

CURRENTS

STATE AWARDS \$49 MILLION TO CONTINUE RAPID LEAD LINE REPLACEMENTS

PENNVEST award is largest in PWSA history.



Crews performing lead service line replacement work.

On October 17, the Pennsylvania Infrastructure Investment Authority (PENNVEST) announced that it will provide a \$49 million investment for PWSA to continue to aggressively replace lead lines across our service area. The award is made up of a \$13.6 million grant and \$35.4 million one percent interest loan. The state funding award, the largest ever granted to PWSA, is projected to fund the replacement of 2,800

public lead service lines and 2,400 associated private lead lines in 2019.

The award will allow PWSA to build upon the success of the 2018 Community Lead Response Program, which fully funds private lead line replacements at properties where we are replacing a publicly-owned lead line.

The comprehensive program removes the risk of old lead pipes, while also protecting customers from potential health risks

caused by partial lead line replacements. Since July 2016, we have replaced over 2,200 public lead service lines and over 960 private lines.

The combination of the grant and low-interest loan is projected to save the Authority approximately \$850,000 per year for the next 30 years. This major savings will allow us to deliver additional water quality improvement projects on behalf of the public and may also reduce the amount

of borrowing we'll need in the future.

We will begin contacting customers whose properties are included in the 2019 replacement program in November via letter. Eligible customers must sign an agreement with PWSA to receive a no-cost private lead line replacement. For more information on our Community Lead Response, visit: pgh2o.com/lead-facts

“The infusion of state funding and low-interest borrowing gives our Community Lead Response a major boost. We’re grateful to Governor Wolf, the PENNVEST board, and Mayor Peduto for supporting our application for this critical assistance.”

Executive Director Robert A. Weimar

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COMING UP:

2018 Board Meetings
November 16
December 14

Beechview Area Concerned Citizens & Beechview Block Watch Public Meeting
November 1
Beechview Presbyterian Church

Lincoln Lemington Lead Line Replacement meeting
November 10
Faith Lutheran Church

Four Mile Run: Public Meeting #2 Design Input
November 14
St. John Chrysostom

When It Rains: PWSA talks stormwater at the Carnegie Science Center
November 17
December 15
10:00 am - 3:00 pm
Carnegie Science Center

RAW TALK

By Executive Director Robert A. Weimar



A Strong Financial Footing for Pittsburgh's Water Future

It's no secret that PWSA had challenges in the past, but with a commitment to accountability, reliability, and transparency, we're poised for success. Mayor Peduto requested PWSA present a 12-year plan for Pittsburgh's water systems, and we look forward to sharing our detailed vision.

Like the rest of Pittsburgh's infrastructure, our water infrastructure needs an overhaul. For too long, PWSA had a "fix it when it fails" mentality. We need to get ahead of the curve and renew our entire system. PWSA has a plan and the strong financial position to do just that.

As part of our 12-year plan, we have a Capital Investment Plan (CIP) that includes over \$1 billion worth of investments to improve water quality, safety, and reliability in the next five years. Many critical projects are underway including our lead service line replacement project. Many long overdue drinking water, stormwater, and sewer projects are funded through that plan.

An ambitious CIP requires smart financial planning. We've developed a solid financial plan to minimize the burden on our ratepayers without cutting corners on critical infrastructure needs. We also have a strong credit rating and can borrow at low municipal interest rates.

To fund our CIP, PWSA will draw from three sources: revenue bonds, state and federal grants and financing programs, and Pay-As-You-Go funding.

Revenue bonds are used by public utilities across the country. These bonds are secured with future revenues, and fund improvement projects spread out over the course of the project's life. These bond's interest rates are the lowest offered to public entities.

State and federal programs, can range from grants to low-interest loans. An example of this funding is highlighted in this month's cover story on the \$49 million PENNVEST award. PWSA will continue its successful record of applying for capital funding through federal and state programs in the future.

Finally, the Pay-As-You-Go method uses current-year revenues to pay for current capital expenses. Unlike bonds and loans which pay over time, PAYGO funding uses revenue on hand to work on current projects. This eliminates the cost of borrowing, and avoids interest rates.

PWSA must now obtain formal approval of our rates by the Pennsylvania Public Utilities Commission (PUC), and we must balance the needs of the

utility with the affordability to our customers.

This three-pronged approach makes PWSA well-positioned to deliver an excellent water system for Pittsburgh through 2030 and for future generations. These are exciting times. We are excited to share our vision of a safe, reliable, accountable, and affordable water future with the city. In the coming days you can read more about our plans at pgh2o2030.com.

"With our strong credit and detailed funding plan, we will have the funding we need to deliver the improvements our customers deserve."

The Civic Leadership Academy (CLA) Visits the Water Treatment Plant

The CLA is an 11-week course 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



Executive Director Bob Weimar speaks to CLA class



PWSA participates in 20th Annual 3 Rivers Wet Weather (3RWW) Conference

On October 17-18, 3RWW brought together industry leaders to share knowledge and collaborate on the critical stormwater issues we must face and tackle together.



Ana Flores presents at the 3RWW conference.

Each year, more than 600 municipal officials, engineers, managers, public works directors, and wet weather experts attend this conference to learn, educate, and share experiences for overcoming the wet weather problems that have plagued the Pittsburgh region for decades.

PWSA's Ana Flores, Engineering Technician, was part of a presentation on Saw Mill Run's integrated management plan with Economic Development South and the watersheds of south Pittsburgh. The project is an innovative, collaborative way to manage stormwater in the area.



PWSA IN THE COMMUNITY

PWSA engaged with the community at the following meetings:

When It Rains:
PWSA talks stormwater at the Carnegie Science Center
October 13
Carnegie Science Center

Homewood Cluster 4 Association
October 23
7246 Kelly Street

Civic Leadership Academy
October 24
PWSA Water Treatment Plant

Executive Director Robert A. Weimar is attending local neighborhood community meetings to talk with residents about the future direction of the organization.

Any community group that would like to request a presentation for their neighborhood should contact:
communications@pgh20.com
(please provide at least two weeks advanced notice). All meetings are open to the public.

See us at the Carnegie Science Center

The H2oh! Exhibit provides an opportunity to tell our stormwater story.

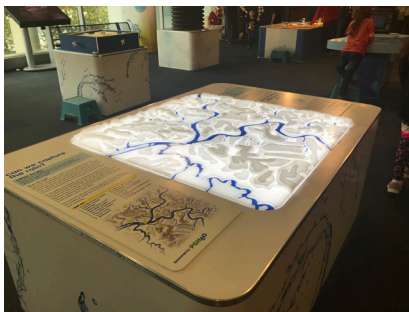


PWSA is a new sponsor of the Carnegie Science Center's H2oh! exhibit. The exhibit tells Pittsburgh's water story, the process for distributing and treating water, and the challenges we must meet to improve water quality throughout our region. PWSA is sponsoring the portion of the exhibit that features a simple model of a watershed to explain the need to manage stormwater and improve water quality.

Each month through the duration of the sponsorship, we'll be on site talking to Science Center visitors about

the work we are doing to reduce flooding and basement backups, keep stormwater out of our sewer system, and improve the quality of water we use for drinking, recreation, cooking, and to keep clean.

Our first event at the Science Center took place on Saturday, October 13th where we spoke to nearly 50 families about our stormwater projects and demonstrated the effectiveness of green stormwater infrastructure using an experiment of Legos, sponges and water – to show what happens when cities become more absorbent.



PWSA's Watershed Table detailing out region's watershed areas.



PWSA Environmental Compliance Coordinator Robin Shaw explaining stormwater



Children learning about stormwater with PWSA's interactive models

Find us at the Carnegie Science Center for H2oh!

Join PWSA at the Carnegie Science Center on Saturday, November 17th and December 15th from 10:00 a.m. to 3:00 p.m.

The Pittsburgh Water and Sewer Authority is a new sponsor of the Carnegie Science Centers' H2oh! exhibition. The exhibit tells Pittsburgh's water story, the process for distributing and treating water, and the challenges we must meet to maintain water quality throughout our region. PWSA is sponsoring the portion of the exhibit that explains the need to manage stormwater.

PWSA Customer Feedback

Going above and beyond to help customers.



Customer Service Kudos!

It is always greatly appreciated when customers take the time to reach out after their problem has been resolved to pass a kind message onto our team. A customer named Molly reached out via Twitter and commented on her experience with Melissa in Customer Service, saying she was on hold for less than five minutes and quickly had her issue resolved. “Refreshingly easy for a phone call with a utility company. I [had] my answers and was off the phone all within 9 minutes of dialing. Thanks!” she said. Thanks, Melissa! This is what we like to hear.

Catch Basin Repairs

PWSA has been hard at work repairing catch basins throughout the service area this construction season. In some areas, crews have to pay special care to ensure the area around their work is restored to its original state.

A customer on Duffield Street let us know via 3-1-1 that they were impressed by our work on a broken catch basin. They thought that the historic brick would be removed for good after we were done, but we put it all back. “They were pleasant and efficient, and the work caused minimal disruption on the street,” they said. Thanks to this customer for recognizing our contractor’s good work! And thanks to the PWSA contract managers who ensure quality results.

Lead Help Team hard at work

We are currently completing lead service line replacements in the South Side Flats neighborhood, which means our Lead Help Team is hard at work walking customers through the process of lead line replacement and getting work agreements signed. A customer reached out to comment on his experience with Donna and Gerri, two of our Lead Help Representatives.

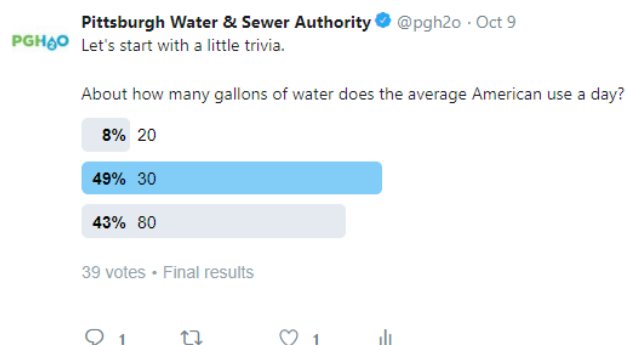
“Wow, what a nice lady, Donna is. Between you and her, I don’t think I have ever spoken to any two nicer people. I’ve always heard Western PA is full of nice people.... I can now see that is indeed the case!” he said. We couldn’t agree more! Thanks, Donna and Gerri, for all the work you do for the Lead Program.

Imagine a Day Without Water

On October 10th, 2018, PWSA joined more than 1,100 organizations for the fourth annual Imagine a Day Without Water Campaign.

Whether it be for drinking, hygiene, recreation, or industry, water is a crucial part of our lives. Have you ever imagined a day without it? The [main goals of the day](#) are to ask Americans and our elected leaders to think about our often-overlooked water systems and bring stakeholders together to raise awareness about the value of water and the need to invest in water infrastructure, so no communities have to imagine—or live—a day without water again. All can have a voice in taking care of our most precious resource thanks to the power of technology—social media activities using the [#ValueWater](#) and [#ImagineADayWithoutWater](#) hashtags reached 6.5 million Twitter users.

On Twitter, we engaged our followers with a few quizzes, asking how much water the



average American uses per day (80 gallons) and about how much water it takes to grow an apple (19 gallons). Most respondents chose incorrect answers for both polls!

A nationwide day without water service would put \$43.5 billion of economic activity at risk, and in just eight days, a national water service stoppage would put nearly 2 million jobs in jeopardy. Keeping our water infrastructure in good health is important for our everyday lives and our wallets.

Pittsburgh Water & Sewer Authority @pgh2o · Oct 9
Tomorrow, we're teaming up with [@TheValueofWater](#), asking people to [#ImagineADayWithoutWater](#) - could you do it?



3 1



Media Coverage

Pittsburgh Has A Stormwater Problem; But PWSA Has A Plan For Schenley Park, [WESA](#)

10 things you need to know about orthophosphate, coming soon to Pittsburgh drinking water, [The Incline](#)

PWSA to begin adding lead reduction chemical to tap water by February, [TribLive](#)

PWSA will continue moratorium on winter water shutoffs for eligible customers, [TribLive](#)

PWSA approves \$158 million in improvements, [TribLive](#)

PWSA eyeing separate fee to tackle stormwater issues, [Post-Gazette](#)

Pittsburgh controller cautions against privatization of PWSA, [TribLive](#)

PWSA secures millions in state money for lead line replacements, [Post-Gazette](#)

State awards PWSA nearly \$50 million for replacement of lead water lines, [TribLive](#)

State aid for lead line replacements could temper PWSA's debt burden, [Post-Gazette](#)

Final Preparations Planned for Ultraviolet (UV) disinfection system in Highland Park

PWSA is completing installation of an ultraviolet (UV) disinfection system at the Highland Park Membrane Filtration Plant (MFP) to provide enhanced disinfection of drinking water.

PWSA is installing an ultraviolet (UV) disinfection system at the Highland Park Membrane Filtration Plant (MFP) to provide enhanced drinking water treatment that will exceed state requirements and reduce potentially harmful disinfection byproducts. Treating water with UV disinfection is highly effective because it attacks organisms in the drinking water at the genetic level, rendering them harmless. UV disinfection will also allow the Highland Park Reservoir 1 to remain uncovered and serve as an amenity to the public. When the project is completed, the MFP will provide up to 26 million gallons of treated drinking water per day.

In addition to the UV system upgrade, PWSA is completing security upgrades at the MFP and the Highland Park Reservoir 1. Upgrades include improvements to the reservoir wall and 24/7 video and live surveillance. These projects will be completed in March 2019 and will cost approximately \$5 million.



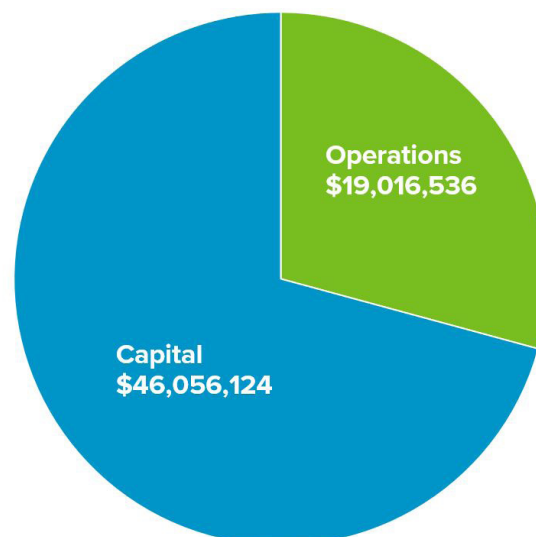
The MFP UV disinfection system will be comprised of two new 24-inch diameter reactors, each rated to treat a maximum flow of 21 million gallons per day (MGD). In addition to the UV System upgrade, we are replacing 320 existing membrane microfiltration modules [four complete racks], replacing eight existing and adding eight new in-line mechanical strainers



2018 YTD Expenditure

Report includes all paid Vendor Invoices and Contractor Pay Applications from January 1, 2018, to October 15, 2018, as well as invoices received but not yet finalized/approved.

Capital	\$ 46,056,124
Operations	\$ 19,016,536
TOTAL	\$ 65,072,660



Introducing the Department of Public Affairs

The role of communications at PWSA is evolving.



Left to Right: Mora McLaughlin, Will Pickering, Jake Pawlak, Rebecca Zito, Julie Ascioffa, Nick Letzkus, Rachel Rampa

Over the past year, the communications department, now Public Affairs, has expanded from four to six full-time employees and a part-time intern all focused on providing customers, city officials, and our business partners with consistent information about PWSA.

The change to Public Affairs reflects the variety of audiences we reach and our desire to have a stronger presence in the community. To address concerns about transparency and responsiveness, PWSA began attending community meetings to provide an update on the state of the Authority and to share information about projects happening in neighborhoods, updates on the lead service line replacement program, the customer assistance program, and rates. Since February, we have met with over 40 community groups, with several more scheduled through the end of the year.

Community relations is a prominent focus of the Public Affairs department. Our monthly newsletter, active social media, presence at community meetings, and being transparent about active capital and construction projects

are the variety of ways we share information with the community. New staff members, Julie Ascioffa and Jake Pawlak, will expand this reach by focusing on the business and development communities, as well as communications with elected officials at city hall and the state.

With this expanded approach and new department name, get to know the people behind PWSA's Public Affairs:

Will Pickering, Senior Manager of Public Affairs

Hired in October 2016, Will joined PWSA because he has a passion for public service. "Working at PWSA is particularly gratifying because our work can improve the lives of our families and neighbors. I really enjoy collaborating with colleagues across the entire organization to find solutions to extremely challenging problems – one example of this is the lead service line replacement program." He loves his adopted home town of Pittsburgh and spends his weekends discovering the city. He's also a fitness fanatic and can be found with his wife, Caitlin, running along Grandview Avenue in Mt. Washington.

Rachel Rampa, Senior Public Affairs Coordinator

Hired in April 2012, Rachel has been at PWSA for six years and enjoys serving the public by being out in the community and assisting with questions from city council. "It is satisfying to know that people feel heard and helped and that in some way I have helped solve a problem they were facing." Being part of

the community is important to Rachel, she finds that Pittsburgh has a unique and warm community connection. She likes learning about each area and meeting the amazing people that make it an exceptional place to live and work. Outside of work, she is active in her own community as an advisory board member for the Strip District Neighbors, and volunteers for the upcoming Brew Museum in Pittsburgh.

Mora McLaughlin, Construction Communication Officer

Mora started as an intern in the summer of 2015 and became a full-time associate in February 2017. This summer she was promoted to Construction Communications Officer – a role which reflects her interest in large-scale construction projects. She graduated from Duquesne University with a degree in Communications and Political Science and is now pursuing her master's degree in Communications Technology at Point Park. She enjoys working with the Public Affairs team, which she describes as "a self-motivated and fun group to work with." In her spare time, she likes to travel and cook.

Rebecca Zito, Communications Project Manager

Relocating back to Pittsburgh from California, Rebecca joined PWSA in August 2017. She likes the intensity of the organization, the positive changes it is making throughout Pittsburgh, and the opportunities it provides to grow as a communications professional. She works most closely on green infrastructure projects and the creation of the new stormwater

Introducing the Department of Public Affairs

Continued from Page 8

program. “It’s exciting to be part of something new. I enjoy the complexity of the work and the collaboration with co-workers, partner agencies, and residents. It’s the most challenged I’ve been in my career.” When not working, Rebecca can be found in a yoga or dance class or at her sewing machine.

Julie Asciolla, Business and Development Relations Manager

Hired this July, Julie is one of the newest members of the Public Affairs team. She is looking forward to becoming a more integral part of the development community by coordinating PWSA’s activities with our private sector partners. “I’m excited to help businesses and developers navigate the approval process and make process improvements that will work for more of our customers.” Julie is active in her Mt. Washington community. She volunteers for community clean-ups, contributes to

the Mount Washington Community Development Corporation’s Economic Development Committee and recently became a core team member of the civic group, Neighbors of the Mount.

Jake Pawlak, Government Affairs Manager

Jake is the most recent addition to the Public Affairs team. Hired in September he is our liaison to local and state elected officials. Before joining PWSA he held a similar position at the Urban Redevelopment Authority, and also has prior experience working in the Pennsylvania Senate. “Working with other government agencies and finding ways to collaboratively solve problems for customers is something I’m excited to do at PWSA.” Outside of work Jake enjoys backpacking and camping.

Nick Letzkus, Communications Intern

Nick joined PWSA this summer as

an intern and has been an integral part of the Public Affairs team. Each day he tracks media coverage, helps gather information for our Emergency Response Protocol, and assists team members with a variety of other projects. In addition, Nick has spent time producing maps and entering data with the Geographic Information Systems (GIS) team. “As a relatively new PWSA employee, it has proven very helpful as both a Public Affairs and GIS intern to better familiarize myself with our infrastructure,” he says. He graduated from the University of Pittsburgh with a degree in Political Science, and is grateful to have the opportunity to play a part in PWSA’s evolution by engaging the public in his home region of Pittsburgh. Outside of the office, Nick enjoys reading, the outdoors, seeing live music, traveling, and the general company of his family and friends.

PWSA Celebrates Customer Service

National Customer Service Week is celebrated annually during the first full week of October.

On October 1-8th, the PWSA Customer Service Team celebrated this annual event by incorporating fun and strategic events into their day. Staff earned tickets for raffle items by assisting coworkers, or for providing excellent customer service. It was a great way to motivate the team and an important reminder that great efforts reap great rewards!



New Hires

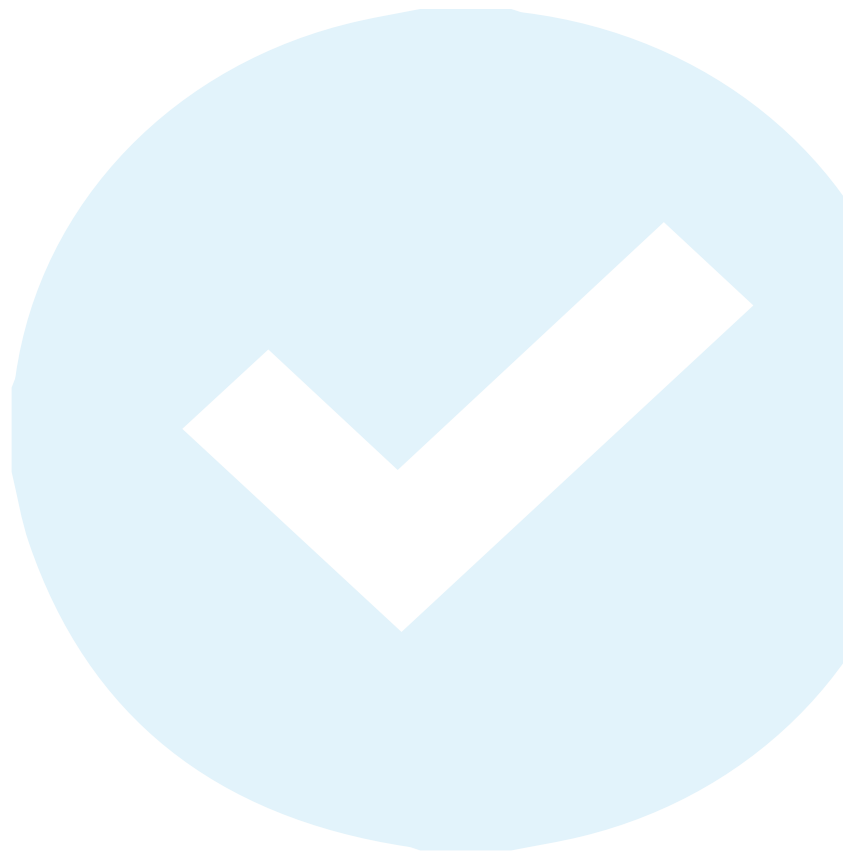
Thoryn Simpson

Senior Contract Specialist

Lee Leonard

Network Systems Administrator

WELCOME ABOARD!



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

Project Systems Specialist, Engineering & Construction

Project Manager, Engineering & Construction

GIS Specialist, Engineering & Construction

Lead Program Customer Assistance, Engineering & Construction

Procurement Specialist, Finance

Senior Contract Specialist, Finance

Scientist I, Environmental Compliance

Field Services Tech II, Field Services

Laborer, Field Services

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

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



WATER WISE

Stormwater Tips

Fall Stormwater Tips



There are many sources of stormwater pollution unique to the fall season. Leaves and yard waste dumped into a stormwater basin or near a waterway can cause harmful nutrient accumulation. Leaves swept into the street can also easily enter storm drains and make their way into our rivers.

Fall is also the time for seeding and fertilizing your lawn. Any excess fertilizer applied to your lawn cannot be absorbed by the soil, and washes away with the rain. Bare soil can also run off into streams and cause sediment pollution. All of these problems can be avoided by following these pollution prevention tips:

- **Dispose of leaf litter and yard waste in a compost pile, not in the street.** You can shred yard and leaf waste to use as mulch or fertilizer for your yard and garden.
- **Do not use fertilizers immediately before a rainstorm, and do not apply them in excess.** Always follow the directions on the bottle for safe application and disposal whenever you use a chemical product. Reduce outdoor and household chemical use as much as possible.

Following these steps during your fall outdoor tasks can make a big difference for the health of our rivers, and we thank you for cooperating with this effort!



The essential nature of water is more noticeable when it's right in front of us. How much water does our everyday household items use?

- A toilet uses 33 gallons
- A shower uses 28 gallons
- A faucet uses 26 gallons
- A washing machine uses 23 gallons
- A dishwasher uses two gallons

When we think of our smartphones, we probably don't consider one of the main ingredients to build one is water. Do you know how much water is used to produce just one? According to the [Water Footprint Calculator](#), it takes 3,190 gallons! In fact, every manufactured product most likely uses water at some point in the production process. For example, it takes:

- 13,737-21,926 gallons to produce a car
- 3,626 gallons to produce leather shoes
- 2,839 gallons to produce a cotton bed sheet
- 2,108 gallons to produce a pair of jeans
- 659 gallons to produce a t-shirt

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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.



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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