a customer assistance program with enrollment in-person or by phone. However, this information is not available on the website, resulting in a “satisfactory” score. They report having a moratorium on shut-offs when the temperature is below freezing. TBWD reports zero Lead Service Line Replacements (full or partial), no Lead Service Line Inventory, and no Residential Lead Testing. Their 2019 Consumer Confidence Report included lead levels of 3.7 ppb. They had seven administrative violations in 2019, scoring “needs improvement” in Compliance with Drinking Water Regulations. They have a voluntary, DEP-approved Source Water Protection Plan. TBWD’s ratepayers reside in almost exclusively environmental justice communities.



Tarentum Borough Water Department
Transparency Grading Rubric

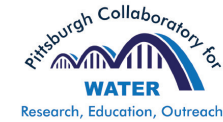


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<p>No public board meetings</p> <p>No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.)</p> <p>OR</p> <p>Insufficient information on one of the categories below</p> <p>Type(s) of board meeting participation</p> <p>Meeting process description on the website</p> <p>Registration requirements for speakers</p> <p>Public comment placement on the meeting agenda</p>	<p>Practices 4 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices 5 of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>	<p>Practices all of the following:</p> <p>In-person board meeting</p> <p>Virtual board meeting</p> <p>Sufficient information on website</p> <p>Public comment at beginning of meeting</p> <p>Public comment for registered speakers</p> <p>Public comment for unregistered speakers</p>
<p>Community Advisory Mechanisms</p>	<p><input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p>	<p><input type="radio"/> Community advisory committee(s) exist</p> <p><input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents)</p> <p><input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues</p>
<p>Ease of Reporting Complaints</p>	<p><input checked="" type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form</p> <p>OR</p> <p><input type="radio"/> Written complaint form is not on the front page of the website</p>	<p><input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form)</p>	<p><input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form</p>

NOT APPLICABLE



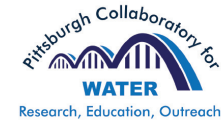
Tarentum Borough Water Department
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input type="radio"/> One to two permanent affordability protections in place <input checked="" type="radio"/> At least one way to enroll OR <input checked="" type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more permanent affordability protections in place <input checked="" type="radio"/> At least two ways to enroll <input type="radio"/> Information on website <input type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



Tarentum Borough Water Department
Water Quality Grading Rubric

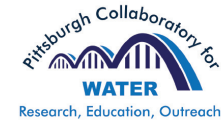


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<ul style="list-style-type: none"> <input checked="" type="radio"/> No full LSL replacements in 2020 <li style="text-align: center;">OR <input type="radio"/> Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input checked="" type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: <input type="radio"/> Public goal date by which all LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected 	<ul style="list-style-type: none"> <input type="radio"/> All LSL replacements in 2020 were full LSL replacements <input type="radio"/> Public goal date by which LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected
Lead Service Line Inventory	<ul style="list-style-type: none"> <input checked="" type="radio"/> No lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Lead service line inventory in progress 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<ul style="list-style-type: none"> <input checked="" type="radio"/> No residential lead testing available upon request 	<ul style="list-style-type: none"> <input type="radio"/> Residential lead testing available upon request, for a cost 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



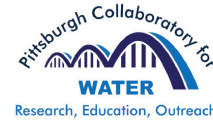
Water Quality Grading Rubric (continued)



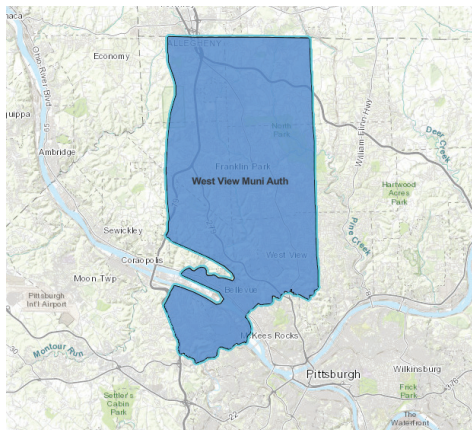
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



West View Water Authority (WVWA) 2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility		●		
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections		●		
Water Quality	Lead Service Line Replacements	Unresponsive			
	Lead Service Line Inventory		●		
	Access to Free Residential Lead Testing	●			
	Compliance with Drinking Water Quality Regulations	●			



System Snapshot

Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1:479
Number of 2019 Shut-Offs	Unresponsive
Moratorium on Shut-Offs	Unresponsive
Number of Service Connections	54,116
Environmental Justice Population Served (approximate percentage)	At least 15%

Provider Summary

This system did not respond to our data survey, so grades are based on information provided for Women for a Healthy Environment’s (WHE) Something’s in the Water Report and data available online (i.e. the website and PA DEP datasets).

WVWA’s scores varied among “needs improvement,” “satisfactory,” and “unresponsive.” They scored “satisfactory” in Board Meeting Accessibility for listing all the information necessary for ratepayers to engage with the Board of Directors in their regular meetings. According to the website, it is unclear whether any Community Advisory Committees exist, resulting in a “needs improvement” grade. According to the website, it is unclear whether there are any formal methods to submit written Complaints or Community Advisory Committees, resulting in a “needs improvement” grade for both criteria. This system is unique, however, in offering a Customer Service Handbook that is available on the website and in print upon request. They offer two Permanent Water Affordability Protections on their website with one method of enrollment each. Payment arrangements are offered in person and an income-based assistance program called the WVWA Hardship Program is administered by Dollar Energy Fund, who coordinates with community-based organizations for enrollment. Since no information is available on the website regarding Lead Service Line Replacements, nor did they respond to the 2021 survey, we cannot grade these criteria. In 2020, WVWA reported to WHE that they do not have a Lead Service Line Inventory, but because their website encourages ratepayers to contact them with information about their service line’s materials, they score “satisfactory” as this implies an inventory is likely underway. Notably, the website also includes a visual explanation to help ratepayers identify lead services lines and lead-soldered joints in their home. They also reported in 2020 that they have no Residential Lead Testing, scoring “need improvement.” According to their 2019 Consumer Confidence Report, there were detectable levels of lead at 5.6 ppb. For Compliance with Drinking Water Quality Regulations, they scored “needs improvement” because of three administrative violations in 2019. They completed a voluntary, DEP-approved Source Water Protection Plan in 2016. Within WVWA’s service area, at least 15 percent of the population resides in environmental justice communities.



Transparency Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <li style="text-align: center;">OR <input type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input type="radio"/> Type(s) of board meeting participation <input type="radio"/> Meeting process description on the website <input type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input checked="" type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input checked="" type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <li style="text-align: center;">OR <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form

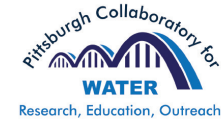


Affordability Grading Rubric

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One to two permanent affordability protections in place <input checked="" type="radio"/> At least one way to enroll <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input type="radio"/> Two or more permanent affordability protections in place <input type="radio"/> At least two ways to enroll <input checked="" type="radio"/> Information on website <input checked="" type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



West View Water Authority
Water Quality Grading Rubric



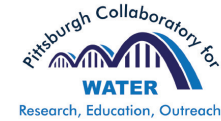
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<p>No full LSL replacements in 2020</p> <p>OR</p> <p>Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p>	<p>Full LSL replacements in 2020</p> <p>Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent</p> <p>And at least one of the following:</p> <p>Public goal date by which all LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>	<p>All LSL replacements in 2020 were full LSL replacements</p> <p>Public goal date by which LSLs will be replaced</p> <p>Environmental justice communities are prioritized for full LSL replacements</p> <p>Former partial LSL replacements are corrected</p>
Lead Service Line Inventory	<input type="radio"/> No lead service line inventory exists	<input checked="" type="radio"/> Lead service line inventory in progress	<input type="radio"/> Complete lead service line inventory exists	<input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<input checked="" type="radio"/> No residential lead testing available upon request	<input type="radio"/> Residential lead testing available upon request, for a cost	<input type="radio"/> Free residential lead testing upon request	<input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

UNRESPONSIVE

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



Water Quality Grading Rubric (continued)



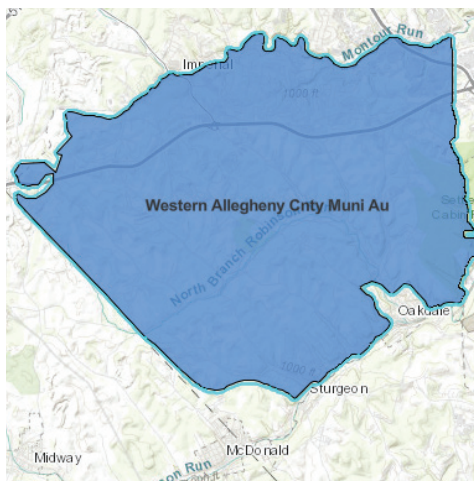
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	●			
Water Quality	Lead Service Line Replacements	●			
	Lead Service Line Inventory	●			
	Access to Free Residential Lead Testing	●			
	Compliance with Drinking Water Quality Regulations		●		



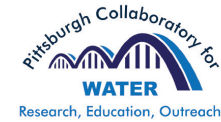
System Snapshot	
Ratio of Full-Time Employees to Customers <small>Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.</small>	1: 800
Number of 2019 Shut-Offs	Unknown (Do Not Track)
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	6,802
Environmental Justice Population Served (approximate percentage)	0%

Provider Summary

WACMA scored “needs improvement” in every grading criterion except for Compliance with Drinking Water Quality Regulations, which is “satisfactory.” Minor changes to the website would improve their transparency scores. Board meeting details are listed on the website, but it is not clear that these meetings are open to the public nor that the purpose of the board is to provide public accountability/access to the Authority. Adding language about submitting a “complaint”, “problem”, and/or “grievance” to the question submission form would improve their score. WACMA reported no Permanent Affordability Protections scoring “needs improvement”. WACMA does not offer a moratorium on shut-offs. WACMA purchases water from Pennsylvania American Water Company, Moon Township Water Authority, and Robinson Township Municipal Authority. Although they scored “needs improvement” for reporting no Lead Service Line Replacements, Lead Service Line Inventory, or Residential Lead Testing, their regular monitoring efforts for lead are consistently non-detect (0 ppb), which may be why resources have not been invested in these activities and programs. They scored “satisfactory” for Compliance with Drinking Water Quality Regulations for having no violations in 2019.



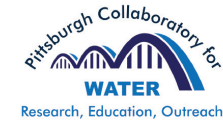
Western Allegheny County Municipal Authority
Transparency Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <input type="radio"/> Type(s) of board meeting participation <input checked="" type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



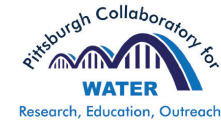
Western Allegheny County Municipal Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> ● None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs ● No way to enroll 	<ul style="list-style-type: none"> ○ One to two permanent affordability protections in place ○ At least one way to enroll OR ○ Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> ○ Two or more permanent affordability protections in place ○ At least two ways to enroll ○ Information on website ○ Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> ○ Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees ○ Three or more ways to enroll & multiple forms of community driven education for enrollment ○ Information on website ○ Community engagement around affordability protections that are relevant to areas of greatest need



Western Allegheny County Municipal Authority
Water Quality Grading Rubric

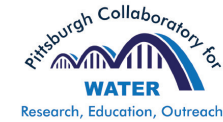


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<ul style="list-style-type: none"> <input checked="" type="radio"/> No full LSL replacements in 2020 <li style="text-align: center;">OR <input type="radio"/> Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input checked="" type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: <input type="radio"/> Public goal date by which all LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected 	<ul style="list-style-type: none"> <input type="radio"/> All LSL replacements in 2020 were full LSL replacements <input type="radio"/> Public goal date by which LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected
Lead Service Line Inventory	<ul style="list-style-type: none"> <input checked="" type="radio"/> No lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Lead service line inventory in progress 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<ul style="list-style-type: none"> <input checked="" type="radio"/> No residential lead testing available upon request 	<ul style="list-style-type: none"> <input type="radio"/> Residential lead testing available upon request, for a cost 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



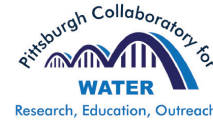
Western Allegheny County Municipal Authority
Water Quality Grading Rubric (continued)



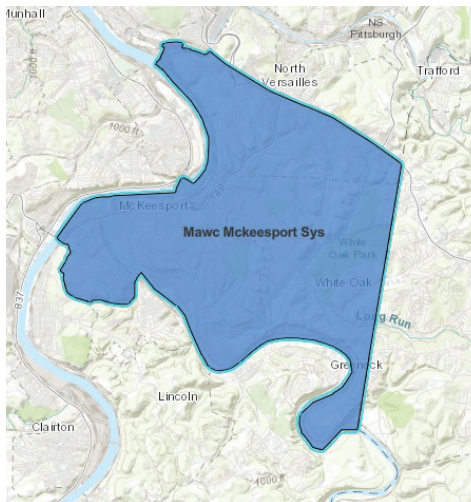
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. OR	Practices 2 or more of the following: <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019 	<input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR AND	<input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR AND
	<input type="radio"/> Any contamination-related drinking water violations in 2019 OR		<input type="radio"/> Two or more administrative drinking water violations in 2019	Practices 2 or more of the following: <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



Westmoreland County Municipal Authority-McKeesport (WCMA-M)
2022 Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms		●		
	Ease of Reporting Complaints		●		
Affordability	Permanent Water Affordability Protections		●		
Water Quality	Lead Service Line Replacements	●			
	Lead Service Line Inventory			●	
	Access to Free Residential Lead Testing			●	
	Compliance with Drinking Water Quality Regulations			●	



System Snapshot

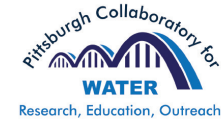
Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	unknown (not provided in water report)
Number of 2019 Shut-Offs	3,115 (26% of 12,184 service connections)
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	12,184
Environmental Justice Population Served (approximate percentage)	52%

Provider Summary

Within WCMA-M's service area, at least 50 percent of the population resides in environmental justice communities. They scored "needs improvement" in the Board of Directors Meeting Accessibility grading criterion because information is unclear on their website. The Ease of Reporting Complaints grading criterion is "satisfactory" since the submission process is easily accessed. Their Source Water Protection Committee places them among few systems in the region with Community Advisory Committees. Membership includes a variety of stakeholders, including water utilities, watershed groups, concerned citizens groups, and university partners, which scores "satisfactory." Despite reporting two affordability protections to us, these are not disclosed on the website, earning a "satisfactory." They report doing outreach for their affordability programs in their newsletters and press releases, which are effective practices, but providing information on the website as well would ensure all eligible ratepayers could access these programs. Approximately one in four service connections were shut off in 2019, and they do not have a moratorium on shut-offs. No full Lead Service Line Replacements took place in 2020, resulting in a "needs improvement" score. They currently offer free Residential Lead Testing, scoring "pro-active." Their 2019 Consumer Confidence Report included lead levels of 0 ppb. Their internal Lead Service Line Inventory resulted in a "pro-active" grade. For Compliance with Drinking Water Quality Regulations, they scored "pro-active" for having a voluntary, DEP-approved Source Water Protection Plan and for only having one administrative violation in 2019.



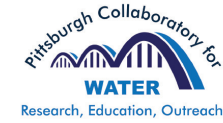
Westmoreland County Municipal Authority-McKeesport
Transparency Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input type="radio"/> Type(s) of board meeting participation <input checked="" type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Community advisory committee(s) exist <input checked="" type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



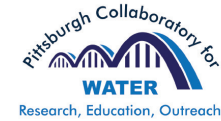
Westmoreland County Municipal Authority-McKeesport
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> <input type="radio"/> None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs <input type="radio"/> No way to enroll 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One to two permanent affordability protections in place <input checked="" type="radio"/> At least one way to enroll OR <input checked="" type="radio"/> Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Two or more permanent affordability protections in place <input checked="" type="radio"/> At least two ways to enroll <input type="radio"/> Information on website <input type="radio"/> Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> <input type="radio"/> Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees <input type="radio"/> Three or more ways to enroll & multiple forms of community driven education for enrollment <input type="radio"/> Information on website <input type="radio"/> Community engagement around affordability protections that are relevant to areas of greatest need



Westmoreland County Municipal Authority-McKeesport
Water Quality Grading Rubric

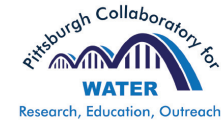


	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<ul style="list-style-type: none"> <input checked="" type="radio"/> No full LSL replacements in 2020 <li style="text-align: center;">OR <input type="radio"/> Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input checked="" type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: <input type="radio"/> Public goal date by which all LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected 	<ul style="list-style-type: none"> <input type="radio"/> All LSL replacements in 2020 were full LSL replacements <input type="radio"/> Public goal date by which LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected
Lead Service Line Inventory	<ul style="list-style-type: none"> <input type="radio"/> No lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Lead service line inventory in progress 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Complete lead service line inventory exists 	<ul style="list-style-type: none"> <input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<ul style="list-style-type: none"> <input type="radio"/> No residential lead testing available upon request 	<ul style="list-style-type: none"> <input type="radio"/> Residential lead testing available upon request, for a cost 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Free residential lead testing upon request 	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



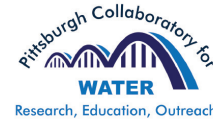
Water Quality Grading Rubric (continued)



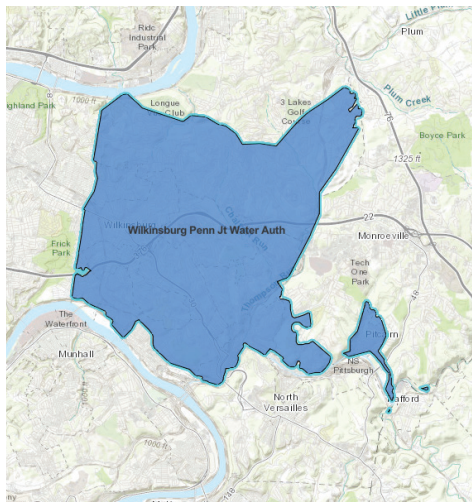
	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Any contamination-related drinking water violations in 2019 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <p style="text-align: center;">AND</p> <p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019



Report Card



Grading Category	Grading Criteria	Final Grades			
		Needs Improvement	Satisfactory	Pro-Active	Best Practice
Transparency	Board of Directors Meeting Accessibility	●			
	Community Advisory Mechanisms	●			
	Ease of Reporting Complaints	●			
Affordability	Permanent Water Affordability Protections	●			
Water Quality	Lead Service Line Replacements	●			
	Lead Service Line Inventory		●		
	Access to Free Residential Lead Testing	●			
	Compliance with Drinking Water Quality Regulations				●



System Snapshot

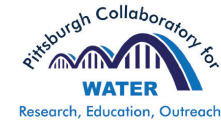
Ratio of Full-Time Employees to Customers Note: Water systems require adequate staffing and financial resources to implement affordability and water quality protections, and transparent operations.	1:415
Number of 2019 Shut-Offs	6,542 (16.65% of 39,302 service connections)
Moratorium on Shut-Offs	No Moratorium on Shut-Offs
Number of Service Connections	39,302
Environmental Justice Population Served (approximate percentage)	At least 60%

Provider Summary

Within WPJWA's service area, at least 60 percent of the population resides in environmental justice communities. They scored "needs improvement" in Board of Directors Meeting Accessibility and Ease of Reporting Complaints because the information is unclear on their website. While there is an "Inquiry / Complaint Form" posted on the website, the form appears to be a form used by staff when a ratepayer calls the office. The WPJWA participates in the temporary emergency Low-Income Household Water Assistance Program, but does not offer Permanent Affordability Protections, which is why they scored in "needs improvement." There is a high number of shut-offs and no moratorium in place. Lead Service Line Replacements scored "needs improvement" due to the 79 partial replacements in 2020. Considerable evidence shows that partial replacements are a hazard to public health and should be halted immediately. WPJWA reported using GIS mapping for their Lead Service Line inventory, but they did not provide details, nor are details publicly available, which earns a "satisfactory" grade. WPJWA received a \$9.3 million grant from PennVest in 2021 to complete around 1,000 full lead service line replacements. Their 2019 Consumer Confidence Report included lead levels of 12.86 ppb. For Compliance with Drinking Water Regulations, WPJWA scored "best practice" for no 2019 drinking water violations and for creating a voluntary, DEP-approved Source Water Protection Plan in 2014.



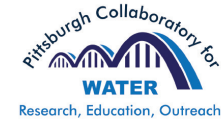
Wilkesburg-Penn Joint Water Authority
Transparency Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
<p>Board of Directors (BOD) Meeting Accessibility</p> <p>Note: The Board of Directors focuses on governance and fiduciary responsibilities. Community Advisory Committees (CAC) are focused on advice and insight, including from the lived shared experience of community members</p>	<ul style="list-style-type: none"> <input type="radio"/> No public board meetings <input type="radio"/> No in-person or virtual mechanism in place for public participation in board of directors meetings (public comment, etc.) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Insufficient information on one of the categories below <ul style="list-style-type: none"> <input type="radio"/> Type(s) of board meeting participation <input checked="" type="radio"/> Meeting process description on the website <input checked="" type="radio"/> Registration requirements for speakers <input type="radio"/> Public comment placement on the meeting agenda 	<p>Practices 4 of the following:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input checked="" type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices 5 of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers 	<p>Practices all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> In-person board meeting <input type="radio"/> Virtual board meeting <input type="radio"/> Sufficient information on website <input type="radio"/> Public comment at beginning of meeting <input type="radio"/> Public comment for registered speakers <input type="radio"/> Public comment for unregistered speakers
<p>Community Advisory Mechanisms</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> No community advisory committees (CAC) separate from the Board of Directors 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) 	<ul style="list-style-type: none"> <input type="radio"/> Community advisory committee(s) exist <input type="radio"/> Membership consists of multiple stakeholders in the community including content experts and context experts (residents) <input type="radio"/> The public is able to engage with and participate in committee decisions in two-way dialogues
<p>Ease of Reporting Complaints</p>	<ul style="list-style-type: none"> <input type="radio"/> None of these complaint submission methods exist: by phone, online form, or in-person form <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Written complaint form is not on the front page of the website 	<ul style="list-style-type: none"> <input checked="" type="radio"/> One formal method to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Two formal methods to submit a complaint (e.g. phone, online form, or in-person form) 	<ul style="list-style-type: none"> <input type="radio"/> Formal complaints can be submitted by phone, online form, and in-person form



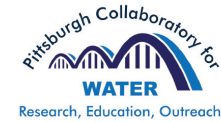
Wilkesburg-Penn Joint Water Authority
Affordability Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Permanent Water Affordability Protections	<ul style="list-style-type: none"> ● None of these permanent affordability protection programs are in place: Tiered income assistance, permanent year-round moratorium on shutoffs, debt forgiveness program, waive late payment fees, payment plans, or other assistance programs ● No way to enroll 	<ul style="list-style-type: none"> ○ One to two permanent affordability protections in place ○ At least one way to enroll OR ○ Information on protections and enrollment are available upon request but not available on website 	<ul style="list-style-type: none"> ○ Two or more permanent affordability protections in place ○ At least two ways to enroll ○ Information on website ○ Actively working with local organizations and community representatives; community-based outreach for enrollment in programs 	<ul style="list-style-type: none"> ○ Multiple permanent affordability protections including all of the following: Tiered income assistance, permanent year-round moratorium on shut offs, payment plans, debt forgiveness program, and waive late payment fees ○ Three or more ways to enroll & multiple forms of community driven education for enrollment ○ Information on website ○ Community engagement around affordability protections that are relevant to areas of greatest need



Wilkinsburg-Penn Joint Water Authority
Water Quality Grading Rubric



	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Lead Service Line (LSL) Replacements	<ul style="list-style-type: none"> <input checked="" type="radio"/> No full LSL replacements in 2020 <li style="text-align: center;">OR <input checked="" type="radio"/> Any partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent 	<ul style="list-style-type: none"> <input type="radio"/> Full LSL replacements in 2020 <input type="radio"/> Zero partial LSL replacements in 2020 that were NOT a result of an emergency or lack of homeowner consent And at least one of the following: <input type="radio"/> Public goal date by which all LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected 	<ul style="list-style-type: none"> <input type="radio"/> All LSL replacements in 2020 were full LSL replacements <input type="radio"/> Public goal date by which LSLs will be replaced <input type="radio"/> Environmental justice communities are prioritized for full LSL replacements <input type="radio"/> Former partial LSL replacements are corrected
Lead Service Line Inventory	<input type="radio"/> No lead service line inventory exists	<input checked="" type="radio"/> Lead service line inventory in progress	<input type="radio"/> Complete lead service line inventory exists	<input type="radio"/> Complete lead service line inventory exists both internally and online for public
Access to Residential Lead Testing	<ul style="list-style-type: none"> <input checked="" type="radio"/> No residential lead testing available upon request 	<input type="radio"/> Residential lead testing available upon request, for a cost	<input type="radio"/> Free residential lead testing upon request	<ul style="list-style-type: none"> <input type="radio"/> Free residential lead testing upon request <input type="radio"/> Results available publicly online <input type="radio"/> Free interventions (e.g. water filter, lead service line replacement, etc.) provided if levels exceed EPA action level of 15 ppb

Note: A lead service line is one that is made of lead and connects the water main to the building inlet, on either the public or private side. This assessment excluded partial lead line replacements conducted by a homeowner on the private side, or conducted by the water system in response to an emergency break in the line or after being denied access to the private side by the homeowner. Lead service lines are evaluated in a holistic manner because many systems do not know whether lines are present, which is why inventory and testing are important for context.



Water Quality Grading Rubric (continued)

	Needs Improvement	Satisfactory	Pro-Active	Best Practice
Compliance with Drinking Water Quality Regulations	<ul style="list-style-type: none"> <input type="radio"/> Failed to submit an on-time consumer confidence report (CCR) in 2019. Learn more about CCR in our glossary. <li style="text-align: center;">OR <input type="radio"/> Any contamination-related drinking water violations in 2019 <li style="text-align: center;">OR <input type="radio"/> Two or more administrative drinking water violations in 2019 	<p>Practices 2 or more of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices 2 or more of the following: <input type="radio"/> Submitted on-time consumer confidence reports in 2019 <input type="radio"/> No contamination-related drinking water violations in 2019 <input type="radio"/> No administrative drinking water violations in 2019 	<ul style="list-style-type: none"> <input checked="" type="radio"/> Have DEP approved Source Water Protection Plan designated for their system or purchases from another water system that does and notes this in their CCR <li style="text-align: center;">AND Practices all of the following: <input checked="" type="radio"/> Submitted on-time consumer confidence reports in 2019 <input checked="" type="radio"/> No contamination-related drinking water violations in 2019 <input checked="" type="radio"/> No administrative drinking water violations in 2019



Glossary

Action Level: the concentration of a water contaminant which, if exceeded, may trigger additional treatment or other requirements which a water system must follow. This level may be identical to a Maximum Contaminant Level or associated with a Treatment Technique.

Administrative Violation: violations, as reported by the Pennsylvania Department of Environmental Protection's Drinking Water Reporting System, that are not related to exceedances of the regulatory permissible amount of contamination in drinking water. These include, but are not limited to, violations related to late monitoring reports or a failure to collect the number of required samples. More than two of these violations are deemed in this assessment as unacceptable and result in a "needs improvement" grade.

Board of Directors: a body of individuals, selected through appointment by local elected municipal officials and/or election by the existing Board members, charged with the responsibility to oversee the budget, planning, policy development, evaluation, and executive operations. Operationally, they solely employ and manage the utility manager. This body is only applicable to water systems that are independent water authorities, separate from municipal government.

Community Advisory Committee: a body of individuals, separate and distinct from a Board of Directors, charged with the responsibility to provide stakeholder feedback, ensure community concerns and priorities are centered in utility decision-making, and offer a platform for the water system to partner with content and context experts.

Community Water System ("System"): a public water system that provides water to the same population year-round. Examples are municipal systems, authorities, and mobile home parks or residential developments with their own water supplies.¹⁰⁷

Consumer Confidence Report (CCR) Lead Levels: the amount of lead that 90% of the sampled taps were at or above. This is reported in a community water system's annual Consumer Confidence Report. If this level is above 15 ppb, that means 90% of the sampled taps exceeded federal lead action level, and interventions will be required.

Consumer Confidence Report: an annual, publicly available report produced by community water systems to ensure that customers are aware of the quality of the drinking water supplied to them. This report includes information about the service area, source water, regulatory monitoring results, and recommendations for ratepayers to reduce risk of exposure to contaminants.

¹⁰⁷ Department of Environmental Protection, *Pennsylvania Public Water Compliance Report for 2020*, (Harrisburg, PA: Bureau of Safe Drinking Water, 2020), https://files.dep.state.pa.us/Water/BSDW/DrinkingWaterManagement/PublicDrinkingWater/PA_DEP_2020_Annual_Compliance_Report_Final.pdf.

Contaminant of Emerging Concern (“Emerging Contaminant”): a chemical or material characterized by a perceived, potential, or real threat to human health or the environment or by a lack of published health standards. A contaminant also may be “emerging” because of the discovery of a new source or a new pathway to humans.¹⁰⁸

Contaminant: any physical, chemical, biological, or radiological substance or matter in water. Drinking water may reasonably be expected to contain at least small amounts of some contaminants. Some contaminants may be harmful if consumed at certain levels in drinking water. The presence of contaminants does not necessarily indicate that the water poses a health risk.¹⁰⁹

Contamination-related Violation: violations, as reported by the Pennsylvania Department of Environmental Protection’s Drinking Water Reporting System, that are related to exceedances of the regulatory permissible amount of contamination in drinking water. One or more of these violations are deemed in this assessment as unacceptable and result in a “needs improvement” grade.

Customer Assistance Program (CAP): a formal initiative implemented by a water system to reduce and/or eliminate the ratepayer costs associated with water consumption. These programs may include, but are not limited to, bill discounts and income-based rate structures.

Debt Forgiveness Program: a permanent affordability protection and/or program that extinguishes the outstanding money, associated with water bills and any fees, owed to a water system. This program is typically available only to eligible ratepayers.

Disinfection: the removal, deactivation or killing of pathogenic microorganisms, often through the addition of a chemical to water. Microorganisms are destroyed or deactivated, resulting in termination of growth and reproduction.¹¹⁰

Environmental Justice Community: any census tract where 20% or more individuals live at or below the federal poverty line, and/or 30% or more of the population identifies as a non-white minority, based on data from the U.S. Census Bureau and the federal guidelines for poverty. The Pennsylvania Department of Environmental Protection defines these communities as “EJ Areas.”

Federal Lead and Copper Rule: a 1991 regulation developed to limit the amount of lead and copper in drinking water. This rule requires treatment techniques and other interventions based on the results on monitoring efforts at ratepayer taps. It sets Action Levels for lead (15 ppb) and copper (1.3 ppm) for more than 10% of customer taps sampled.¹¹¹ In 2021, the first major revision of this rule was adopted, and additional improvements will be released before the end of 2024.

¹⁰⁸ Connecticut Department of Energy & Environmental Protection, “Contaminants of Emerging Concern,” Accessed on Feb 6, 2023, <https://portal.ct.gov/DEEP/Remediation--Site-Clean-Up/Contaminants-of-Emerging-Concern/Contaminants-of-Emerging-Concern>.

¹⁰⁹ Environmental Protection Agency, “Definition of “Contaminant,” Accessed on Feb 6, 2023, <https://www.epa.gov/ccl/definition-contaminant#:~:text=The%20Safe%20Drinking%20Water%20Act,certain%20levels%20in%20drinking%20water>.

¹¹⁰ Lenntech, “What is water disinfection?” Accessed on Feb 6, 2023, <https://www.lenntech.com/processes/disinfection/what-is-water-disinfection.htm#:~:text=Water%20disinfection%20means%20the%20removal,termination%20of%20growth%20and%20reproduction>.

¹¹¹ Environmental Protection Agency, “Lead and Copper Rule,” Accessed on Feb 6, 2023, <https://www.epa.gov/dwreginfo/lead-and-copper-rule>.

Federal Poverty Line/Level: an annual measure determined by the U.S. Census Bureau that compares pre-tax cash income against a threshold that is set at three times the cost of a minimum food diet in 1963 and adjusted for family size.¹¹²

Full Lead Service Line Replacement: the removal of a lead service line in its entirety, meaning from the main line to the building inlet, and then the installation of a new non-lead service line. This assessment did not inquire about the replacement of any lead pigtails, goosenecks, or other fittings that may have been connected to the lead service line.

Grading Criterion/Criteria: an individual topic for which we assigned a grade ranging from “needs improvement” to “best practice.” Some systems received “unresponsive” or “not applicable” grades depending on the data obtained.

Lead Service Line Inventory: the compilation of parcel level records, through visual inspections or other methods, of lead service lines. This includes records for both the publicly owned and privately owned sides of an active, or presumed to be active soon, service line.

Lead Service Line: a service line made of lead which connects the water main to the building inlet. It also includes any lead pigtail, gooseneck, or other fitting which is connected to the lead service line.¹¹³

Low-Income Household Water Assistance Program (LIHWAP): a temporary emergency program that offers grants of up to \$2,500 to low-income families to pay overdue water bills. This is a federal program administered by state governments.

Low-Income: a gross household income at or below 150% of the federal poverty line

Maximum Contaminant Level (MCL): the maximum permissible level of a contaminant that is allowed in drinking water, determined after consideration of the best available treatment technology and a cost-benefit analysis of public health and managing contamination. MCLs are enforceable standards; once exceeded, a set of treatment, monitoring, and risk communication requirements are triggered.¹¹⁴ These standards are set by the National Primary Drinking Water Regulations.

¹¹² Institute for Research on Poverty, “How is Poverty Measured?” Accessed on Feb 6, 2023, <https://www.irp.wisc.edu/resources/how-is-poverty-measured/>.

Moratorium on Shut-offs: a formal policy adopted by a water system to abstain from disconnecting active ratepayers' water service regardless of payment status. This moratorium can be set for a range of time or in response to weather or temperature, or upheld permanently.

National Primary Drinking Water Regulations (“primary standards”): legally enforceable standards that apply to public water systems that are intended to protect public health by limiting the levels of contaminants in drinking water.

National Secondary Drinking Water Regulations (“secondary standards”): non-enforceable guidelines regulating contaminants that may cause cosmetic effects (such as skin or tooth discoloration) or aesthetic effects (such as taste, odor, or color) in drinking water. US EPA recommends secondary standards to water systems but does not require systems to comply with the standard. However, states may choose to adopt them as enforceable standards.

Not Applicable: an alternative grade assigned to water systems assessed in this report when the grading criterion does not apply to the system’s circumstances. This was determined by system structure for the Board of Directors Meeting Accessibility criterion and upon request of the system for the lead-related criteria.

Partial Lead Service Line Replacement (“partial”): the removal of a portion of a lead service line and replacement of that portion with non-leaded material. “Correcting former partials” means replacing the private side of a lead service line where any excluded or non-excluded partial took place.

Payment Plans (*Permanent Affordability Protection*): An arrangement between a water system and a ratepayer who is behind on their water bills to pay back their debt over time in fixed, agreed upon amounts.

Pennsylvania Department of Environmental Protection (PA DEP): an agency of the Commonwealth of Pennsylvania whose mission is to protect Pennsylvania's air, land and water from pollution and to provide for the health and safety of its citizens through a cleaner environment. It contains the Bureau of Safe Drinking Water, which is charged with managing the federally delegated drinking water program and implements both the federal and state Safe Drinking Water Act and associated regulations.

PENNVEST (Pennsylvania Infrastructure Investment Authority): an agency of the Commonwealth of Pennsylvania that provides low-interest loans and grants for new construction or for improvements to publicly or privately-owned drinking water, storm water or sewage treatment facilities, as well as non-point source pollution prevention best management practices.

¹¹⁵ Environmental Protection Agency, “Drinking Water Regulations and Contaminants,” Accessed on Feb 6, 2023, <https://www.epa.gov/sdwa/drinking-water-regulations-and-contaminants>.

¹¹⁶ Environmental Protection Agency, “Drinking Water Regulations and Contaminants.”

¹¹⁷ Department of Environmental Protection, “Bureau of Safe Drinking Water,” Accessed on Feb 6., 2023, <https://www.dep.pa.gov/Business/Water/BureauSafeDrinkingWater/pages/default.aspx>.

Permanent Affordability Protection: a set of long-term, indefinite policies, procedures, and programs that reduce and/or eliminate the ratepayer costs associated with water consumption that ensure the human right to access drinking water is maintained regardless of payment status. In this report, temporary programs such as the Low-Income Household Water Assistance Program are not considered Permanent Affordability Protection.

Privatization: the process through which a community water system turns over their operations or full ownership of the system to private companies, becoming a private water system instead of a public water system.

Private Water System: a system that is investor-owned that provides piped water for human consumption.

Public Utility: an organization that provides essential services to the general public. This includes all types of ownership—public or private—and in this report refers specifically to drinking water service.

Public Water System: a system that is owned by a municipal or authority and provides piped water for human consumption to at least 15 service connections or serves an average of at least 25 people for at least 60 days each year.

Ratepayer: an individual or organization that pays for consuming or utilizing drinking water from a specific water system.

Remunicipalization: the process through which a previously privatized community water system returns to a public water system.

Report Card: the document summarizing the grades and contextual findings for each grading criterion for an individual community water system. Each report card includes grades for Transparency, Affordability, and Water Quality, as well as general system data and a narrative describing the grading process.

Residential Lead Testing: a voluntary service community water systems offer to ratepayers who wish to know the lead levels in their home's drinking water. For the purposes of this report, this testing includes services offered for any cost (including free) and conducted by any certified party (i.e., water system staff or a third party). This does not include testing offered as part of the monitoring efforts required by the Federal Lead and Copper Rule because it cannot be offered to ratepayers in an impromptu manner and is only available to a limited number of customers.

¹¹⁸ Department of Environmental Protection, Pennsylvania Public Water Compliance Report for 2020.

Right to Know Request: the process through which public information can be obtained through a direct ask of the public entity with such records. In Pennsylvania, the Right-to-Know Law was passed in 2008 to establish a presumption that all records are public and available to citizens and requiring state and local governments to prove why they are legally justified in withholding records.¹¹⁹

Rubric: a chart documenting the rationale for a community water system's grade in every grading criterion. Full circles are those items that are a current practice and basis for the grade. Half circles are those items that are recognized practices.

Safe Drinking Water Act (SDWA): legislation passed by Congress in 1974, with amendments added in 1986 and 1996, to protect the quality of drinking water. Under the SDWA, the US EPA sets the standards for drinking water quality and monitors states, local authorities, and water systems who enforce those standards.¹²⁰

Service Connection: the water pipe, valves, and other facilities by means of which the utility conducts water from its distribution mains to the meter and meter box located at a specified place of delivery of water to a parcel of land.¹²¹

Source Water Assessment: an evaluation of public water system sources that involves the identification of the area supplying water to the source, an inventory of potential and existing contaminants in that area, a determination of water system susceptibility to contamination and informing the public of the results.

Source Water Protection (SWP) Plan/Program: a comprehensive program implemented at the local level that is designed to protect drinking water sources used by public water systems from contamination based on the results of the state-provided source water assessment. Source water protection programs can take one of two forms – watershed protection for surface water sources (streams, reservoirs, ponds, lakes, etc.) or Well Head Protection for groundwater sources (wells, springs, etc.).¹²² Source Water Protection Plans are developed according to a water system's Source Water Assessment and guide the implementation of a Source Water Protection Program.

Source: the place from which water for a public water system originates or is derived, including, but not limited to, a well, spring, stream, reservoir, pond, lake, or interconnection.¹²³

¹¹⁹ Office of Open Records, "About the Office of Open Records," Accessed on Feb 6, 2023. <https://www.openrecords.pa.gov/AboutOOR.cfm>.

¹²⁰ Center for Disease Control and Prevention, "Drinking Water Standards and Regulations," Accessed on Feb 6, 2023, <https://www.cdc.gov/healthywater/drinking/public/regulations.html>.

¹²¹ Environmental Protection Agency, *Lead and Copper Rule: Summary of Revisions*.

¹²² Department of Environmental Protection, *Source Water Protection Grant Program Supplemental Instructions (Wellhead or watershed protection)*, (Harrisburg, PA: Bureau of Water Supply Management, 2021), <https://www.dep.state.pa.us/dep/deputate/watermgt/wc/Subjects/SourceProt/source/SourceWaterProtectionTraining/pdf/GrantProgram.pdf>.

¹²³⁻¹²⁴ Pennsylvania Code, *Safe Drinking Water*, 25 Pa. Code Ch. 109, (September 2, 1971), (short form: 25 Pa. Code § 109), <http://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/025/chapter109/chap109toc.html&d=reduce>.

Surface water: water open to the atmosphere or subject to surface runoff. The term does not include finished water. For example, the Three Rivers in the Pittsburgh area would all be considered surface water.¹²⁴

Tiered Income Assistance (*Permanent Affordability Protection*): a program that reduces (or eliminates) the cost of water for ratepayers whose income falls below a set threshold.

United States Environmental Protection Agency (US EPA): an independent executive agency of the United States federal government tasked with environmental protection matters, including the implementation of the requirements and rulemaking put forth in the Safe Drinking Water Act.

Unregulated Contaminant: any contaminant that is suspected to be present in drinking water and does not have health-based standards set under the Safe Drinking Water Act (SDWA). The SDWA's Unregulated Contaminant Monitoring Rule (UCMR) requires the periodic release of a set of priority contaminants for mandatory monitoring by large water systems and some smaller public water systems.¹²⁵

Water Authority: a community water system incorporated by a city of the third class, a borough, a town, or a township to provide water services. While associated with a municipality, Authorities are politically and operationally independent from municipal governments.

Water Department: a community water system owned by a municipality of any kind. This system is managed directly by a municipality.

Water System ("System"): a water system in the broadest terms, meaning any public or private water system.

Written Complaint Form: an online method for water system ratepayers to submit complaints, problems, and/or grievances in writing.

¹²⁵ Environmental Protection Agency, "Learn About the Unregulated Contaminant Monitoring Rule."

¹²⁶ Pennsylvania General Assembly, *Municipal Authorities Act*, Chapter 53 § 5602 (June 19, 2001), <https://www.legis.state.pa.us/cfdocs/legis/LI/consCheck.cfm?txtType=HTML&ttl=53&div=0&chpt=56>.

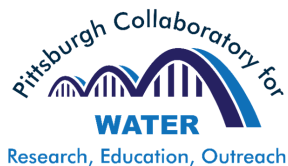
This report should be cited as:

Guy, M., Schroering, C., Bain, D., Elliott, E., González Rivas, M., Maseru, N., Smith, J., Donovan, D., Musil, T., Roberts, A., Naccarati-Chapkis, M., Hartwell, M., and Chaney, C. (2023). *Measuring Up: Grading drinking water quality, affordability, and transparency practices in Allegheny County Water Systems.*

DOI: 10.18117/bww8-qx06



401 N. Highland Ave
Pittsburgh, PA 15206
www.WomenForAHealthyEnvironment.org



Space Research Coordination Center
4107 O'Hara Street
Pittsburgh, PA 15260
www.Water.pitt.edu