

CURRENTS

PWSA RELEASES 12-YEAR PLAN FOR PITTSBURGH'S WATER FUTURE

PWSA Shares Vision Through 2030 and Beyond



On November 15th, we released a 12-year plan for Pittsburgh's water future, entitled PGH2O 2030. At the request of Mayor William Peduto, this plan outlines PWSA's vision for Pittsburgh's water future, through 2030 and beyond. We welcomed the opportunity to share our vision, goals, and plans to maintain strong financial health and invest in infrastructure projects.

Pittsburgh's past and future are tied to water. As public servants and residents of Pittsburgh ourselves, our top priority is providing safe, reliable water to every customer - regardless of their income. PWSA has fallen short in the past, but we are committed to excellent customer service

and upgrading our drinking water, stormwater, and sewer systems. We are building water infrastructure for the next generation of Pittsburghers.

The 2030 plan details PWSA's strategy to pay for needed upgrades in a way that is smart and responsible. With a good credit rating, we can continue to borrow at low interest rates, while we simultaneously improve our cashflow.

Centered around transparency, accountability, and reliable water service, the 2030 plan covers several areas: PWSA's vision and goals; history of Pittsburgh's water systems and the path that brought us to today; current financial status; and plans for investing in drinking water, stormwater, and sewer infrastructure.

Additional details are also available in documents previously submitted to the Pennsylvania Public Utility Commission, including our Long-term Infrastructure Improvement Plan (LTIP) and Compliance Plan.

For more information on the 2030 plan visit the website at pgh2o2030.com.

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“As we invest in infrastructure that is built to last, we’re mindful that PWSA must be a strong financial steward of a critical asset for city residents. The future of PWSA is bright.”

PWSA Board Chairman Paul Leger

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COMING UP:

2018 Board Meetings
December 14

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

PUC and Representative Ed Gainey Customer Assistance Event
December 5
10:00 am - 3:00 pm
House of Manna Faith Community

PUC and Representative Jake Wheatley Customer Assistance Event
December 6
10:00 am - 3:00 pm
Spartan Community Center of Hazelwood

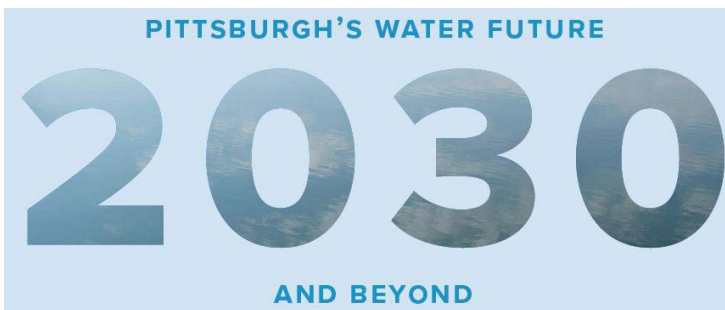
PWSA offices will be closed
November 22 and 23

RAW TALK

By Executive Director Robert A. Weimar



Our roadmap to renewal



Every four years, the Pennsylvania sections of the American Society of Civil Engineers evaluates the condition of critical public infrastructure, like roads, bridges, dams, and water systems. On November 14th, the Society released their 2018 infrastructure report card. Sadly, though not unexpectedly, they gave both drinking water and stormwater systems in the entire state a D grade.

The report card shows that our infrastructure challenges aren't unique. Water utilities across the state are struggling to address water main breaks, leaking pipes, and intense storms. However, I can confidently say that for the first time in our history, PWSA has the financial resources and a plan of action to renew our infrastructure.

I encourage you to take the time to read our recently unveiled comprehensive twelve-year plan that we're calling PGH2O 2030 (pgh2o2030.com). PGH2O 2030 includes our roadmap to renewal; a new chapter in our story, with new

leadership, a new commitment to our customers, and new plans to move us into the future. We will achieve this renewal by

focusing on the following goals to:

1. Responsibly and sustainably manage Pittsburgh's water well beyond 2030.
2. Provide safe, reliable water 24/7/365 to our customers and provide them with excellent customer service.
3. Renew and upgrade our drinking water, stormwater, and sewer infrastructure to exceed all compliance standards.
4. Prioritize public health and replace all lead service lines.
5. Make water service accessible through customer assistance to our lower-income customers and continue a moratorium on winter water shut-offs.
6. Be accountable, accessible, and fully transparent to our customers.
7. Fairly and equitably charge each customer based on their usage of our system.
8. Be a valued regional environmental steward of our most precious resource.

We want Pittsburgh to take pride in our water. You own these systems, and they've served us well for more than a century. With renewed vision and leadership, we will restore PWSA to serve the public for the next century too. We are your neighbors, as well as public servants, who work for you, so please let us know how we're doing when we see you around town. We want to get this right. This is our water, and our future.

“With renewed vision and leadership, we will restore PWSA to serve the public for the next century. We are your neighbors, as well as public servants, who work for you.”

PWSA Talks About the Future and Stormwater with Beechview Residents

PWSA attended many community meetings in 2018 to be transparent about the future.

PWSA's Executive Director Bob Weimar and Engineering Technician Ana Flores were pleased to be joined by Councilman Anthony Coghill, who participated in what ended up being a productive two hour discussion on many topics, including infrastructure improvements, local developments impacting stormwater, customer assistance programs, and a presentation on stormwater mitigation in Saw Mill Run.



Thanks to the Beechview Community Council and Councilman Coghill for having us tonight! Bob had a chance to touch base with customers about what's ahead for PWSA.



Great Race Recognition - Team PWSA!

On October 25th, the PWSA Great Race team received certificates from the Mayor's Office in the City Council Chambers for their completion of the race 41st Annual Great Race 10K.

Pittsburghers love this annual race, and the employees at PWSA are no exception. The event benefits the Richard S. Caliguiri Amyloidosis Fund, dedicated to supporting medical research. Team PWSA (pictured right) consisted of Engineers Matt Smuts and Manda Metzger, Water Quality Data Manager Michael Czynpinski, Administrative Assistant Megan Zebre, and Communications Project Manager Rebecca Zito (not pictured). We are already looking forward to next year's race!



Gearing Up for Four Mile Run

Creating an engaging dialogue about managing stormwater

What does it take to create a successful community meeting? It takes many hours working behind the scenes, a great deal of collaboration, and a clear vision about the input needed to move the project forward.

On November 14th, PWSA hosted an interactive workshop to gather input from residents about the Four Mile Run Stormwater Improvement project. The neighborhoods surrounding Four Mile Run include Greenfield, Hazelwood, Oakland and Squirrel Hill.

The impacts of stormwater, as we've seen this summer and fall, can flood neighborhoods and cause sewage to backup into basements. It can also erode park trails and hillsides and pollute our rivers. Those living within Four Mile Run are all too familiar with its impacts and this project will address many of the challenges that stormwater is causing throughout these neighborhoods and Schenley Park.

The goal of the Four Mile Run project is to improve water quality and create safe, flood-prepared neighborhoods. The project is designed to decrease the risk of flooding, basement backups, and combined sewer overflows. It will also control sediment, provide

wildlife habitat, and filter pollutants from stormwater before it enters the river.

The planning of the meeting began in September with creating a format and identifying the areas where community input is needed. This was a deliberate and collaborative process led by PWSA staff and the project's design team of engineers, community engagement specialists, ecologists, park stewards, and designers.

Seven stations at the meeting walked people through the most critical parts of the project:

- Capturing rainwater in the neighborhoods
- Panther Hollow streams and bridges
- Panther Hollow Lake
- New connection under the railroad
- New stream through Junction Hollow
- Connection and gateway to Schenley Park, and
- Connection from The Run to the River



“We are creating a forum for people to provide input on what components are most important to them. It’s an opportunity to share ideas and have one-on-one discussions about the strategies for managing stormwater.”

PWSA Project Manager Megan Zeigler



PWSA IN THE COMMUNITY

PWSA engaged with the community at the following meetings:

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

Mt. Washington CDC Community Forum
November 15
Mt. Washington Senior Center

Ivyglen and Odette Streets Sewer Relocation Project Meeting
November 15
Fairhaven United Methodist Church

PWSA Customer Assistance Programs are Back for Winter 2019

The PWSA Board of Directors announced in October the Customer Assistance Programs are reinstated for 2019.

All eligible low-income customers are encouraged to re-enroll to ensure that their water is not shut off due to non-payment from December 1 through March 31. This moratorium is available to single-family residential customers earning an annual income that is at or below 250% of the Federal Poverty Level. Customers must enroll in the program annually.

In addition to the Winter Moratorium, PWSA also offers Bill Discount and Hardship Cash Assistance to eligible customers. All three assistance programs are administered on behalf of PWSA by Dollar Energy Fund.

PWSA recognizes that many customers struggle to keep up with utility payments in the winter months, and our decision to continue the Winter Moratorium program affirms our commitment to protecting our most vulnerable residents from water shut off.

If you or someone you know are interested in these programs and want to see if you qualify, contact Dollar Energy Fund at (866) 762-2348. See our income eligibility chart below to see if you fall within the income limits. You can learn more at: pgh2o.com/CAP.

People in Household	Annual Income Eligibility (150% of Federal Poverty Level)
1	\$18,090
2	\$24,360
3	\$30,630
4	\$36,900
5	\$43,170
6	\$49,440
7	\$55,710
8	\$61,980
For more than 8 people, add this amount for each additional person.	\$6,270

People in Household	Annual Income Eligibility (250% of Federal Poverty Level)
1	\$30,150
2	\$40,625
3	\$51,050
4	\$61,500
5	\$71,950
6	\$82,400
7	\$92,850
8	\$103,300
For more than 8 people, add this amount for each additional person.	\$10,450



Media and Press Releases

MEDIA COVERAGE

Moratorium on winter water shutoffs available for eligible PWSA customers, *TribLive*

PWSA announces tentative targets for 2019 lead line replacements, *Post-Gazette*

PWSA approves \$10.5M for lead line replacement, *TribLive*

Viewpoint: A plan to overhaul water infrastructure, *Pittsburgh Business Times*

PRESS RELEASES

PWSA Releases 12-Year Plan for Pittsburgh's Water Future, *November 15*

Eligible Customers Encouraged to Re-Enroll in Winter Moratorium and Bill Discount Programs, *November 6*

Mayor William Peduto, DEP Secretary Patrick McDonnell, PWSA and state officials recognize major progress addressing lead in water, *October 26*

Meet PWSA's New Finance Team

The Finance Department at PWSA is expanding.



Left to Right: Tamoya Herring, Jen Presutti, Ed Barca, Rachel Romano, Zach Miller, John Nagel

One of the most important priorities of PWSA is ensuring that we spend the ratepayer's money in the most efficient way possible. Those tasked with leading that charge are part of our Finance Department, whose duties include overseeing the budget, securing funding, and managing debt.

Throughout 2018, the Finance Department has seen a wave of fresh faces hired to evaluate current processes and develop creative solutions for improvement. One of the first focuses is standardizing operating procedures. These financial policies will set predictable and transparent standards that the Authority will follow for years to come. The Board has approved three new policies, with three more in the pipeline, that will overhaul debt management, financial management, and capital asset designation.

With oversight from the Pennsylvania Public Utility Commission is in full swing, standardizing financial reports Authority-wide to keep a comparable record of expenditures and revenues

and coordinating with Department heads to create smart, strategic budgets is keeping this team busy into 2019.

The Capital Improvement Plan budget is growing from \$50 million in 2018 to \$150 million in 2019. It is more important than ever before to have qualified individuals examining all aspects of PWSA's financial capabilities. Read on to learn more about their team:

Jen Presutti – Budget Director

Jen was hired in September 2018 to manage the budget for PWSA. With a Master's of Public Policy and Management from the University of Pittsburgh and experience at the City of Pittsburgh's Office of Management and Budget, Jen strives to constantly improve processes. Her heart is in the work and she feels incredibly fortunate to work for the residents of Pittsburgh to create a better City. Although she doesn't get out much for lunch she could eat her weight in pizza.

Ed Barca - Treasurer

Ed is also a recent hire, starting in August 2018. Among many of Ed's accomplishments, his M.S. in Finance and previous experience as the assistant director of finance for the City of Pittsburgh will help PWSA establish and build a more substantial financial foundation. Ed is excited to join an organization that has the public's interest in mind when providing essential water and wastewater services to the citizens of Pittsburgh. He believes that Pittsburgh is truly a unique City with its combination of history, great restaurants and sports culture that create a "small town in a big city" atmosphere.

Rachel Romano – Finance Manager

Rachel has been the finance manager since 2005, overseeing all of the nitty-gritty financial aspects of PWSA including audits, reconciling accounts, and budget support. She has a Bachelor's Degree from the University of Pittsburgh in Finance and Marketing. She is currently completing her MBA. Rachel is a huge Pittsburgh sports fan, especially Pitt football.

Finance Support

Many of the department's everyday tasks are supported by a team. Accounting Specialists Zach Miller and John Nagel ensure that checks are cashed, revenues are recorded, and funds are appropriately assigned. Project Systems Coordinator Tamoya Herring is the lead administrator of our eBuilder software and uses the technology to analyze and predict the costs associated with the operating and capital budgets.

Rebuilding the Clarifier Basins to Improve the Water Treatment Process

In-house crews tackle tough cleanup, saving millions.

Clarifiers, also known as settling basins, are located in the Aspinwall Water Treatment Plant and perform an important part of the water treatment process, called coagulation. This process separates large sediment, like dirt and other debris brought in from the river. To remove these solids from the bottom of the clarifier, large chains called “flights” are pulled along the floor of the clarifier basins.

PWSA enlisted an internal labor force to clean out the basin floors to prepare the area for a complete rebuild. By using high-pressure hoses capable of washing away excess solids into the sewer, the solids are then routed to the Allegheny County Sanitary Authority (ALCOSAN) for proper treatment. The Authority will save approximately \$4.5 million dollars by performing this work in-house, rather than outsourcing to a private contractor.

Our operations staff is always thinking of innovative ways to “Get Stuff Done” around our facilities to save ratepayer dollars and improve the health and vitality of our system. Thanks to our crews that are taking on this task, getting their hands dirty, and saving millions of ratepayer dollars.



New Hires

Aileen Evans

Customer Service Representative

Renetta Johnson-Calloway

Customer Service Representative

Ethan Vermillion

Archival Data Librarian Intern

WELCOME ABOARD!



Job Postings

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

Director Engineering & Construction, Engineering & Construction

Project Systems Specialist, Engineering & Construction

Project Manager, Engineering & Construction

GIS Specialist, Engineering & Construction

Procurement Specialist, Finance

Senior Contract Specialist, Finance

Plant Operator, Water Treatment Plant

Electrician, Operations - Water Production

Clerical Specialist II, Customer Service/AMI

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

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

Conserving Energy Benefits the Environment and the Bottom Line



PWSA is making great strides in electricity conservation by participating in Duquesne Light's Demand Response Program.

Demand Response is a program designed to encourage facilities to curtail power use during periods of grid emergencies or peak power grid prices. By reducing electricity usage during these grid events, facilities can earn money to help reduce strain on the electric grid.

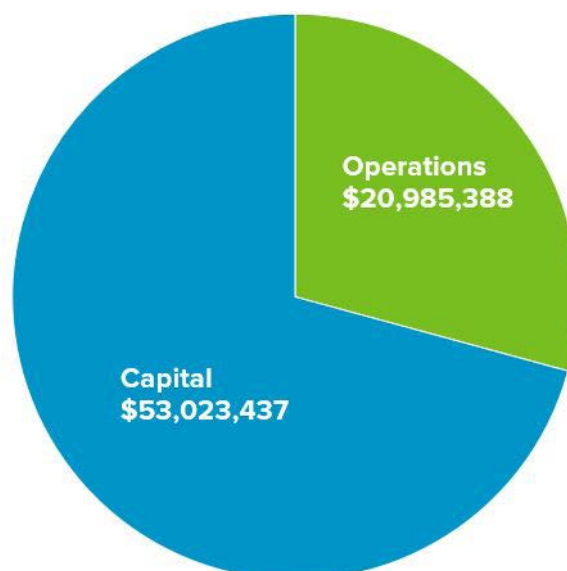
PWSA participated by conserving water pumping during high-energy demand days this past summer. As a result of these actions, we will receive a \$32,847.43 rebate from Duquesne Light. We expect to receive additional rebates from the program in the coming months.

Our water operators make this all possible. Their attention to detail has allowed us to reduce our costs and help the environment.

2018 YTD Expenditure

Report includes all paid Vendor Invoices and Contractor Pay Applications from January 1, 2018, through November 2, 2018, received but not yet finalized/approved.

Capital	\$ 53,023,437
Operations	\$ 20,985,388
TOTAL	\$ 74,008,825





WATER WISE

Winter Stormwater Tips

Stormwater management isn't just a warm weather concern.



Most de-icing salts won't melt ice when the temperature is below 15 degrees Fahrenheit. After the ice melts, the remaining materials can get into our storm sewers and pose a threat to the health of our waterways.

The following tips can help manage ice and snow on driveways and walkways:

- **Using more salt does not equate to more melting.** Since salt takes time to work, a hand-held spreader can help apply a consistent amount.
- **Try alternative materials for traction.** Sand and kitty litter can clog sewers and degrade stream habitat when washed away. Cracked corn can be an alternative to try that is more environmentally friendly.
- **Sweep up excess.** Sweep any excess salt or sand once the pavement is dry, before it is washed away by the rain.
- **Know what's in your product.** Products containing an acetate, potassium chloride, or magnesium chloride are more environmentally friendly than sodium chloride or calcium chloride.



Protect Your Pipes

There are many steps that you can take to help prevent frozen pipes in your home. Water expands as it freezes, placing tremendous pressure on your pipes, which may cause them to break. Frozen pipes can lead to costly repairs. Know how to protect your home by following these easy steps:

- **Remove, drain, and store outside garden hoses.** Close the valves inside that control the water supply to the outside hose attachment (known as a bib). Open the outside hose bib to allow any remaining water to drain.
- **Know your home.** Locate your water meter, main shut-off valve, and individual fixture valves inside your home.
- **Insulate water pipes, faucets, and water meters located in unheated areas.** Open cabinet doors to allow warm air to circulate around pipes.
- **If you are leaving your home for the winter, or an extended period of time, consider closing your main shut-off valve and draining your pipes.**
- **If your pipes have a tendency to freeze in the winter, consider allowing water to drip slightly.**



Customer Assistance Program

Our Customer Assistance Program is designed to provide financial relief for low income residential customers who are having difficulty paying their water and sewer bill.

For more information about our programs, including the Winter Shut-off Moratorium, Bill Discount, Cash Assistance, and Private Lead Line Replacement Community Environmental Project, please visit pgh2o.com/CAP or call Dollar Energy Fund at [866.762.2348](tel:866.762.2348).



Stay in the Know by Giving Us Your Digits

Did you know that we call customers during water emergencies and outages? Please verify that we have the best number to reach you. You can even add multiple numbers for your account, so your entire household is informed about our work.

HOW DO I UPDATE MY CONTACT INFORMATION?

Call PWSA Customer Service: [412.255.2423](tel:412.255.2423)

Or visit our website: pgh2o.com and click on "Update Contact Info"

PWSA is committed to maintaining and protecting the confidentiality and privacy of our customers and will not share your information with third party vendors.

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Jennifer Presutti
Budget Director

Kelly Morgano
Human Resources Manager

Rick Obermeier
Director of Field Services

Will Pickering
Senior Manager of Public Affairs

Julie Quigley
Director of Administration

Stay in Touch with PWSA!

PWSA wants to have an ongoing dialogue with our customers and the Pittsburgh community. Join our mailing list at pgh2o.com/subscribe to receive press releases, our monthly newsletter, and other announcements you won't want to miss.

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