

CURRENTS

MEETING THE MANDATE

PWSA's Lead Line Replacement Team is Growing



There are new faces at PWSA. As construction season begins, PWSA is bringing in more professional staff to support our most unique project ever. The scale of the \$44 million project, and the moving parts within it, required PWSA to create a team of 24 experienced staff and consultants to meet the Pennsylvania Department of Environmental Protection (DEP) mandate to replace 2,100 lead service lines by the end of 2018. This growing group will manage the program areas below.

Lead Help Desk

The Lead Help Desk is the central hub for customers involved in the lead service line replacement program. In addition to answering questions from the public, they're responsible for contacting eligible homeowners and

encouraging them to allow PWSA contractors to replace their private line at the same time as the public line replacement. We're excited to announce that two PWSA employees were recently promoted to join this very busy group. They can be reached at LeadHelp@pgh2o.com or 412.255.8987.

Data and Records Management

Removing lead service lines from our system is more sophisticated than digging holes and laying pipe. Each replacement site has layers of data including historical material records, curb box inspection results, and customer account information. Each replacement site is mapped using geographic information system (GIS) technology and will be updated after each replacement. PWSA makes this data available to the public at pgh2o.com/CBI and will continue to add more information as the program continues.

Engineering and Construction Management

Each replacement operates as its own mini engineering project – requiring coordination with homeowners, contractors, inspectors, water quality laboratories, and City, County, and State stakeholders. Replacing 2,100 lines in less than a year means PWSA must use as many as six contractors, each with multiple crews, to perform the work. To complicate matters even more, each replacement site has unique conditions like soil type, topography, and private property conditions like driveways, and basement and retaining walls. PWSA's engineering and construction managers must coordinate with contractors and inspectors in the field to ensure that each job site meets our standards, while also making sure replacements happen on time and on budget. Liaisons in the field will also make sure each replacement site receives a water test kit, certified filter and water pitcher and post-construction flushing guidance.

Find more information about this program at pgh2o.com/replacing-your-lead-serviceline.

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COMING UP:

2018 Board Meeting Dates
May 18, June 22, July 27

Wightman Park GI Project Community Meeting
April 23
Carriage House

Maryland Avenue GI Project Community Meeting
April 24
Winchester-Thurston Upper School

Swishhelm Park Group
April 25
Sarah Jackson Black Community Center

Banksville Civic Association
April 26
Banksville Park Shelter

Uptown Partners of Pittsburgh
May 2
Life's Work

South Side Planning Forum
May 8
Brashear Center

Manchester Citizens Corporation
May 10
1319 Allegheny Ave.

Allegheny City Central Association
May 14
City of Asylum

Mt. Washington Community Development Corporation
May 17
Mt. Washington Senior Center

RAW TALK

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

Getting Stuff Done for our Customers in Need



I've attended 10 meetings this year as part of our #GetToKnowPgh20 speaking tour. As I make my way through Pittsburgh's neighborhoods, I hear that that many residents are concerned about the cost of water, sewer and stormwater services. Even though our rates reflect our costs, and are similar to other drinking water utilities, some of our neighbors struggle to stay current with their bills. With this reality in mind, our Board of Directors tasked PWSA staff to develop a comprehensive strategy to lend a hand to our most vulnerable customers.

I am proud to announce that, in less than a year, PWSA established four distinct customer assistance offerings. These programs are in addition to the customer service process enhancements recently made as part of PWSA's transition to Pennsylvania Public Utility Commission (PUC) oversight. These programs are being implemented in collaboration with the Dollar Energy Fund Inc who administers the programs outlined below. Eligible customers can enroll by calling Dollar Energy at 866-762-2348.

Bill Discount Program

This program is eligible to residential customers who are at or below 150% of the Federal Poverty Level. Eligible customers receive a 50% reduction of their fixed monthly water and sewer conveyance charges. To date, PWSA and Dollar Energy have enrolled 1,881 customers in the Bill Discount Program.

Winter Shut Off Moratorium

Maintaining water service can be particularly important during cold winter months. Customers who receive a termination notice for lack of payment, and are at or below 250% of the Federal Poverty Level, are eligible to enroll in this program. The moratorium was approved by the Board last October for the period of December 1st through March 31st each year. Eligible customers receive payment counseling to address their unpaid PWSA charges. During this past season, 1,695 customers took advantage of the winter shut off moratorium.

Hardship Program

To address financial hardship emergencies, this program provides one-time assistance grants that are applied directly to a limited-income household's water bill. Grant funding up to \$300 per year is available on a first-come first-served basis for households at or below 150% of the Federal Poverty Level.

Private Lead Line Replacement Community Environmental Project

Funds for this program are available from a \$1.8 million settlement of an enforcement action between PWSA and the Pennsylvania Department of Environmental Protection. This grant program will be limited to customers at or below 250% of the Federal Poverty Level. This program will fund approximately 200 private lead line replacements.

These programs have been implemented in response to

feedback from our customers and stakeholders. We recognize the burden that increasing water and sewer rates may have on our neighbors with limited income, and we intend to sustain these programs in the future. We recognize our responsibility to balance affordability and the need to invest in our aging water system. PWSA will seek all sources of federal and state funding to minimize the burden on ratepayers, and are committed to only investing in the areas required to make PWSA the water, sewer and stormwater utility Pittsburgh expects and deserves.



#GetToKnowPgh2o!

Expanding our message to business and political leaders

Throughout 2018, the Pittsburgh Water and Sewer Authority is meeting with community groups throughout Pittsburgh to discuss the progress of PWSA as well as its priorities and challenges. While most of these meetings are with residents, we had the opportunity to expand our reach this month and attended meetings addressing the needs and concerns of commercial developers and local legislatures.

On Wednesday, April 11th Interim Executive Director Robert Weimar met with the Building Owners and Managers Association (BOMA) of Pittsburgh. During a continuing education session with local developers, he provided an overview of PWSA that included information about our requirements for developers and key projects for 2018.

The following evening, Thursday, April 12th, PWSA was invited by the Mayor's Office to attend a meeting with state legislatures. This event

provided an opportunity for Mr. Weimar to share our successes with political leaders and build awareness about the ways PWSA is transforming as an organization and improving the way we are delivering water, sewer, and stormwater services to our customers.

On Saturday, April 14th, Mr. Weimar was back talking to community groups and met with the Lincoln-Lemington Community Consensus Group. This informal discussion answered questions about replacing lead lines, the Customer Assistance Program, and green infrastructure projects.

Meeting with local community, business, and political stakeholders is an important way to establish trust and build relationships throughout Pittsburgh. We appreciate the opportunity to meet with these organizations and hope that everyone will take the time to [#GetToKnowPgh2o](#).



Bob Weimar speaks to Lincoln-Lemington Residents at Paulson Recreation Center



PWSA IN THE COMMUNITY

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

Civic Leadership Academy

April 11
 PWSA Water Treatment Plant

Lincoln-Lemington Community Consensus Group

April 14
 Paulson Recreation Center

Stanton Heights Neighborhood Association

April 18
 Sunnyside Elementary

OnePGH Initiative

PWSA participates in collaborative City initiative

PWSA is participating in the City of Pittsburgh's OnePGH initiative led by Mayor Peduto. This initiative began in January and will culminate on Friday, April 27th, at the Energy and Innovation Center with a presentation on the Mayor's OnePGH Prospectus.

The Prospectus is the product of several working groups that formed to identify potential project priorities and funding needs related to:

- Arts, Culture, Parks and Open Space
- Climate
- Critical Infrastructure
- Education
- Housing
- Hunger, Health and Homelessness
- Mobility
- Stormwater and Green Infrastructure
- Workforce and Entrepreneurship



PWSA participated in the Critical Infrastructure working group as well as the group focused on Stormwater and Green Infrastructure. Several priority projects were identified within each group. Critical infrastructure priorities include: replacing lead lines, addressing water loss, and identifying opportunities to bring additional community benefit to planned infrastructure projects. The Stormwater and Green Infrastructure group was focused on incorporating greenways and additional green space throughout Pittsburgh.

This phase of the Mayor's OnePGH Initiative was a successful collaboration among City departments and agencies dedicated to creating a resilient, thriving city for all residents. The Prospectus assembles the needed investment from the City, PWSA, and other agencies. It also identifies aspirational funding goals to support identified projects and services that may not already have a dedicated funding source.

We're looking forward to next steps and continuing our engagement with the Mayor's Office and the City of Pittsburgh in this initiative. Please visit the City's website at pittsburghpa.gov/onepgh for more information.

Riverview Park Community Meeting

Engaging North Side residents and park users on ways to manage stormwater in this local gem.

Nearly 30 people attended a community meeting on Thursday, April 5th about the Woods Run Mairdale Avenue Stormwater Project in Riverview Park. PWSA hosted the meeting and the design team, lead by Civil and Environmental Consultants (CEC), gave a presentation about the types of green infrastructure techniques that could be used to manage stormwater near the Mairdale Avenue entrance to the park.

The meeting provided an opportunity for park users and residents living near Riverview Park to meet the PWSA/

CEC design project team and discuss the goals of the project. Throughout the meeting attendees had an opportunity to explore project boards featuring different conceptual green infrastructure systems and the ways they can be applied within the park. Attendees interacted with the project team by asking questions and having one-on-one conversations while studying the project boards.

The project team is reviewing the feedback and comments shared during the meeting and will incorporate them into the design alternative selection for the park. PWSA will present

the selected alternative design at a community meeting in the summer to gather input on additional changes. More information about the Woods Run Mairdale Avenue Stormwater Project is available on PWSA's website at pgh2o.com/woods-run.



Community residents review plans for the Woods Run GI project

PWSA Customer Feedback

Going above and beyond to help customers.

- PWSA's Communications team attended the 9th Annual Golden Luncheon for seniors, hosted by State Representative Jake Wheatley. PWSA staff talked to participants about PWSA services, including the new Customer Assistance Programs.
- The Lead Help Desk received kudos from a customer on their lead service line replacement. They expressed appreciation for the complexity of the program and praised the team for making the process easy.
- The Mayor's Office of Community Affairs thanked PWSA staff for their participation in the Civic Leadership Adacemy (CLA). "We just wanted to shoot you a message to thank you and Barry, Megan and the rest of the team for CLA last night. It was a big hit! We appreciate the presenters staying late - everyone wants to know more about PWSA!"



PWSA hosts the Civic Leadership Academy (CLA)

The CLA is an 11-week course that encourages more informed, effective and inspired community and civic leadership by giving City residents an opportunity to learn about their local government.

This unique program was created to foster informed, effective, and inspired community leadership. It is taught by leaders and employees of city government and authorities to share what services, operations and resources the city provides in and for our communities; including tours, hands-on demonstrations, and informational activities that give participants an insider view of how the City of Pittsburgh operates.

PWSA staff gave presentations on Authority operations and participants received a tour of the treatment plant and demonstrations of CCTV sewer inspections.

For more information on how to apply, visit the City's website at pittsburghpa.gov/servepgh/cla/participate



Mike Dusch, PWSA's TV Truck Specialist, demonstrates CCTV technology to CLA participants



PWSA Kicks off Annual Hydrant Inspection and Spring Cleaning Program

Beginning April 15, the Pittsburgh Water and Sewer Authority (PWSA) will begin inspecting and flushing fire hydrants as part of its annual fire hydrant inspection and spring cleaning program.



The program, which will be spread across PWSA's drinking water system throughout the spring, will enhance public safety and improve drinking water quality.

Hydrant flushing is necessary to ensure adequate flow and water pressure is available for firefighting. Running hydrants will increase water flow through the system. This increase in flow helps clear minerals and deposits from the water system. Flushing also removes sediment from the distribution pipes to maintain water clarity and quality.

A map of the areas impacted is available on www.pgh2o.com and will be updated as the program proceeds.

If you live in an impacted area, please take note of the following:

- Flushing will not interrupt water service; however, it is common to see a temporary reduction in water pressure while crews are working in these areas. If customers notice low pressure after flushing is finished, they are advised to check faucets for trapped particles.
- Water can become discolored after flushing. If this happens, run cold water tap for a few minutes until the water is clear. If it is not clear the first time, wait a few minutes and repeat this process.
- Avoid washing clothes until the water clears. If laundry becomes stained, do not put it in the dryer. Rewash clothes with detergent and a rust removing agent. Rust remover can also remove stained fixtures.
- Discoloration may linger for a few hours. There are no health concerns associated with discolored water from hydrant flushing the water is clear. If it is not clear the first time, wait a few minutes and repeat this process.



Media and Press Releases

MEDIA COVERAGE

PWSA plans to check 15K homes for lead lines this year, *Tribune-Review*

PWSA Aims To Replace 2,100 Lead Lines in 2018, Will Pay For Residential Side, *WESA*

Project in Strip District to disrupt parking, traffic, *Tribune-Review*

PWSA urges property owners to respond to free waterline replacement offer, *Tribune-Review*

Big changes coming to Strip District, *WPXI*

Smallman Street set for months-long sewer, water project, *Post-Gazette*

Pittsburgh, there's a new water oversight sheriff in town, *WESA*

Pittsburgh Sewage Systems Begins New Chapter, *Acess News*

PUC to hire two to help with new oversight of PWSA, *Pittsburgh Business Times*

Smallman Street Project Update

Preparations are underway for the the water and sewer improvement project impacting Smallman Street in the Strip District.

PWSA met with property owners, merchants, and residents on March 27th to discuss the upcoming water and sewer work on Smallman Street. The event drew a large crowd, who came to hear details on construction impacts, including parking, traffic, and the timeline of the work.

Barry King, Interim Director of Engineering and Construction, and members of the engineering and construction team presented the details of the project and answered questions regarding the impact to the community that will occur from early May through the end of 2018. PWSA and the construction team will work with business owners to ensure they can continue to operate with as minimal impact to their day-to-day lives as possible.

Weekly meetings are currently taking place for community stakeholders in the Strip District with PWSA and other City of Pittsburgh departments to share updates leading up to groundbreaking in mid-May.

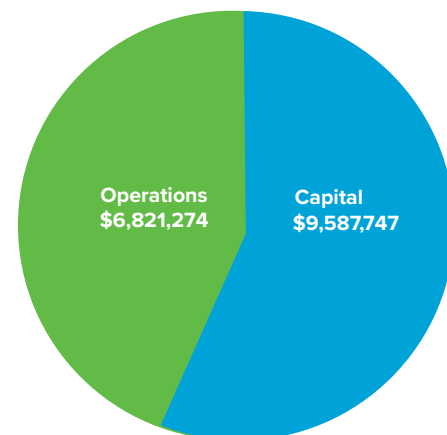


Barry King presents details of the Smallman Project to members of the community at Society for Contemporary Crafts

2018 YTD Expenditure

Report includes all paid Vendor Invoices and Contractor Pay Applications from January 1, 2018, to April 16, 2018, as well as invoices received but not yet finalized/approved.

Capital	\$9,587,747
Operations	\$6,821,274
TOTAL	\$16,409,021



New Hires

Randy Bergia

Senior Manager - Capital Projects

William Bennett

Senior Manager - Lead Projects

Robin Shaw

Environmental Compliance Coordinator

Dan Cleary

Associate Project Manager

Christopher Good

Field Services Technician II

Garrett Donnelly

Field Services Technician II

Ryan Allard

Field Services Technician II

Judith Moscov

Administrative Assistant - Field Services

Sherry Perkins

Administrative Assistant - Engineering and Construction



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

Accounting Specialist

Customer Service Representative - Full Time

Customer Service Representative - Part Time

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

PWSA Employee Spotlight

Green Infrastructure Team

A new approach to managing stormwater

While the Employee Spotlight normally highlights one person within a department, it was difficult to choose one employee within the Green Infrastructure (GI) Team. Each person fulfills an important role within the group to change the way Pittsburgh manages stormwater and approaches new infrastructure projects.

Under the leadership of Sustainability Manager, James Stitt, PWSA is establishing a Stormwater Division that will manage all stormwater activities throughout Pittsburgh. PWSA is working with the City of Pittsburgh to develop an understanding of those duties. Jessica Mooney, GI Program and Policy Manager, is developing policies and procedures to implement the Stormwater Division.

As the details of the new Stormwater Division come together there are several active projects managed by a team of engineers, construction project managers, and project managers. Megan Zeigler, Associate Project Manager, coordinates planning of Capital Improvement Projects (CIP). In 2018, PWSA has dedicated \$20 million for GI projects.

Tom Batrone and Ryan Quinn, Engineers; Ruari Egan and Ana Flores, Engineering Technicians;

and Brent Lahaie, Associate Project Manager, move projects from a conceptual idea to a construction-ready design. They focus on a project's technical details, manage consulting teams, and coordinate neighborhood engagement.

Unlike traditional stormwater infrastructure projects that are built below ground, GI projects are visible and become part of the public realm. Getting a project from its conceptual design to one that balances the interests of community groups, residents, and local government agencies is the greatest challenge and most rewarding aspect of these projects.

Most recently PWSA met with Northside residents and users of Riverview Park to discuss and gather input on the ways green infrastructure can be used to manage stormwater near the Mairdale Avenue entrance of the park. On April 24th we'll meet with Shadyside residents to provide an update on a GI project along Maryland Avenue; community input will help to determine some of the materials and treatments used in the final design of the project.

Once a project is ready for construction it continues to require a great deal of coordination with contractors and residents. This is when our construction project

managers enter the scene. Manda Metzger and Matthew Smuts are currently overseeing construction on active GI projects including the Hillcrest project in the Garfield neighborhood and the Melwood and Finland project in Polish Hill.

Elaine Hinrichs, Green infrastructure Fellow, joined PWSA's GI team in April and is assisting with community events and outreach activities to build awareness about green infrastructure throughout Pittsburgh.

A green approach to stormwater management is a new direction for PWSA and the City of Pittsburgh. Delivering these projects requires a variety of skills and expertise to meet PWSA's overarching goal of reducing stormwater from overloading our combined sewer system and preventing sewage from entering our rivers and streams.



GI Team (left to right): Matt Smuts, Ryan Quinn, Megan Zeigler, Ruari Egan, Jessica Mooney, Ana Flores, and James Stitt

Not pictured: Elaine Hinrichs, Brent Lahaie, and Manda Metzger

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



WATER WISE

Spring Stormwater Tips

Spring is the season when lawn care professionals and homeowners fertilize lawns to make them more healthy and attractive. There is an enormous amount of chemicals and yard waste associated with these actions. It is important to be aware of the things that could contribute to harmful environmental conditions while you're improving your yard this spring.

Here are some ways you can help in your own backyard:

- **Do not over-fertilize your yard.** Over-fertilization will not increase plant growth, but the excess will wash off your yard and down the storm drain, polluting our waterways. Excess fertilizers, herbicides, and pesticides endangers wildlife. Your fertilizer feeds harmful algae that grows in creeks, lake, and rivers; depleting oxygen in the water, which can kill fish and other aquatic wildlife.
- **Don't apply pesticides, herbicides, or fertilizers to your yard before it rains.** This will not help the chemicals absorb better, but will create polluted runoff.
- **Avoid application over impervious surfaces.** Sweep granular fertilizer back onto the grass to prevent it from washing into the storm sewer system.
- **Don't blow lawn clippings into the street.** When cleaning up your yard, rake or blow leaves into a pile and place them in a trash bag for collection.



Water Wise Tip

April Showers Bring May Flowers - Rain Barrel Benefits

A rain barrel is a container that captures and stores rainwater draining from your roof. Barrels usually range from 50 to 80 gallons and have a spigot for filling watering cans and a connection for a soaker hose. Combining the use of rain barrels with appropriate plant selection and mulching promotes water conservation. Rain barrels benefit your home, garden and community.

When preparing your rain barrel, keep a few tips in mind:

- A rain barrel should include a screen to keep out debris.
- Ensure that your rain barrel has a cover and a tight connection where water enters the barrel to prevent mosquito breeding and algae buildup.
- If roof contaminants are a concern, empty the first collected rainwater from the bottom of the barrel.
 - Your garden plants may love the rainwater, but water collected in rain barrels is not suitable for human consumption.



Stay in Touch with PWSA!

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



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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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