

# CURRENTS

## REVIVING A RESERVOIR

### PWSA Completes Major Renovation of Lanpher Reservoir



Storage in the form of reservoirs and tanks is the backbone of all major drinking water distribution systems. PWSA's reservoirs provide backup water supply and reduce the need for pumping. In addition, the reservoirs are strategically located at a high elevation to supply the pressure needed to move water throughout the service area.

Last month, PWSA completed the final phase of major renovations to half of the Lanpher drinking water reservoir located in Shaler Township. The project involved replacing the liner and cover of the west cell of this critical treated drinking water storage facility that provides water to one-third of PWSA's customers in northern neighborhoods of the City of Pittsburgh, as well as the Borough of Millvale and Reserve Township.

The reservoir was initially taken out of service on August 28, 2017, with urgent repairs to the east cell of the project occurring from September to November 2017. After the east cell was secured, work commenced on a full renewal of the west cell. West cell renewal included replacing nearly 10 acres of liner and 10 acres of cover material. In addition to a new liner and cover, a pumping and dewatering system was installed to prevent rainwater from pooling on top of the reservoir cover. Now that the west cell has returned to service, PWSA contractors will drain the east cell and begin its full renewal as well.

The entire Lanpher Reservoir renewal project, which includes improvements to the walls surrounding the reservoir, will cost approximately \$12.5 million. Depending on weather conditions, the Authority

expects the work to be completed by the end of 2018. Improvements to the gatehouse and the construction of new metering and chemical addition facilities are planned for 2019.

**“A renewed Lanpher Reservoir ensures that PWSA will continue to provide safe and reliable water to our customers for decades to come. I applaud our team of PWSA employees and contractors who worked together to get the job done for our customers,”**

*Executive Director Robert A. Weimar*

#### IN THIS ISSUE:

- 1** Reviving a Reservoir
- 2** RAW Talk
- 3** PWSA in the Community
- 6** PWSA in the News
- 8** Engineering and Construction
- 10** Performance Metrics
- 11** Team PWSA
- 13** Water Wise
- 14** PWSA Connect

#### COMING UP:

**2018 Board Meetings**  
October 26  
November 30  
December 14

**20th Anniversary 3 Rivers Wet Weather Sewer Conference**  
October 17-18  
*Monroeville Convention Center*

**Carnegie Science Center Stormwater Tabling Event**  
October 13  
November 16  
December 15  
*Carnegie Science Center*  
*See Page 4 for more information*

**Civic Leadership Academy**  
October 24  
*PWSA Water Treatment Plant*

# RAW TALK

By Executive Director Robert A. Weimar



## Going above and beyond: The people behind PWSA

I cannot say it enough – it is a privilege to work alongside the tireless and dedicated women and men of the Pittsburgh Water and Sewer Authority. These individuals perform often thankless tasks in extremely stressful situations. They take pride in their work and understand the importance of the essential services we provide our customers. They don't back down from a challenge, and they don't end a day without getting stuff done!

We are applauding our employees' exceptional efforts at this month's Board of Directors meeting. Each employee will receive a small but significant token of appreciation, the PGH<sub>2</sub>O Gold Drop. The PGH<sub>2</sub>O Gold Drop is a pin in the shape of a water droplet that symbolizes the shining example each individual is within the Authority. It's important for the public to understand that despite challenging circumstances like aging infrastructure and extreme weather events, we have a truly special team of Pittsburghers working behind the scenes to make PWSA the public water, sewer, and stormwater utility that we can all be proud of.

These selfless individuals set a high standard and inspire our team to go above and beyond expectations. I look forward to distinguishing more outstanding employees at future Board meetings. Our customers should be assured that our employees will keep the good work flowing!

### September 2018 Gold Drop Awardees:

**Josh Mincin, Plumber**  
Water Operations

**Brenden Clair, Plumber**  
Water Operations

**Sharon Gottschalk, Manager**  
Customer Service

**Maureen Lyons, Assistant**  
Human Resources

**Ana Flores, Engineer II**  
Department of Engineering and Construction

**Manda Metzger, Associate Project Manager**  
Department of Engineering and Construction

**Rachel Romano, Manager**  
Department of Finance

**Mora McLaughlin, Communications Associate**  
Department of Public Affairs

**Jason Fesler, SCADA Technician**  
Plant Operations

**George Watson, SCADA Manager**  
Plant Operations

**Ruthann Connors, Inventory Control Specialist II**  
Central Warehouse



# Spreading the Word About Stormwater

## Community Meeting Kicks-off Four Mile Run Stormwater Improvement Project

On Monday, September 17th, the PWSA provided an overview of the Four Mile Run Stormwater Improvement project to introduce proposed concepts for managing stormwater, and provide an opportunity for attendees to share their ideas and concerns.

Four Mile Run has a history of flooding and combined sewer overflows. It is home to Schenley Park and encompasses some of Pittsburgh's most densely populated neighborhoods, including Greenfield, Hazelwood, Oakland, and Squirrel Hill. This project will capture and route the flow of stormwater through a naturalized surface channel that will generally follow the path of the historic streams that formed Four Mile Run from Panther Hollow Lake to the Monongahela River. Panther Hollow Lake will be allowed to discharge to the Monongahela River instead of the combined sewer.

Redirecting the flow of water through a naturalized surface channel will help prevent combined sewer overflows and reduce the intensity of flooding that occurs throughout Four Mile Run. PWSA is also evaluating the construction of wetlands and other natural stormwater treatment systems that will help to control sediment, provide habitat for wildlife, and filter pollutants from stormwater before it enters the river.

Those attending the meeting had an opportunity to explore project

boards and discuss elements of the project with members of the project team and PWSA staff.

**The next community meeting is Wednesday, November 14th. For more information please visit the project website, [www.4mr.org](http://www.4mr.org).**



*Four Mile Run attendees interact with the project boards.*



## PWSA IN THE COMMUNITY

**PWSA engaged with the community at the following meetings:**

Lawrenceville 9th Ward Block Watch  
August 21  
*Stephen Foster Community Center*

Red Oak and Hayson GI Community Meeting  
August 23  
*Banksville Park*

Land Lab Hazelwood: Stormwater Stories  
August 26  
*Lewis Parklet*

Oakland Community Town Hall  
August 27  
*Career Center*

Senator Jay Costa Public Meetings with PUC and PWSA  
August 28  
*IBEW #5 and Jewish Community Center*

Riverview Park Mairdale Avenue Project Event  
September 8  
*Riverview Park*

Uptown Partners Community Meeting  
September 12  
*Pittsburgh Association of the Deaf*

ALCOSAN Open House  
September 15  
*ALCOSAN*

Four Mile Run Stormwater Meeting  
September 17  
*Phipps Conservatory*

Squirrel Hill Urban Coalition  
September 20  
*Jewish Community Center*



## Spreading the Word About Stormwater

### PWSA Participates in 16th Annual ALCOSAN Open House

PWSA participated in the Allegheny County Sanitary Authority's (ALCOSAN) 16th Annual Open House on Saturday, September 15th. This popular event was an opportunity to talk about current stormwater projects. Our giveaway, a native plant kit, provided an ideal opening to engage people in conversations about how our projects are built and why we are using a combination of traditional and nature-based solutions to create safe, flood-prepared neighborhoods.

Pittsburgh residents asked questions about the stormwater projects taking place in and around their neighborhoods. Project boards placed throughout our booth provided basic information about a project's timeline, design features, and some technical details about the amount of stormwater managed.

Kids of all ages learned about our stormwater challenges using Legos, sponges, water, and a paint tray. This activity demonstrates how a city can experience stormwater before and after nature-based solutions such as bioswales, rain gardens, vegetation, and trees are added to the landscape.



*PWSA's native plant giveaway*



*Children learning about stormwater with PWSA's interactive models*

## Starting in October, find us at the Carnegie Science Center!

**Join PWSA at the Carnegie Science Center on Saturday, October 13th from 10:00 a.m. to 3:00 p.m.**

We will be on site for the next several months to share information about the steps we are taking to manage stormwater throughout Pittsburgh to create safer, healthier, flood-prepared neighborhoods. The tabling activities are a great way to reach a broader audience and it is part of our sponsorship of the H2oh! exhibit.

# PWSA Customer Feedback

Going above and beyond to help customers.

## PWSA is working closely with community groups

We received some great feedback from our friends at Lawrenceville United (LU) recently. We visited the community three times over the summer to share our upcoming plans for making our organization work harder for its customers. In a letter to PWSA, LU thanked us by saying we were very generous with our time and addressed every individual resident issue with care.

They also appreciated our work with them and the Office of Councilwoman Deborah Gross to get lead filters and pitchers to those who needed them. We thank LU and all the community groups we've worked with over the past year to connect with our customers in person and build lasting relationships.

We attended dozens of community meetings throughout the City of Pittsburgh this year and are still looking to join other communities in the future to talk about what we've been up to. Visit [pgh2o.com/communitymeetings](http://pgh2o.com/communitymeetings) for more information.



Executive Director Bob Weimar talks to residents of Lawrenceville

## Customer Service Kudos

One of our awesome customer service representatives, Pam Edwards, received a unique thank-you from a customer in August. Pam, you must really be the best in Pennsylvania if a customer took the time to make this stellar trophy (*pictured right*). Thank you for your work!

A customer had some trouble processing a final bill for a home that was about to be sold in late July. Luckily, Customer Service Representative Natalie Bendzsuk stayed late to get the necessary documentation processed so the customer could get on with the business of closing the home. She kept her updated on the timing throughout and got her what she needed as quickly as possible. The customer commented on how helpful she was for the few days where they were rushing to make arrangements. Thanks, Natalie, for your great work.



## Water line workers went the extra mile

Judith Gusky of Squirrel Hill wrote into the *Post-Gazette* in late July to voice her appreciation for our crews who replaced her lead service line at no cost to her. She has a front garden which she was anxious to part with due to the work taking out the line. Our contractors listened to her, understanding they would need to use a delicate hand when working on her property. When she came home, she said "work in the basement was repaired, and the water was back on. The contractors even fixed a slow-running faucet. And the garden looked like it had never been touched. Things were replanted, the slope of the hill was regraded and the sidewalk swept".

Thanks for the kind words, Ms. Gusky, and thanks to our lead service line crews who are out in the City doing great work every day.

## PWSA 2018 Curb Box Inspections Top 6,000 Sites

Lead line map now displays data for 19,000 additional private service lines.

PWSA is assembling a comprehensive inventory of the location of lead service lines. This data is key to identifying the location of future lead service line replacements and informing customers of potential water quality issues in their homes. The curb box inspection program is a critical component of this large undertaking. The program began in 2017 and was continued in 2018 by Michael Baker International, a worldwide engineering and construction firm headquartered in western Pennsylvania. So far this year, over 6,000 service lines have been inspected.

The curb box inspection process starts by removing the cap of the curb box, usually found in the sidewalk, and sending a camera down to the shutoff valve. Inspectors use this footage of the valve to determine the material of the service line. The data is collected and sent to Michael Baker's office in real-time, meaning crews can accomplish upwards of 70 curb boxes every day. PWSA's Community Lead Response team works to review this data and post it to our lead map found at [pgh2o.com/leadmap](http://pgh2o.com/leadmap). Here, customers can view curb box inspection results as well as historical data PWSA has kept of properties throughout the service area.

In addition to the curb box inspection program, PWSA recently added 19,000 records of private service line

material to PWSA's interactive lead line map. With this addition, PWSA's map now includes over 65,000 historical records. This information can be a helpful tool for customers to determine their risk for exposure to lead in water. We will continue to upload historical data and results from curb box inspections to make the lead map a comprehensive tool for all PWSA drinking water customers.

"Our Community Lead Response has made tremendous progress in the past six months.

It's easy to forget that in 2016, PWSA did not have a single map showing the location of lead service lines. We now have a searchable and public lead line map displaying

over 65,000 data points," said PWSA Executive Director Robert A. Weimar.



A short video about the 2018 Curb Box Inspection Program can be found at [pgh2o.com/leadmap](http://pgh2o.com/leadmap)

**"This progress, paired with our aggressive full lead line replacement program, makes it clear to the public that our number one priority is the safety of our water."**

*Executive Director Robert A. Weimar*



## Media and Press Releases

### MEDIA COVERAGE

Lead levels in Pittsburgh water are lowest in 8 years, *Triblive*

Latest lead tests deliver better findings for PWSA, *Post-Gazette*

PWSA adds 20,000 properties to 'lead map', *Triblive*

PWSA says new \$50 million water line will be among its largest projects ever, *Triblive*

PWSA planning new water pipeline as redundancy measure, *Post-Gazette*

\$12M water and sewer project in Strip District to be done in January, *Triblive*

Public Health vs. Private Property in War on Lead, *The Pew Charitable Trust*

First phase of work to repair Pittsburgh's largest water reservoir is complete, *Triblive*



## Senator Costa Brings PWSA and PUC Together to Talk to Residents

Executive Director Bob Weimar updates residents on recent progress at PWSA.

Ahead of the Pennsylvania Public Utility Commission's (PUC) review of our 2018 PWSA Rate Tariff, we got out into the community to share our plans to use these rates to improve our water, sewer, and stormwater infrastructure throughout our service area.

The first of the meetings were graciously hosted by the Office of Senator Jay Costa, who brought PUC commissioners and our Executive Director, Robert A. Weimar, together on August 28th to discuss the process of approving a tariff and how we have worked with the PUC thus far. Weimar also had the opportunity to share his vision for infrastructure, administrative, and technological improvement for PWSA. The meetings were well attended and members from PWSA's executive staff came to meet with customers and hear their stories. Thank you to Senator Costa and his staff for making it such a productive opportunity for us and our customers.

In the first week of September, the PUC hosted four public hearings, allowing customers to comment on the rate tariff, whether it be in favor of raising rates or against. PWSA staff came to listen to customers and help individuals in any way they could after the sessions were complete. We appreciate



*Pictured above (Left to right): PUC Chairman Gladys M. Brown, PWSA Executive Director Robert A. Weimar, Acting Consumer Advocate Tanya McCloskey*

customers taking the time out of their schedules to join the public process and provide their feedback on our proposed rate tariff.

To read more about our rate tariff, go to [pgh2o.com/rates](http://pgh2o.com/rates).



*PWSA Board Chairman Paul Leger (left) and Senator Jay Costa (right)*



## Media and Press Releases

### PRESS RELEASES

Full press releases can be found at [pgh2o.com/press](http://pgh2o.com/press):

Preparation Begins for Water Treatment Upgrade

PWSA 2018 Curb Box Inspections Top 6,000 Sites

Calming the Storms in Four Mile Run

New Website - In Sight For PWSA!

PWSA Completes Major Renovation of Lanpher Reservoir

PWSA Participates in Public Utility Commission Public Hearings on Tariff

PWSA Nears Phase I Completion of Smallman Water and Sewer Project

PWSA Issues Request for Proposal for Redundant Lanpher Rising Main Project

PWSA Launches Improved Lead Facts Website

PWSA Tackles Thousands of Road and Sidewalk Restorations Across Pittsburgh

## Preparation Begins for Water Treatment Upgrade

### Orthophosphate expected to reduce lead levels

As part of PWSA's Community Lead Response, crews are performing extended water main flushing across the service area to prepare the system for the addition of orthophosphate. Orthophosphate is a food-grade additive that has demonstrated to be highly effective at reducing corrosion from lead pipes.

Due to high lead levels found in some homes, PWSA conducted an extensive study to determine if the Authority should use different water treatment methods to limit corrosion from lead service lines and plumbing. The Authority currently uses soda ash and lime to control for corrosion.

At the end of a year-long study, orthophosphate was found to be more effective than soda ash and lime at reducing corrosion. The Pennsylvania Department of Environmental Protection (PA DEP) agreed with the study's findings and approved PWSA's corrosion control upgrade to orthophosphate. Water systems in large cities across the country

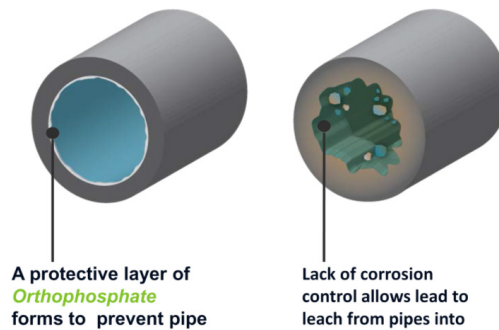
use orthophosphate successfully to reduce the risk of lead in water.

PWSA is in the process of constructing new equipment required to add orthophosphate. In addition, the Authority is preparing for this treatment upgrade by flushing the water distribution system. The flushing effort will span several months and take place across the water service area.

Over the next several months, PWSA will systematically flush the water system by opening fire hydrants. Flushing clears potential sediment from water mains and prepares the

pipes for the protective coating that orthophosphate creates. Flushing will take place during the day and night and may cause temporary brown water for some nearby customers. Read the FAQ on our website at [pgh2o.com/FAQ](http://pgh2o.com/FAQ) to learn what to expect during the flushing process, as well as more information on orthophosphate.

For more information on PWSA's Community Lead Response, go to [pgh2o.com/lead-facts](http://pgh2o.com/lead-facts).

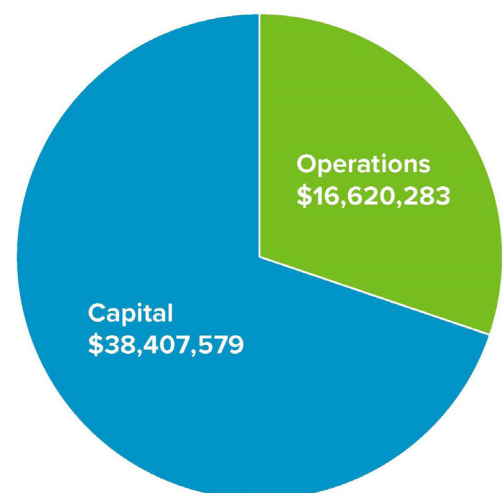


*Pictured left: An advanced water quality study demonstrated that orthophosphate will be effective at reducing corrosion from lead pipes.*

## 2018 YTD Expenditure

Report includes all paid Vendor Invoices and Contractor Pay Applications from January 1, 2018, to September 11, 2018, as well as invoices received but not yet finalized/approved.

Capital	\$ 38,407,579
Operations	\$ 16,620,283
<b>TOTAL</b>	<b>\$ 55,027,862</b>





## PWSA Hosts Las Vegas Water District to Share Construction Management Expertise

On August 23, 2018, representatives from the Las Vegas Valley Water District (LVVWD) visited with PWSA employees and consultants to learn about our implementation of the construction management software, e-Builder.

PWSA began implementation of e-Builder in 2014 in order to create a more accountable and predictable project management and financial database. Prior to implementation, projects and payments were tracked through handwritten documentation. Now, PWSA staff can quickly complete full audits of open projects and payments to ensure on-time and on-budget delivery. Contractor payments that once took an average of 60 days to complete are now processed in 25 days, on average.

LVVWD has recently selected e-Builder as their software for financial reporting on capital programs. Staff were interested in visiting Pittsburgh after learning that PWSA has one of the most robust and successful implementations of the product in the United States. Knowledgeable key personnel demonstrated how the software can manage projects including frequent internal reporting through the user-friendly dashboard and advancing benchmarks based on data. The day culminated with PWSA Executive Director Bob Weimar comparing best practices and sharing creative solutions to common issues.

PWSA is continuously looking for additional ways to maximize e-Builder. Initial planning meetings for a new, public-facing procurement module began the last week of August, and is expected to be launched in 2019.



*Pictured above, LVVWD - Program Controls Manager Gina Neilson , IT Supervisor Chris Hagood, and Director of Engineering Peter Juach. PWSA - Program Controls Manager Giuseppe Sciulli, Project Systems Coordinator Tamoya Herring, Interim Director of Engineering & Construction Barry King, and Executive Director Bob Weimar.*

## Focusing on the Future is Driving Performance

PWSA's efforts to continuously improve is making a difference and the proof is showing up in our Headwaters Dashboard



PWSA envisions a future where we speed up customer service, cut our costs to keep rate increases at a minimum, and improve our water quality. This involves painstaking work of shrinking the time you wait on hold in our call center, cutting red tape that costs time and money, or tracking how many water meters we've replaced or tested. These results create the future we are promising.

PWSA staff members across the entire organization have been very focused on getting stuff done!

The effort to get better and better at what we do is the subject of a program at PWSA called Watermark, and the efforts of PWSA staff are having a measurable impact on our ability to deliver our desired future to our community.

PWSA employees are spending many hours performing complex utility services and applying a common-sense approach to getting work done, in

considerably less time and with less disruption to our customers. In large, aging utilities, many processes have been done the same way for years, sometimes because that's the way we always did something, and nearly everything is interconnected. Tracking those processes, mapping them, and then determining what to do better or stop doing is difficult, but worth it.

Watermark began just this year and has already had successes:

**Call center hold times are down** almost two and a half minutes since February, and that means customers spend less time waiting on the phone to talk to someone.

**PWSA staff have repaired or replaced**

**2,918 water meters** over the past eight months, which means less billing issues for our customers.

**The pace at which we invest in our critical infrastructure is up 500 percent** since the start of the year, which helps improve the reliability of

service to each PWSA customer.

There are more than 50 metrics we are following and tracking for improvement.

All this information is available on an internal "dashboard" called Headwaters, where PWSA employees can track their progress in real time.

Improving our performance and attaining our vision of the future is a long-term endeavor, but we want our customers to keep

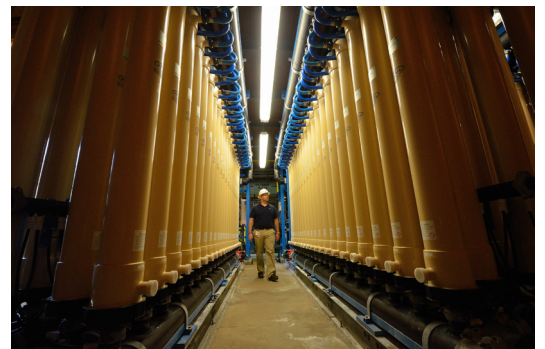
us accountable to that vision. We are producing quarterly reports that show where we are focusing and the improvements we are making. We are also showing where we are lagging. We hope you will share your feedback with us.



Reggie Brown, Customer Service



PWSA hard at work in the field



Microfiltration Plant at Highland Reservoir 1

## New Hires

**Jennifer Presutti**

*Budget Director*

**Jacob Pawlak**

*Government Affairs Manager*

**Edward Barca**

*Treasurer*

**Jason Smith**

*Senior Manager of Capital Projects/Lead*

**Lucas Erny**

*Senior Manager of Capital Projects/Lead*

**Zachary Miller**

*Accounting Specialist*

**Leeland Gotlieb**

*Scientist II*

**WELCOME ABOARD!**

**Megan Hicks**

*Stormwater GIS Analyst*

**Andrea Levendoski**

*GIS Analyst*

**Devan Walters**

*Inventory Control Specialist I*

**Dravaun Lee**

*Customer Service Representative I*

**Ralph Cerminara**

*Plumber*

**Danielle Allman**

*Archival Data Librarian Intern*

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## Job Postings

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

**Director Water Production**, Field Services

**Director Engineering & Construction**, Engineering & Construction

**Equipment Repair Specialist**, Water Treatment Plant

**Plant Maintenance Foreman**, Water Treatment Plant

**Project Systems Specialist**, Engineering & Construction

**Project Manager**, Engineering & Construction

**GIS Specialist**, Engineering & Construction

**Pocurement Specialist**, Finance

**Senior Contract Specialist**, Finance

**Customer Service Representative**, Full-time and Part-time Customer Service

Visit [www.pgh2o.com/employment](http://www.pgh2o.com/employment) to learn more.



## PWSA Employee Spotlight

### George Watson, SCADA Manager



George Watson joined PWSA in January 2018 to manage and operate our SCADA System. SCADA is an acronym for Supervisory Controls and Data Acquisition. It is the system that gives the Authority the ability to remotely and automatically control the water and sewer system from behind the scenes.

While the headquarters of the SCADA system is located at the Water Treatment Plant, every site of the water and sewer system has SCADA built into it. Every tank, reservoir, and pump station are programmed to communicate with the main hub in Aspinwall.

Each of these sites are programmed with controls and alarms that alert operators about the performance of the system. If it's performing normally there's no reason for an alarm to activate, but if one should go off an operator can adjust and make the needed corrections to bring the system back to normal. A level of criticality is built into the alarms – some aren't as urgent, and others will need immediate attention. System

operators know how and when to respond.

Additionally, the SCADA system helps with reporting data back to the Pennsylvania Department of Environmental Protection (DEP). It collects and analyzes data, such as chlorine and turbidity levels. SCADA allows us to generate reports and provide DEP with the information that is needed to meet regulatory requirements and ensure that our water system is compliant.

Managing the SCADA system is complex. It requires a background in computer engineering, knowledge of the electrical, civil, and mechanical engineering that goes into building, maintaining, and operating water and sewer systems. It also requires the ability to program proper controls, and understand system schematic drawings.

George has worked on SCADA systems throughout the country for the past 11 and a half years and helped set up PWSA's current SCADA system in 2014. He has a background in computer science and engineering. He has operated integrated water/wastewater systems in New York, New Jersey, Maryland, Virginia, and West Virginia and has an extensive knowledge of how water systems work.

"The SCADA System is dynamic. I'm always learning something new; I enjoy the collective effort that's needed to ensure the system is operating and mentoring others on what's required to program and operate the SCADA system is a pleasure," he stated.

"I work closely with several people throughout the organization including operations, the lab, engineering, and Diana Szuch as well as support from Jason Felser, the new SCADA Technician. My supervisor, Jim Paprocki, has been a great champion of my work to ensure that I have the resources I need to make sure the system function properly."

George and his wife are enjoying the opportunity to live in Pittsburgh after relocating from Allentown, Pa. They have a 16-month old daughter and this new position gives George the ability to work closer to home with his family. They are having a great time discovering Pittsburgh, attending local festivals, and taking in the local sports scene.

**"SCADA is the backbone of our system. It gives us the ability to set controls, program, and create alarms to ensure that our water and sewer system functions and is delivering quality water to our customers."**

Visit [www.pgh2o.com/employment](http://www.pgh2o.com/employment) to learn more.



# WATER WISE

## Stormwater Tips

### Storm Drains

When storm drains (also known as catch basins) get clogged with recently fallen leaves and debris, water flow to the street is severely reduced. Water ponds along streets and can flood intersections and homes. It is important to monitor and clean catch basins to prevent street flooding, property damage, and hazards to the traveling public.



- **Dispose of leaves & debris** – When cleaning up your yard, rake or blow leaves into a pile and place them in a trash bag for collection. Leaves that blow into the street will eventually end up in the catch basins.
- **Materials dumped into catch basins flow directly into streams & rivers** – This includes pet waste and oil. A single quart of motor oil can contaminate up to 2 million gallons of drinking water; take used oil or antifreeze to a service station or recycling center.

Please regularly inspect storm drains in front of or near your house and remove debris. Never attempt to remove a storm drain grate, only the debris on top of the grate.

*If you see a catch basin filled with debris below the grate, please notify PWSA Emergency Dispatch 24/7 at 412.255.2423 or on Twitter @pgh2o.*



## Do you have steam heat? Let us know!

**PWSA has a winter moratorium on water shut offs for low income customers from December 1 - March 31. Additionally, customers with steam heating systems cannot have their water service terminated during winter months.**

If your property relies on steam heat, please email us at [steamheat@pgh2o.com](mailto:steamheat@pgh2o.com) or call 412.255.2423, Monday - Friday from 8:00 AM to 6:00 PM.

Registering your account will prevent service terminations due to non-payment from December 1 – March 31.



*This request is being made in compliance with 52 Pa. Code § 56.100, which prohibits termination of "heat related service between December 1 and March 31..."*

## Board of Directors

Paul Leger  
*Chairman*

Margaret Lanier  
*Vice Chairperson*

Jim Turner  
*Secretary*

Deb Gross  
*Assistant Secretary*

Chatón Turner  
*Member*

## Executive Leadership

Robert A. Weimar  
*Executive Director*

Debbie Lestitian  
*Chief of Corporate Counsel and Administration*

Barry King  
*Interim Director of Engineering*

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*

## 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](http://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.



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 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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