

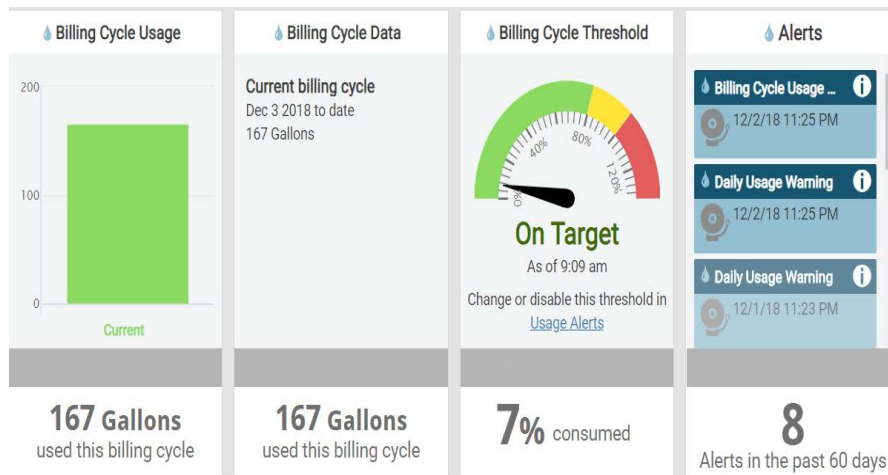
CURRENTS

ONLINE DASHBOARD ALLOWS CUSTOMERS TO MONITOR WATER USE IN REAL-TIME

Custom digital alerts can keep you informed of your consumption

Diagnosing a higher than normal monthly water bill can be tricky. It could be from a leaking toilet in your basement, a leaking sprinkler in your yard, or even family staying in your home for the holidays. Without the ability to monitor your water use on a real-time basis, you often won't be aware of a spike in your water use until you receive your monthly bill.

We're excited to announce that our new Customer Usage Portal will help take the guesswork out of your water bill, by allowing you to monitor your water consumption on an hourly basis. The portal uses our advanced metering infrastructure (AMI) technology to display details of your water consumption online. In addition to our online dashboard, you can set up text message or email alerts for when your usage reaches a threshold



that you define. You can also add multiple users to receive alerts so that your entire household, or tenants of a rental property, can be aware of their water consumption.

This high-tech new offering is free to customers and can help you manage how much you pay for water per month. The information required for enrollment is located on your monthly bill, and instructions for setting up your portal are available at pgh2o.com. Customers who need assistance with signing up can call Customer Service at 412.255.2423.

How Does It Work?

PWSA has used AMI technology for several years to remotely communicate with water meters. Each customer's meter is wired to a transponder on the outside of a building that manually tracks usage. The transponder communicates via radio frequency to receivers placed on elevated PWSA infrastructure, such as water towers. That information is then transmitted to PWSA, so we can accurately apply water usage to each bill. The Customer Usage Portal allows our customers to see this useful water use information at the same time as we do!

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COMING UP:

2019 Board Meetings

January 25
February 22
March 22
April 26
May 24
June 28
July 26
September 27
October 25
November 22
December 20
Meetings are open to the public starting at 10:00 am at 1200 Penn Avenue.

PWSA offices will be closed December 24 and 25

RAW TALK

By Executive Director Robert A. Weimar



Refreshing our approach to water quality

I talk a lot about the infrastructure that delivers drinking water to our customers and the sewer systems that take it away after it's used. But infrastructure is only one piece of the puzzle. We're also taking major steps to optimize how we treat drinking water before it reaches your tap. As we pledged in our PGH2O 2030 Plan, we're committed to providing our customers with water that not only meets, but beats the standards set by state and federal regulations.

A key step to meeting our commitment is putting the right people in place to lead our water quality improvement initiatives. As you'll read in this issue of *Currents*, we've added Ron Bargiel to the team to serve as our chief of

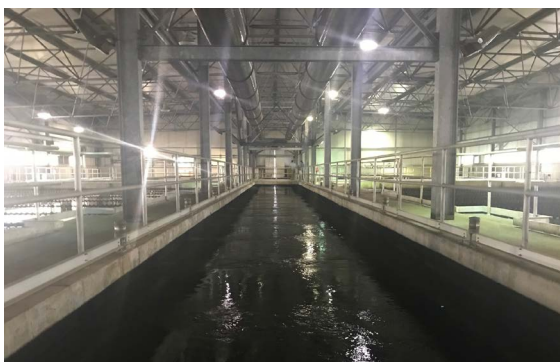
water quality. Ron is overseeing our water treatment and water quality initiatives. He brings with him over 40 years of experience, including leadership roles at another major water utility in Pennsylvania. Ron's leadership is complemented by ongoing strategic guidance and assessment from international engineering firms with experience optimizing drinking water systems across the globe.

We're also reconvening our Water Quality Advisory Board that is made

up of regional experts from academia and technical fields. This group will provide input on our plans to improve water quality and treatment. In late November this group reviewed our strategy for applying orthophosphate to reduce corrosion from lead pipes. This group will meet quarterly to ensure that our water quality decisions are fully vetted and in line with the latest research and best practices.

Renewing the facilities and equipment at our Water Treatment Plant is another way we're elevating

the quality of our water. PWSA's public-private partnership with CWM Environmental to manage the water quality lab is bearing fruit. Recently, our lab was recertified by the state for



These clarifiers, also known as settling basins, were recently rebuilt at the Water Treatment Plant.

bacteriological analysis. Being able to perform these tests in-house allows us to monitor water quality more quickly and saves money by avoiding use of a third-party lab.

Additionally, we're recommissioning our "pilot plant." This unique facility operates as a scale model of the treatment plant, which will allow us to test changes to the treatment process before implementing them in the actual system. The pilot plant also provides an excellent opportunity for us to partner with local academic

institutions to conduct mutually beneficial research on our water system.

Our top priority is delivering safe, reliable drinking water to all of our customers. We are committed to making the upgrades to the system necessary to achieve that goal. Some of our improvements are obvious, like removing all lead lines in the city before 2030. But some are less obvious, like these behind the scenes water quality initiatives. I can assure you that the leadership at PWSA is committed to restoring the brilliance of Pittsburgh's water system. As you can see in the pages of this newsletter, we're actively building and maintaining a system that we can all be proud of, now and in the future.

"PWSA is committed to restoring the brilliance of Pittsburgh's water system. Our top priority is delivering safe, reliable drinking water to all of our customers, and we are committed to making the upgrades to the system necessary to achieve that goal."

Getting Stuff Done (GSD): Going above and beyond to help customers



New Enhancements Boost Customer Service Performance

New phone technology and operational changes are helping to serve customers more quickly. PWSA recently installed an improved telephone system that allows our Customer Service staff to more efficiently manage customer calls. This advanced Voice over Internet Protocol (VoIP) system provides our management personnel with real-time call monitoring and produces reports that can evaluate our productivity in greater detail. Additional benefits of the system include call recording for dispute resolution and enhanced automated greetings.

Our telephone queue was also streamlined to minimize the time spent between calls and reduce hold times. Prior to the upgrades, approximately 15 percent of calls to Customer Service were dropped by customers. In November 2018, that number was reduced to 2.4 percent.

The technology upgrades, paired with additional training and keen oversight by management, are helping us Get Stuff Done (GSD) for our customers!



PWSA crews respond quickly for a lead line coordination

Customers sent a nice note of thanks to all of the PWSA employees who responded to their request for an unplanned lead line replacement coordination.

It all started with a call to our emergency Dispatcher Tyrone Williams, who quickly connected the customer with Scott Root with our Lead Help Desk. Scott was very attentive; he contacted the appropriate team immediately and followed up with a phone call that PWSA was trying make the repair that afternoon.

“A cotillion of PWSA employees came with machinery and trucks to begin the repair. It had been raining all day, and was cold and dark. Nothing stopped the team from doing a fantastic job and having our water turned on. They worked diligently into the late evening. Chris [Brueken], the foreman, was very helpful in explaining the process and what we needed to do in order to flush the lines and get the water running throughout the home.”

Many thanks to Tyrone, Scott, Chris, and the field crew of Melissa Bizub, Damon Gray, Jonathan Zelina, Lisa Harris, Phil Reiser, and Tom Conlin who helped these customers out in a pinch and got their water flowing again!

Stormwater Impacts Everyone

PWSA forms Stormwater Advisory Group to weigh in on stormwater solutions.

2018 has been one of the wettest years on record in our region with 53.42 inches of rain and snow, which equates to 15 inches more than our average precipitation of 38 inches. This increase is caused by more frequent and severe storms. Heavier rains coupled with aging stormwater infrastructure and poor stormwater management lead to neighborhoods flooding, basements backing up with sewage, and stormwater running off into our rivers and streams.

Aging water infrastructure and inconsistent stormwater management are two challenges we frequently talk about when discussing stormwater, but another challenge is the way we charge for stormwater, operation, maintenance, and system investment cost.

Stormwater Advisory Group

PWSA formed a Stormwater Advisory Group to provide guidance on how to address this issue. Twenty high level stakeholders from the public and private sectors, as well as representation from PWSA customers familiar with the impacts of stormwater, comprise the committee.

The group is tasked with developing a recommendation for implementing a dedicated stormwater fee and incentive programs to fund stormwater management efforts throughout



PWSA is building innovative stormwater management systems, such as this one at Centre and Herron. These new systems are designed to absorb, retain, or redirect as much as rainwater as possible before it enters our overburdened sewer system.

Pittsburgh.

The first meeting occurred on November 29th and the group will continue to meet January through April 2019 to develop recommendations to present to PWSA's Board of Directors.

A Healthier and Better Pittsburgh

By changing how we charge for stormwater, we can fix how it's managed and provide multiple benefits for a healthier and better Pittsburgh, some of which include:

- Significantly reducing the amount of sewage and pollution entering our rivers.
- Fewer homes with flooded basements.
- Fewer taxpayer dollars needed for costly flood repairs.
- Making Pittsburgh more attractive to residents, newcomers, and businesses.
- A funding mechanism that is truly equitable, in which everyone pays their fair share for stormwater.

“The Stormwater Advisory Group will provide their diverse perspective on stormwater concerns to PWSA and provide feedback on how to equitably allocate the costs associated with necessary stormwater infrastructure improvements.”

David Miller, Stormwater Advisory Group Chairman and University of Pittsburgh Professor



PWSA IN THE COMMUNITY

PWSA engaged with the community at the following meetings:

When It Rains:

PWSA talks stormwater at the Carnegie Science Center

November 17

December 15

10:00 am - 3:00 pm

Carnegie Science Center

Perry Hilltop and Fineview Citizens Councils

November 27

Pittsburgh Project

PUC and Representative Ed Gainey Customer Assistance Event

December 5

10:00 am - 3:00 pm

House of Manna Faith Community

Bellefield Area Citizens Association

December 11

Christian Science Church

PUC and Representative Jake Wheatley Customer Assistance Event

December 12

10:00 am - 3:00 pm

Spartan Community Center of Hazelwood

Outreach for the 2019 Lead Service Line Replacements Program is Underway

The Pennsylvania Infrastructure Investment Authority (PENNVEST) recently awarded PWSA \$49 million in funding to aggressively continue replacing lead lines across our water 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 3,400 public lead service lines and 2,800 associated private lead lines in 2019. Replacement locations will be focused in neighborhoods with a likelihood of at-risk populations, such as pregnant mothers and young children.

In early November, PWSA mailed out informational packets and agreement forms to about 10,000 homeowners and tenants who will be impacted by the 2019 Lead Service Line Replacement Program.

We have already received over 2,400 signed consent agreements, even before attempting any additional outreach efforts. Post-packet mailing outreach, which includes follow-up phone calling, door hangers, and door-to-door canvassing, will occur throughout December and January.

For our 2018 program, over 2,000 lead service lines have been

replaced thus far towards our goal of about 2,200 by the end of December 2018, with a 95 percent participation rate in the program!

Here's what our customer Nick Smyth had to say about the service of the crew that replaced his lead line:



Nick Smyth
@finnsmyth

Follow

We were v impressed by the speed and professionalism of PWSA's contractors who replaced our (118 year old) lead water service lines this week, for free. For anyone else in the City who is considering having it done, we highly recommend it! @pgh2o @erikastrassbrgr @danielgilman

2:23 PM - 10 Nov 2018

2 Retweets 10 Likes



2



10

If you received one of our packets in the mail, make sure to return your consent agreement using the included instructions as soon as possible to ensure you will be part of the 2019 lead line replacements.

Our Lead Help Desk representatives are available to answer any questions about the program. They can be reached at [412.255.8987](tel:412.255.8987) or leadhelp@pgh2o.com



Media and Press Releases

MEDIA COVERAGE

PWSA 12-year plan includes replacement of all lead lines,
TribLive

PWSA looks to build on system improvements over the next 12 years,
Post-Gazette

PWSA reveals \$1B infrastructure plan in effort to thwart privatization and rebuild trust,
Public Source

PWSA to introduce digital alerts for customers' water use,
Post-Gazette

Pittsburgh's Four Mile Run slated for millions in improvements,
TribLive

Employee Spotlight

Ron Bargiel, Chief of Water Quality



Ron Bargiel joined PWSA in October 2018 as chief of water quality to provide oversight of water treatment, which includes meeting compliance standards, implementation of water quality improvements, and mentoring and advising staff at the Lab and Water Treatment Plant.

Ron is excited to come out of retirement to take on this new role at PWSA with a background in chemistry and more than 40 years of experience in water treatment and

water quality. His career began at Consol Energy where he spent 12 years in the Environmental Quality Control Department focused on water treatment. He continued his work at Pennsylvania American Water Company where he managed water quality at 15 drinking water and six wastewater facilities over the span of his 30-year career with the organization.

Ron is eager to share his knowledge with PWSA staff and facilitate water quality improvements at the Water Treatment Plant. “The facility has a lot of potential,” he explained. “There are always opportunities to do things better to ensure that we are treating water at its full potential.”

“It’s also nice to work with a younger group of individuals who are willing to learn. With my experience, I can provide some guidance and direction and be a mentor as they grow in their careers.”

Some of Ron’s specific areas of focus include monitoring sampling, the application of orthophosphate, and managing staff performance for lead reduction, as well as providing oversight to the Water Quality Advisory Board (read more about that in RAW Talk on page 2).

Outside of work, Ron maintains a full schedule by volunteering with several water quality organizations throughout the region, including the Ohio River Sanitation Commission (ORSANCO) and the River Alert Information Network (RAIN). He is also involved in planning Pittcon, the largest conference on analytical chemistry, which originally took place in Pittsburgh at the William Penn Hotel from 1950 to 1966. He also stays active and enjoys playing golf and Pickleball – a paddle sport incorporating elements of badminton, tennis and table tennis.

“Water quality is a dynamic field. I enjoy the challenge; there’s always something new to learn and the decisions I make impact the health and safety of people. Realizing that water is the only utility that the consumer ingests always helped me realize the responsibility of my role in the treatment process.”



PWSA Ramped Up Efforts So Customers Receive Service Without Disruptions This Winter

Faster response to your urgent calls and clean storm drains mean PWSA is ready for winter's storms and emergencies.

Freezing temperatures and snow change how we work at PWSA. Lots of preparation goes into making sure our water and sewer systems can perform through winter storms and plunging temperatures without failure.

Cleaning storm drains is critical to our efforts—leaves and debris can cause backups when wet weather arrives. **In October, we cleaned 412 drains across the city, exceeding our goal for the month, and removing 228 tons of debris.**

Clean storm drains minimize Pittsburgh's street flooding and icing, making streets safer for drivers and pedestrians. Storm drains lead to streams and rivers so cleaning them keeps our waterways cleaner too. You can help by never dumping anything down a storm drain, and if you see one that needs attention let us know by calling our Dispatchers at 412.255.2423.



Vactor Trucks clean debris from catch basins

Our Customer Service Department continues to improve. **Our team beat its goal by taking your urgent calls and dispatching personnel to your water and sewer emergencies in just over 30 seconds.** That's less time you're spending on the phone and results in faster response from our teams to focus on the issue at hand.

Getting a fast response is great, but quality of service is important too. We're working to improve how we handle your questions and customer service needs so it just takes one contact to get the job done. That means we want your contact with our Customer Service teams to result in questions answered, issues addressed, and your satisfaction.

In the September 2018 issue of *Currents*, we introduced PWSA's Watermark program focused on measuring performance. We've established performance goals to

better serve our customers and constantly track our progress. Customer Service and storm drain maintenance are two services we're tracking, but there's a lot more going on to serve you better. Each month we'll update you with how we're doing, what goals we're

meeting, and how we're continuing to work for you.



Customer Service Team GSDing! From left: Andrew Graves, Reggie Brown, Andrea Williams, Halie Stewart, and Sharon Gottschalk



New Hires

Roy Harr

GIS Specialist

Kimberly Folino

Clerical Specialist II

Tiffany Patton

Project Systems Specialist

Paolo Tolomeo

Laborer - Field Operations

WELCOME ABOARD!



Job Postings

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

Director Engineering & Construction, Engineering & Construction

IT Director, Administration

Project Manager, Engineering & Construction

Procurement Specialist, Finance

Senior Contract Specialist, Finance

Plant Operator, Water Treatment Plant

Electrician, Operations - Water Production

Plumber, Field Services

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

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

Water Pressure Monitors: Renewing Our Infrastructure for the Future

PWSA installed continuous pressure monitors this summer in areas prone to low pressure.

Water pressure monitoring and management are fundamental activities in maintaining reliable performance, delivering safe drinking water, and reducing operations costs. The installation of these monitors allows us to operate at a highly efficient level in response to situations such as breaks or leaks in our water distribution system.

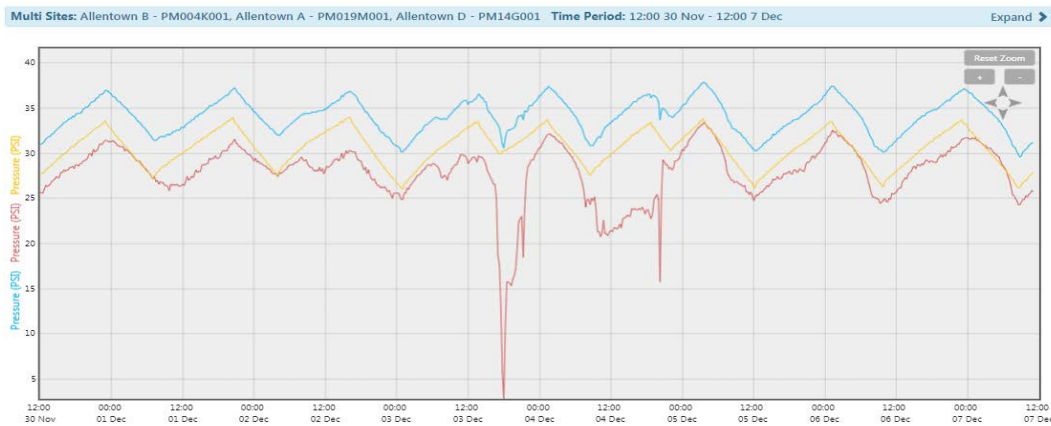
These devices are strategically placed throughout all of PWSA's major service areas. Currently, there are 24 active pressure monitors, with 36 more to be installed in 2019. They work by continuously

monitoring pressure through a direct connection to the water main. This data is automatically uploaded to a cloud location for PWSA monitoring and downloading. If pressure drops below a fixed threshold, PWSA staff are alerted immediately.

This technology enabled us to identify and repair a break within a few blocks of a hospital—one of our most critical

users—before any drop in pressure was noticed by the facility. As more monitors are added to the system, the location of breaks will be found more quickly.

Previously, pressure was monitored via manual testing by field workers. Now, with the aid of these new devices, our crews are able to spend more time performing other tasks that ensure continuous service to customers.



2018 YTD Expenditure

Report includes all paid Vendor Invoices and Contractor Pay Applications from January 1, 2018, through December 10, 2018, received but not yet finalized/approved.

Capital	\$ 64,603,773
Operations	\$ 22,799,555
TOTAL	\$ 87,403,328





WATER WISE

Winter Stormwater Tips

Melting snow has the potential to cause problems as a form of stormwater runoff.

In fact, since the ground in the winter is frozen at the surface most of the time, melting snow is more difficult for soil to absorb. This presents a unique flooding challenge that is not associated with light or even moderate rainfall. Also, the presence of environmentally harmful chemicals in de-icing salt makes winter runoff a significant risk to the health of our waterways.

Give these following tips a try this winter in order to maintain your property and help the environment:

- Clear out snow from the area surrounding your downspouts. This will allow melting snow from your roof to flow instead of collecting at your foundation, which can help prevent basement flooding.
- Check to see if your storm drains near your property are covered by snow. Avoid piling snow on storm drains, either by shovel or plow, and clear snow from them if they are covered.
- Pile your shoveled or plowed snow in an area where it is most likely to be absorbed by the ground. For example, piling snow in relatively flat areas and areas that don't typically pond during rains makes it less likely for melting snow to become runoff.



Winter Tips: Cloudy Water



During the winter months, water that comes out of the tap can sometimes appear “cloudy”. This discoloration is usually caused by harmless air bubbles because cold water holds more air than warm water. Water out of a faucet also holds more air since it is under pressure.

Let the water settle for a minute or two and it should go back to being crystal clear!



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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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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