

CURRENTS

RAW TALK

By Interim Executive Director **Robert A. Weimar**

Watermark and PUC Oversight



Watermark: A New Resource for PWSA Staff

I've often used this column to explain how PWSA is confronting decades of disinvestment in our critical water assets. The lack of meaningful investment means that key components of our infrastructure are at risk of serious failure. Thankfully, our Board of Directors and Executive Leadership team have recognized this reality and are acting to make the investments necessary to renew our physical infrastructure.

But the need to invest in our infrastructure isn't limited to replacing old water mains or pumps. We must also look inward and invest in the people who are responsible for making PWSA the utility Pittsburgh expects and deserves. With

those needs in mind, we are launching **Watermark**. The mission of **Watermark** is to help our employees grow professionally through training and development programs. The **Watermark** team will be staffed by consultants initially but will transition to an internal group of PWSA employees. The program will provide the knowledge and support to improve the way we do business.

Beginning in May, **Watermark** will offer voluntary training opportunities which focus on strategic problem solving and process improvements. This training is similar to programs offered at the most successful and admired public and private utilities. In addition, the **Watermark** team will be a technical resource to address staff-recommended performance improvement and innovation projects at all levels of PWSA. I am confident that **Watermark** will provide valuable training and insight to meet the challenges ahead and continue to Get Stuff Done (GSD) for our customers. I look forward to sharing PWSA's innovative projects and initiatives created with the support of this initiative in future RAW Talk columns soon.

Transition to PUC Oversight for Customer Service

In April, PWSA will officially become a regulated utility operating under the oversight of the Pennsylvania Public Utility Commission (PUC). The transition to PUC oversight offers PWSA customers new consumer protections and opportunities. As a result of this new oversight, PWSA's Water Exoneration Hearing Board and appeal process will be ended. However, we remind customers that PWSA remains their first resource for any billing, service, or repair issues. Despite PUC oversight, PWSA has an obligation to ensure customer satisfaction and service. Customers are encouraged to work with us to resolve any issues prior to engaging the PUC. Under the new oversight, PUC will serve as the final arbiter of service-related disputes.

I commend the Customer Service, Legal, and Finance departments for their diligent work over several months to update PWSA's rules and regulations to comply with new PUC requirements. More information on customer service changes and the PUC can be found on our webpage at pgh2o.com/puc.

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COMING UP:

2018 Board Meeting Dates
April 20, May 18, June 22

Community Stormwater Roundtables:
March 27, Homewood Library
April 11, EEOC Larimer
April 25, GTECH Strategies

Lawrenceville 6th Ward Block Watch
March 26
St. Augustine Parish

Smallman Street Water and Sewer Project Meeting
March 27
Society for Contemporary Crafts

9th Annual Golden Luncheon
April 2
River's Casino Ballroom

Woods Run Mairdale Avenue Stormwater Project Meeting
April 5
Perry High School

Lawrenceville 10th Ward Block Watch
April 10
Goodwill Workforce Development Center

Lincoln-Lemington Community Consensus Group
April 14
Paulson Recreation Center

Stanton Heights Neighborhood Association
April 18
Sunnyside Elementary

#GetToKnowPgh2o

Building Trust and Transparency With Our Valued Customers

Interim Executive Director Bob Weimar and PWSA's communications team continued to visit and speak with residents at local community meetings in the Hill District, Hazelwood, and Troy Hill about PWSA's plans to improve water quality and service to customers.

Any community group that would like to request a presentation for their neighborhood should contact communications@pgh2o.com (please provide at least two weeks advance notice).

Please check your local neighborhood community group schedule for dates and times, or see our full list of upcoming meetings at:

pgh2o.com/communitymeetings



Pittsburgh Water & Sewer Author...
@pgh2o

Talking to residents and celebrating Pi Day with the Troy Hill Citizens group
[#GetToKnowPgh2o](https://twitter.com/pgh2o)



6:31 PM - 14 Mar 2018

Pittsburgh Water & Sewer Author...
@pgh2o

Tonight we're meeting with the Hill District Consensus Group to talk about new investment in the system, lead, and answering any community questions.



3:18 PM - 8 Mar 2018 from Pittsburgh, PA

Interim Executive Director Bob Weimar answers questions from the residents of Hazelwood and Troy Hill (top and bottom left); Senior Communications Manager Will Pickering at The Hill District (bottom right)



PWSA IN THE COMMUNITY

Hill District Consensus Group

March 8

Hill House Association

Hazelwood Initiative

March 13

5344 Second Avenue

Troy Hill Citizens

March 14

Most Holy Names School

World Water Day: Our Water Campaign

March 22

621 N. Dallas Avenue

Green Infrastructure Presentations at Local Universities:

Sustainability Class - Chatham

March 13

Chatham University, Eden Hall

Sustainability Class - GSPIA

March 15

University of Pittsburgh

Four Mile Run Forum

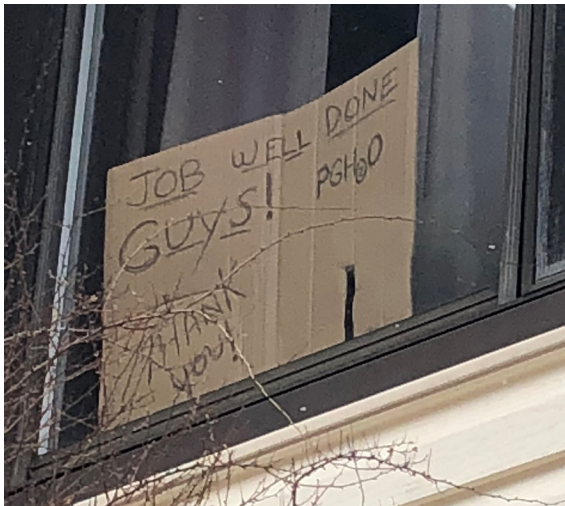
March 19

University of Pittsburgh

PWSA Customer Feedback

PWSA staff works hard to go above and beyond to help customers.

- PWSA crews helped a student retrieve a wallet he lost down a storm drain on the way to school. Councilman R. Daniel Lavelle's office reached out on behalf of the student's mother to thank our crews for their quick help so her son could make it to class!
- The president of a local real estate group expressed her appreciation for PWSA's meetings with residents and the opportunity to hear directly from Interim Executive Director Bob Weimar and the PWSA communications team, who provided a greater understanding of the issues that matter the most to communities.
- PWSA worked quickly to coordinate a full lead line replacement with a Shadyside customer who discovered their service line was made of lead during a sewer repair on their property. The most cost-effective way to remove lead pipes is while the ground is open. Thanks to our crews for the efficient response!
- PWSA and the Department of Public Works (DPW) assisted a customer to locate and make a shut to their curb box. In just one day, crews were able to determine the location from records, without costly excavation. Thanks to everyone who pulled together to find an answer for this customer!



Our Field Services crews see customers on the street every day while they perform routine work, like water main repairs and curb box identifications. In Millvale this month, crews were out repairing a water main and spotted this friendly message in a customer's window – thanks for the words of encouragement!

Seeking Return on All Relationships (R.O.A.R.)

The Pittsburgh Water and Sewer Authority connects with minority business enterprises



George Robinson (middle) with 2018 EMSDC Stellar Awards recipients Jerome and John Bettis (left, right) of Bettis Brothers Sand and Gravel of Pittsburgh.

Since adopting the Equal Opportunity Policy (EOP) this past December, expanding contracting and purchasing opportunities to minority, women, veteran, and service-disabled businesses is an important goal for PWSA. To make these connections and build awareness about our contracting needs, George Robinson, Manager of Development Services, attended the EMSDC (Eastern Minority Supplier Diversity Council) Conference and Matchmaker event at the Wyndham Grand on Thursday, March 8.

This event created a forum to meet minority-owned businesses looking to expand and grow their companies while also providing training sessions focusing on supplier diversity and government contract best practices.

According to Robinson, it was a successful and productive event that provided a unique way to meet and interact with a group of motivated businesses looking for opportunities to expand and grow.

PWSA Kicks Off 2018 Curb Box Inspection Program to Find Lead Water Service Lines

PWSA contractors will inspect three times more service lines than 2017 program.

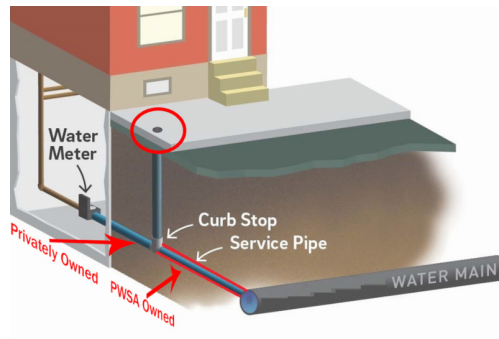
PWSA is beginning a second round of curb box inspections to identify the location of water service lines made of lead. The work will be performed through a \$2.8 million contract with Michael Baker International to inspect 15,000 residential service line connections. PWSA inspected over 5,000 service lines during its 2017 inspection program.

Service line material inspections play a key role in the Authority's overall Lead Program. We must identify lead service lines throughout PWSA's drinking water system to lay the groundwork for eventual replacement. Customers will be notified directly of the inspection results to inform them about the quality of water in their homes. The public can also view available curb box inspection results on our website, at pgh2o.com/CBI.

"This innovative method of identifying lead service lines was conceived by PWSA Field Operations staff," said Interim Executive Director Robert Weimar.

"Accessing the curb box and taking pictures to document material-type avoids costly and disruptive excavations. We are excited to see Michael Baker take our innovation to the next level this year."

Curb box inspections begin by locating and marking curb boxes, and then clearing out the curb box, which is the hollow pipe leading to the shutoff valve often found in the



sidewalk. In most situations, this process will provide a clear view of the water service line below. Cameras are then used to take pictures of the service line that will be used to identify the material of the pipe. Finally, crews will document all located curb boxes within the work zone for future reference.

Inspections under the 2018 Curb Box Inspection Program begin in the Perry North and Perry South neighborhoods of the North Side. To see the streets impacted by this work, see PWSA's schedule at pgh2o.com/press.

PWSA will continuously update its lead service line map with curb box inspection results. Per a consent order and agreement with the Pennsylvania Department of Environmental Protection, PWSA must update its inventory of approximately 71,000 residential water service line connections by December 31, 2020. The Authority has already scanned over 100,000 paper records, some of which are over 100-years-old. PWSA will make these records viewable on the service line map in the coming months.



Media and Press Releases

MEDIA COVERAGE

PWSA board elects former Pittsburgh finance director as chairman, *Tribune-Review*

PWSA's Robert Weimar Defends Lead Line Replacement Budget, *KDKA Radio*

Former city official chosen to lead PWSA, *Post-Gazette*

Get more lead out (letter to the editor), *Post-Gazette*

Privatization is not the answer for the Pittsburgh Water and Sewer Authority, *Post-Gazette*

The First Step In Restructuring PWSA Could Be Presented To City Council Next Week, *WESA*

PWSA plans to check 15K homes for lead lines this year, *Trib*

P3 Perspective, *Water & Wastes Digest* (from 1-10)

PRESS RELEASES

PWSA expands economic opportunities for minority, women, veteran, and service-disabled business enterprises

PWSA Material Inspection Schedule – District 1

PWSA Kicks Off 2018 Curb Box Inspection Program to Find Lead Water Service Lines

Getting the Lead Out

Lead Service Line Replacement (LSLR) Pre-Construction Internal Home Inspections.

PWSA started its lead service line replacement pre-construction internal home inspections, which is performed to identify water service lines made of lead. These inspections started on March 7, 2018, and are being performed through a contract with G Stephens, Inc. The contractor team has completed 146 inspections to date, with a goal to inspect a total of 1,500 homes by the end of August 2018.

For information about the LSLR program, customers can email LeadHelp@pgh2o.com or call the Lead Help Desk at 412.255.8987.



Green Infrastructure (GI) Update

Woods Run Mairdale Avenue Stream Inflow Project

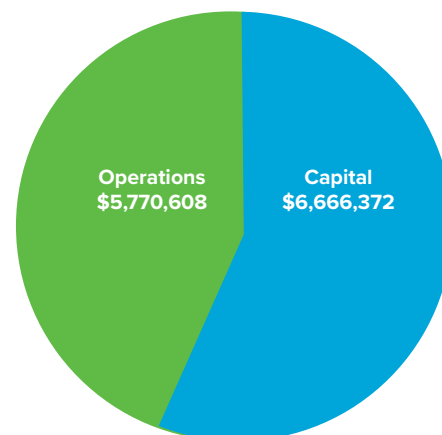


The Woods Run Mairdale Avenue Stream Inflow Project conceptual design phase is underway. The project is located in northside's Riverview Park within the **O-27 sewershed**, one of PWSA's priority sewersheds for GI project development. The ultimate goal of the Woods Run project is to reduce stream and stormwater runoff, as well as sediment loading into the sewer system. This will ultimately reduce combined sewer overflows and localized flooding. For the project design, PWSA selected Civil and Environmental Consultants (CEC) to develop 30 percent preliminary concepts for the project area. Currently, the CEC design team is evaluating various concept stream restoration and watershed surface storage techniques within the project area. The selected concepts are expected to be finalized in June 2018. The final 100 percent design will start shortly thereafter.

2018 YTD Expenditure

Report includes all paid Vendor Invoices and Contractor Pay Applications from January 1, 2018, to March 17, 2018, as well as invoices received but not yet finalized/approved.

Capital	\$6,666,372
Operations	\$5,770,608
TOTAL	\$12,436,980



PWSA Breaks Ground on Smallman Street Water and Sewer Line Project in April

As part of its robust Capital Improvement Program, PWSA will replace major water lines, stormwater, and sanitary sewers along Smallman Street, between 16th Street and 21st Street, in the Strip District.

The project will take place from late April until winter 2018 and provide necessary infrastructure improvements to the neighborhood and in the development of the historic Produce Terminal building.

Construction will occur 24/7 to ensure crews finish on time with minimal impact to businesses and visitors. Traffic will remain open, but parking along Smallman Street will no longer be accessible. PWSA worked with local real estate developer Buncher Group and ALCO Parking to have the lot at 15th and

Smallman open on weekends for a fee.

“We understand that this is an inconvenience to the businesses in the Strip District and those who love to visit and shop in this neighborhood,” said Bob Weimar, Interim Executive Director. “New infrastructure means less impact by PWSA in the area over the long-term.”

“We want to be sure those impacted understand that with new infrastructure in place, the need to return to this portion of the Strip in



the future for piecemeal repairs to the water and sewer lines on Smallman will be greatly diminished,” Weimar continued.

PWSA will meet with community members on March 27 at the Society for Contemporary Crafts in the Strip District to discuss project details and impact.

For project updates on Smallman Street, go to pgh20.com/outages.

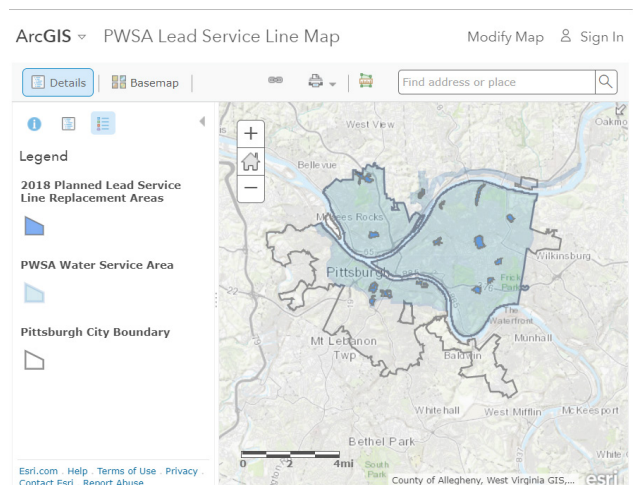
What is GIS (Geographical Information Systems)?

Translating large pieces of data into something interactive and visual helps the public understand what an organization does.

Throughout 2018, PWSA will use GIS, or geographic information systems, to show the public the scale of PWSA's projects, and progress achieved on fixing or replacing ageing infrastructure throughout the service area.

GIS takes raw spatial (or location-based) data and uses maps to present it in an interactive way. PWSA currently uses GIS to show residents where they can find [curb box inspection results](#) and [lead line replacement sites](#) from its Lead Program as well as the [locations of sewersheds](#) throughout the city. GIS has the potential to show customers restoration sites, the number of water main breaks repaired by field services crews, or where green infrastructure sites are being planned.

GIS interactive maps are searchable using addresses, and also used for water quality alerts, like boil water advisories.



Paul Leger Takes On New Role as PWSA Board Chairman



Paul Leger
Chairman, PWSA Board of Directors

Paul Leger was elected to serve as the new Chairman of PWSA's Board of Directors at the PWSA Annual Board

Meeting on February 23. Mr. Leger replaces Debbie Lestitian, who was hired as PWSA's Chief Corporate Counsel and Chief of Administration.

Mr. Leger previously served as the Treasurer of the PWSA Board of Directors since April 2014, and retired from his position as Director of Finance for the City in December 2017. Because of his dedication to the City and its residents, Mayor Peduto reappointed Mr. Leger to the Board, effective January 2018 - December 31, 2020, filling a vacancy left by the resignation of Mike Weber.

New Hires

Ronald Brame
Project Manager, Engineering and Construction

Brent Lahaie
Associate Project Manager

Andrew Hildebrand
Vactor Operator

Adam Chapin Goodwin
Electrician

Robert Anderson
Help Desk Technician II

Ashley Fortson
Customer Service Representative

Michael Wiegman
Customer Service Representative

Tina Chapple
Customer Service Representative

Michelle Short
Customer Service Representative

Destiny Callwood
Customer Service Representative (Part-Time)

WELCOME ABOARD!

Job Postings

Interested in working with us? PWSA is looking for dedicated people to join our team.

Director of Engineering & Construction

Director of Water Production

Deputy Director of Finance

Senior Contract Specialist

Senior Manager, Capital Projects

Senior Manager, Lead Projects

Accounting Specialist

Systems Administrator

Remote Network Interface Data Analyst

Clerical Specialist II

Customer Service Representative - Full Time

Customer Service Representative - Part Time

Safety Intern

Visit www.pgh2o.com/employment to learn more.

PWSA Employee Spotlight

Tracy Willy, Billing and Metering Analyst, explains the importance of real-time meter reads and recent billing improvements.

There are many layers to PWSA's billing process, and it all starts with an actual read from a customer's water meter. PWSA manages slightly more than 80,000 water accounts and, on average, pulls real-time meter reads from 95 percent of those accounts. Approximately two years ago, we began transitioning to an automated metering infrastructure (AMI), which included upgrading customers' water meters to a device that provides two-way communication between PWSA and the meter.

Tracy Willy, an Analyst in PWSA's Customer Service department, has been at the helm of this project since its inception. Now that most of our customers are using an automated meter, a good portion of her time is spent managing and tracking the accuracy of the meter readings, following up on abandoned accounts, and a myriad of other billing-related projects.

"Automated meters benefit everyone," Tracy stated. "We can get an actual read that shows real-time water consumption, which improves the accuracy of a customer's bill. We can get reads every hour, and if a meter is failing or a customer notices a change in their bill, we can log into the system to see what's going on."

Tracy began working with PWSA 18 years ago and was first hired to reconcile delinquent sewage accounts. At the time, she was the only person handling these

accounts. After a two-year departure from PWSA, she came back to work in the Billing Division of Customer Service, then moved to Collections and had the opportunity to work on the implementation of the our billing system. The AMI implementation soon followed.

Tracy enjoys the variety of work she has done at PWSA. She has experience in all areas of customer service and billing, and she continues to interact with commercial customers and partner agencies, such as ALCOSAN and Jordan Tax Service, Inc. She is a "Jill of all trades" managing projects and overseeing a staff of two and a contractor to assist with the ongoing AMI roll-out and upkeep. She's an integral member of the Customer Service team and provides ongoing support throughout the department.

Getting customers onto automated meters is crucially important to provide the assurance that we are issuing accurate and timely bills. If we are not able to obtain an actual reading, a statement will appear on your bill explaining that it is based on an estimate. In this instance, customers should call PWSA to determine the necessary corrections.

Additionally, the AMI software also allows us to run reports for unbilled accounts each week. The reports are necessary to ensure that every customer receives a monthly bill from PWSA. Under Tracy's analytical leadership, the number of unbilled accounts has seen a dramatic

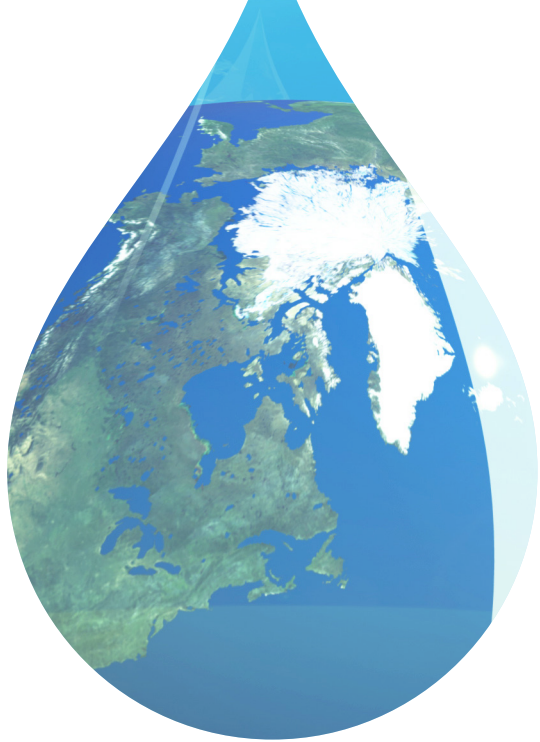


reduction from last year. In January 2017, 1,049 customers had not received a bill, and now, within the last 30-days, this number has reduced to 30 accounts – a 97 percent reduction!

Many of these unbilled accounts were sewage-only customers that receive their water from other providers. Even though PWSA does not manage these meters, bills can be delayed for a variety of reasons. If we do not receive a read in a timely fashion, there will be a delay, but there can also be an issue with the account that is not allowing us to generate a bill.

PWSA is getting closer to achieving 100 percent billing accuracy and obtaining real-time readings from the water meter is an important first step in this process. To help achieve this goal, several initiatives are taking place within the Billing Division this year, which include internal promotions to fill key positions, cross-training to strengthen the pre-bill editing process, bringing billing of sewage-only accounts in-house to eliminate the cost of contractors, training with the Pennsylvania Public Utility Commission (PUC) to meet State billing requirements, and tracking new metrics to present to the public.

Visit www.pgh2o.com/employment to learn more.



PGH₂O

WATER WISE

Earth Day Edition - April 22

Stormwater Tip

Giving your home a “blue upgrade” can have a long-lasting impact when it comes to saving our waters from stormwater pollution.

Start a compost pile



Eliminate pesticides

Install a rain barrel



Water Wise

Clean source water is essential to our drinking supply. Helps us keep our waters clean by following a few tips:

- **Ditch the plastic bottles** - 80 percent of plastic water bottles end up in landfills, polluting local rivers and streams, and harming wildlife.
- **Minimize chemical use** - Use natural products to avoid sending chemicals down drains and into the rivers.
- **Grow native!** - Native plants naturally protect the environment and water.
- **Plant trees** - forests capture six times more rain than grass, and 20 times more than pavement.
- **Prevent polluted runoff** - runoff is the *fastest* growing pollutant in our rivers.
- **Inspire change!** - Get involved and join a movement for clean water.



Stay in Touch with PWSA!

Subscribe to our mailing list to receive press releases and community announcements.



PWSA is using Constant Contact to send press releases and other announcements. Please take a minute to join our mailing list at pgh2o.com/subscribe to receive press releases, our monthly newsletter, and other announcements you won't want to miss. Our goal is to establish an ongoing dialogue with customers and the Pittsburgh community about water and sewer services. Subscribing to our email list is the easiest way to stay informed. Simply provide your email address to begin receiving PWSA news directly to your inbox. We will send all announcements from communications@pgh2o.com—please add us to your inbox.



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Vice Chairperson

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Deb Gross
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Member

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Barry King
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Kent Lindsay
Director of Finance

Kate Mechler
Senior Project Manager

Kelly Morgano
Human Resources Manager

Rick Obermeier
Director of Field Services

Will Pickering
Senior Communications Manager

Julie Quigley
Director of Administration

PWSA wants to have an ongoing dialogue with our customers and the Pittsburgh community. One of the easiest ways to share information is on social media and through our new email subscription. Join us in any or all of the following ways to receive the latest about water and sewer services, projects and initiatives, our newsletter, and announcements.

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