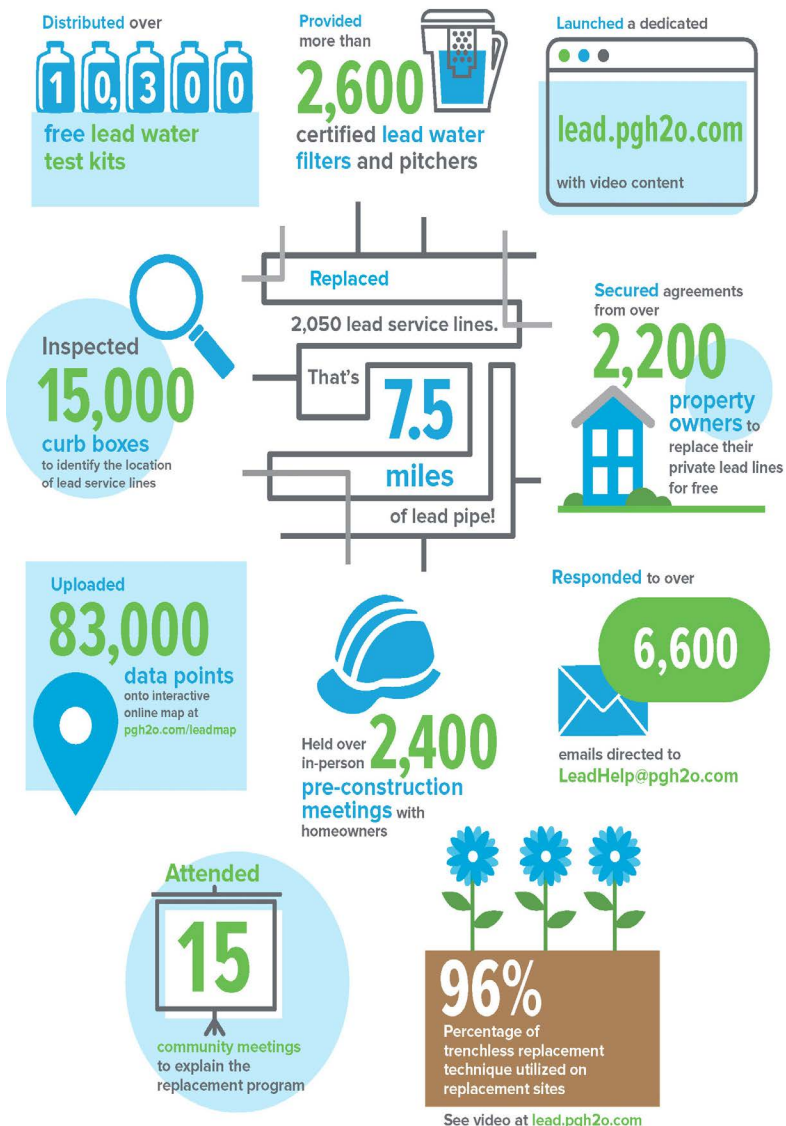


CURRENTS

GAINING GROUND IN 2018

Our team worked together to replace a record number of lead service lines last year.

2018 BY THE NUMBERS...



Under an order from the Pennsylvania Department of Environment, we were required to replace approximately 1,500 public lead lines from January 1, 2018 to December 31, 2018. We surpassed that requirement by replacing approximately 2,050 public lead lines and 1,300 private lines. The \$40 million project was completed on time and \$4 million under budget. Since July 2016, we've replaced over 2,800 public lead service lines and nearly 1,400 associated private lines at no cost to customers.

Our 2019 program will nearly double our productivity. Using a \$49 million funding package from PENNVEST, we will replace at least 3,400 lead service lines at no cost to customers. We're engaging residents of the neighborhoods where we plan to replace lead lines this year to explain the project and urge them to agree to have their private lead lines replaced.

The 2019 replacement program puts us on track to replace all of the lead service lines in our system by 2026. To see our replacement locations and other important information, visit lead.pgh2o.com.

IN THIS ISSUE:

- 1** Gaining Ground in 2018
- 2** RAW Talk
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- 4** PWSA in the Community
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- 7** Team PWSA
- 8** Engineering & Construction
- 9** Water Wise
- 10** PWSA Connect

COMING UP:

2019 Board Meetings

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.

Greenfield Community Association Annual Meeting

January 27
 MaGee Recreation Center

Homewood Concerned Citizens Council

February 6
 Carnegie Library
 Homewood

RAW TALK

By Executive Director Robert A. Weimar



Organizing for Success



As you'll read in this edition of *Currents*, your Pittsburgh Water and Sewer Authority was more productive in 2018 than any other year in our history. We set records for spending related to our critical infrastructure improvement projects, specifically our successful \$40 million Community Lead Response. We were also hard at work designing longer-lead water, sewer and stormwater projects that will be constructed in the years to come. Our workload will continue to grow for the foreseeable future in order to deliver our over \$1 billion five-year capital improvement plan.

Our previous organizational structure was not designed to support the amount of work we must complete this year and in the future. The PWSA of old only had the resources to address urgent failures like water main breaks. We

were structured to put out fires, not to deliver and manage sophisticated capital projects like the renewal of our drinking water treatment plants.

In response to our growing needs, we're building an internal organizational structure to ensure that we deliver more for our customers. As we highlight on page 3, we added Mr. Alex Sciulli to serve as our chief of program management. He brings a wealth of experience to help us streamline and execute our sophisticated engineering projects.

In addition, we created a management structure within our engineering department that is divided between drinking water, sewer conveyance, and stormwater responsibilities. These three managers are charged with building a staff of in-house employees and managing project-based consultants to deliver projects that meet our high standards and are completed on time and on budget. In addition, we're making every effort to convert positions filled by consultants to full-time PWSA employees. This will increase our in-house knowledge and expertise while also saving ratepayer dollars.

We would also love to hear from individuals interested in helping us advance our administrative, financial, customer service, billing, IT, and field operations activities. Ask any of my colleagues and they will agree that it's an exciting time to work at PWSA. So, consider joining us as we reinvent our organization with a renewed focus and commitment to our customers.

"With a strong organizational structure in place, we're on the hunt for talented engineers and project managers to join our dynamic team."

Employee Spotlight

Alex Sciulli, Chief of Program Management



“Pittsburgh is my home and where my family is, it’s our water. I want to make PWSA better for future generations.”

The highest source of stress for most people in their thirties is starting a family, buying a home, or meeting the next work deadline. For Alex Sciulli, it was managing the effects of one of the largest inland oil spills in the United States at that time. As director of the City Water Department in 1988, PWSA's predecessor, it was Alex's job to ensure that Pittsburgh residents felt a minimal impact from the one million gallons of oil that spilled into the Monongahela River and held small river towns hostage for a week. Humbly, Alex credits his team at the time with being able to continuously supply water, but his leadership throughout that crisis was a defining moment early in his professional career.

Alex was brought on to our team in late 2018 as the chief of program management. Charged with creating a more sustainable Authority, he will evaluate and prioritize all water, stormwater, combined sewer overflow compliance, lead, and green infrastructure capital projects. Relying on his leadership skills, Alex sees his role as establishing a strategic vision for PWSA to follow to overcome any future crisis, whether it be a natural or man-made disaster.

Working closely with Executive Director Robert Weimar, Alex brings over forty years of experience. He has previously held the roles of chief real estate development and development officer, and director of corporate real estate for major financial institutions and healthcare providers, concentrating on facility

management, business operations, and program oversight. As a registered Professional Engineer in the State of Pennsylvania, Alex is still active the Engineers' Society of Western Pennsylvania and serves on several boards for academic, non-profit and charitable organizations. In 2014, Alex started his own consulting firm, ALEM Consulting, LLC, which provided him the flexibility to join PWSA.

As a lifelong Pittsburgher, Alex calls his journey “Back to the Future”, referencing his fateful start at the City Water Department coming full circle to bring his knowledge and expertise gained to PWSA. He credits his passion for government to that early introduction of crisis management but also the everyday upkeep of roads, bridges, and utilities to achieve results that matter to people.



Pittsburgh Post-Gazette of January 4th, 1988, describes river pollution from Ashland oil tank failure and drinking water concerns

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



Helping Community Groups Further their Mission

The executive director of the Mount Washington Community Development Corporation (MWCDC) wrote a letter of appreciation for assistance they received from Senior Billing Coordinator Crystal Thurston. Crystal worked closely with them to resolve billing issues from properties the MWCDC recently purchased from the City of Pittsburgh Property Reserve. Crystal went above and beyond in sorting out water/sewer billing and new meter charges for the many different addresses now owned by MWCDC. Crystal and the rest of the team are proud to work with the MWCDC as they further their mission of bringing together residents and business owners in Mount Washington and Duquesne Heights to cultivate growth, development and investment toward an even stronger and more livable community.

Two Salt Trucks Added to PWSA Fleet This Winter

New to the PWSA fleet this winter are two salt trucks, each equipped with a plow. One is kept exclusively at our Aspinwall Water Treatment Plant, and the other is deployed to any location within our service area where a leak has occurred. In the past, winter leaks would be de-iced as part of the Pittsburgh Department of Public Works' regular salt truck schedule, which covers a vast amount of the city.

The chief benefit of having salt trucks of our own is response time efficiency. As soon as a leak is detected, we can send the truck out with the crew making the repair, instead of waiting for DPW to reach the location while serving a much larger area also affected by wintry conditions. We understand how dangerous leaks flowing during periods of subfreezing temperatures can be for both drivers and pedestrians. This new and enhanced service is one of the many ways we're Getting Stuff Done for our customers.



PWSA's new snow plow and salt truck will be hard at work keeping streets safe during the long winter months..

PWSA Attends Customer Assistance Events in Homewood and Hazelwood

State Representatives Ed Gainey and Jake Wheatly, in collaboration with the Pennsylvania Public Utilities Commission (PUC), hosted events on Customer Assistance Programs (CAP).

On December 5th and 12th, PWSA's Customer Service team sent representatives to connect with customers in need of financial assistance. It was an excellent opportunity to meet one-on-one to help resolve issues and enroll customers in our CAPs. We're grateful to Representatives Ed Gainey and Jake Wheatly, and the PUC for organizing these events.

Visit pgh2o.com/cap to learn more about our Customer Assistance Programs, which includes Winter Shut Off Moratorium, Bill Discount, Cash Assistance, and Private Lead Line Replacement funding.



Representative Wheatly's Hazelwood event. (From left: Customer Service Representatives Reggie Brown, Brittany Schacht and Director of Administration Julie Quigley)

Volunteers Field Stormwater Improvement Project

Community members share stormwater management ideas.

On January 16th, PWSA presented information to Carrick residents and community groups about the stormwater improvement project in Volunteers Field. This project is part of a larger initiative, known as the Saw Mill Run Integrated Watershed Management Plan, to reduce pollution, flooding, and stormwater run-off in Saw Mill Run.

Volunteers Field is an optimal location to manage stormwater. The project will help to reduce sedimentation and improve water quality in Saw Mill Run and manage stormwater within the park.

Residents attending the meeting identified other areas where stormwater can be problematic around the park and asked questions about how PWSA will more broadly

manage stormwater. Councilman Anthony Coghil attended the meeting and expressed his commitment to addressing the stormwater challenges throughout Carrick, Pittsburgh's southern neighborhoods, and Saw Mill Run. He is looking forward to working with PWSA on this and other stormwater projects.

PWSA and the engineering design team from JDM presented recommended solutions to manage stormwater in Volunteers Field. Input from residents, the Carrick Community Council, and the Carrick Youth Athletics Association will help to inform the design of the project. We will host additional community meetings as the design evolves and before starting construction.



PWSA IN THE COMMUNITY

PWSA engaged with the community at the following meetings:

Homewood Concerned Citizens Council

January 2
Carnegie Library Homewood

Greenfield Community Association Board Meeting

January 14
MaGee Recreation Center

South Side Slopes Neighborhood Association

January 15
St. Paul of the Cross Monastery

Observatory Hill, Inc.

January 16
Byzantine Catholic Seminary of Saints Cyril and Methodius

Stormwater Improvements at Volunteer Field

January 16
HEARCORP - 25 Carrick Avenue

Highland Park Community Council

January 17
St. Andrews Church

Perry Hilltop Citizens Council Joint Community Meeting

January 22
The Pittsburgh Project

December 2018 Lead Compliance Test Results

PWSA released results from its most recent compliance testing for lead required by state and federal regulations.

PWSA collected 161 samples taken from July 1, 2018 to December 31, 2018 from homes that were determined to have, or are expected to have, lead service lines or plumbing. The latest round of testing does not reflect PWSA's progress replacing lead service lines.

The results were analyzed by a third-party laboratory and calculated to determine whether 10 percent of the total samples exceeded the U.S. Environmental Protection Agency (EPA) lead action level of 15 parts per billion (ppb). The 90th percentile results from the latest round of testing were 20 ppb. According to EPA, there is no safe level of lead. Residents should continue to consider the recommendations provided by PWSA to reduce exposure to lead.

The 90th percentile is not an average of the presence of lead across PWSA's water system, but rather a calculation to determine if 10 percent of the worst-case scenario sites that were sampled exceeded the lead action level. We will repeat this testing every six months.

85 percent of the samples analyzed in this most recent testing round were below the EPA lead action level.

Our Community Lead Response is focused on reducing lead exposure to all customers. As part of a consent order and agreement with DEP, PWSA replaced over 2,825 lead service lines since July 2016. To reduce the health risks of partial lead line replacements, We are offering no-cost private lead line replacements at homes across the city when replacing the public lead service

line. The 2019 replacement program is budgeted at \$49 million and is expected to replace over 3,400 lead lines. We estimate approximately 15 percent of homes in its drinking water service area have lead service lines.

For homes not included in the neighborhood-based replacement program, We are also offering no-cost private lead line replacements for households with an income at or below 250 percent of the federal poverty level. Funds for this program are available from a settlement of an enforcement action between PWSA and DEP.

We will also begin adding orthophosphate to the treated drinking water in early spring to reduce corrosion from lead pipes. A rigorous year-long study demonstrated that orthophosphate can reduce lead levels in PWSA's drinking water. It has also been used successfully by numerous major cities to reduce corrosion from old lead service lines.

As the Authority identifies the location of lead service lines, it is notifying residents directly and making the information available to the public on a searchable online map at pgh2o.com/leadmap. In addition, PWSA continues to offer free lead test kits to its drinking water customers.

Range (ppb)	June 2016	December 2016	June 2017	December 2017	June 2018	December 2018
< 5.0	60%	48%	55%	52%	70%	45%
5.0 to 9.9	7%	18%	23%	23%	21%	32%
10.0 to 14.9	16%	16%	10%	10%	7%	8%
15.0 to 19.9	6%	10%	5%	3%	0%	4%
20.0 to 49.9	7%	8%	5%	9%	4%	9%
> 50.0	4%	1%	2%	3%	1%	2%
90th percentile	22 ppb	18 ppb	15 ppb	21 ppb	10 ppb	20 ppb
Total samples	100	159	128	118	106	161

Compliance testing results comparison



Media and Press Releases

MEDIA COVERAGE

Can reviving a 120-year-old stream stop dangerous flooding on Pittsburgh's Washington Boulevard?, *Public Source*

Pittsburgh Water Authority OKs Funding For 3 Green Infrastructure Projects, *PA Environmental Digest Blog*

PWSA said it exceeded state's lead-line replacement goals in 2018, *Post-Gazette*

A time-lapse of PWSA's largest single water and sewer project, *The Incline*

Ripe for failure: Mother Nature and old pipes mean water main breaks, *Post-Gazette*

Some Utilities, Banks Extending Financial Help To Government Employees During Shutdown, *WESA*

PRESS RELEASES

PWSA Releases December 2018 Lead Compliance Test Results, *January 18, 2019*

Lead Line Program Surpasses State Requirements, *January 3, 2019*

PWSA Unveils New Water Usage Portal for Customers, *December 18, 2018*

January 2019 Gold Drop Awardees:



We are applauding our employees' exceptional efforts with a small but significant token of appreciation, the PGH2O Gold Drop. The PGH2O Gold Drop is a pin in the shape of a water drop that symbolizes the shining example each individual is within the Authority. These selfless individuals set a high standard and

inspire our team to go above and beyond expectations. Congratulations to the following employees:

Bianca Alton, *Lead Program Customer Assistance*

Edward Barca, *Treasurer*

Tasha Butler, *Lead Program Customer Assistance*

David Demme, *Welder*

James Hawranko, *Valve & Hydrant Operator*

Tishla Jones, *Customer Service Coordinator/Billing*

Matt Lijewski, *Valve & Hydrant Specialist*

Maria Natoli, *Scientist II*

Dominique Nunley, *Lead Program Customer Assistance*

Curtis O'Conner, *Valve & Hydrant Specialist*

Anthony Pawlos, *Valve & Hydrant Specialist*

Paul Spara, *Network Systems Administrator*

Matthew Smuts, *Associate Project Manager, E & C*

New Hires

Bianca Alton

Lead Program Customer Assistance

Paul Bingham

Senior Manager of Capital Projects/Lead

Jack Malka

Archival Data Librarian Intern

Brett McAllister

Associate Project Manager

Paul Spara

Network Systems Administrator

WELCOME ABOARD!

Job Postings

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

Director Engineering & Construction, Engineering & Construction

Deputy Director of Engineering and Construction, Engineering and Construction

Information Technology Director, Administration/Management Information Systems

Engineering Tech I, Administration/Customer Service

Project Manager, Engineering & Construction

Accounting Specialist, Finance

Project Systems Specialist, Finance

Plant Operator, Water Treatment Plant

Electrician, Water Production

Plumber, Field Services

Customer Service Representative (Full-time and Part-time), Customer Service

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

Chlorine Monitors Improve Efficiency and Data Quality

New requirement to the Disinfection Requirements Rule will take effect April 29, 2019.

This Environmental Protection Agency's (EPA) rule will require all water systems to maintain a higher level of chlorine in our drinking water distribution system.

To help PWSA's Water Quality Team better manage this change and better understand the distribution system, we partnered with the EPA and Pennsylvania Department of Environmental Protection (PA DEP) to place a portable monitor in the distribution system. This monitor continuously analyzes chlorine residual in the Squirrel Hill pressure zone, in real-time and transmits it back to the Water Treatment Plant, where it can be tracked.

Prior to using this system, staff manually collected daily chlorine levels in the entire distribution system five days a week. This tool is an improvement over this previous method by enabling our operators to collect even more data to help manage the chlorine disinfectant levels more efficiently.

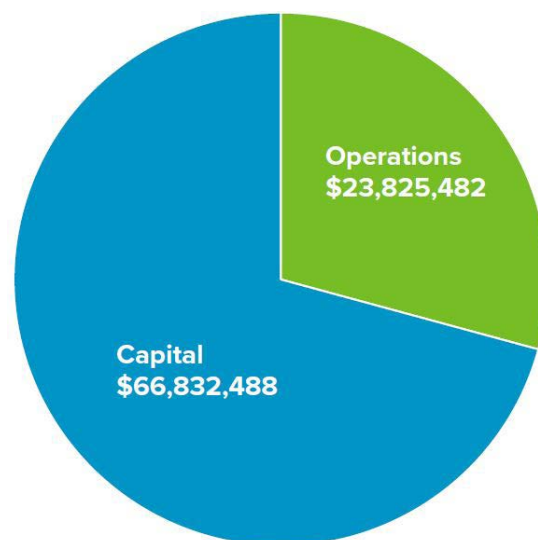
The Water Quality Team would like to thank the Pittsburgh Bureau of Fire who graciously let PWSA install this meter in their firehouse. We plan to install several more of these online portable meters throughout the distribution system.



New chlorine monitor installed in the Greenfield Firehouse

2018 Expenditures

PWSA spent a record \$66,832,488 in capital improvements to the system in 2018, exceeding the previous high of \$29,744,205 in 2017. A total of \$158,061,310 is budgeted for 2019, ensuring your rate dollars are going towards much needed upgrades to your critical water and sewer infrastructure.



Capital	\$ 66,832,488
Operations	\$ 23,825,482
TOTAL	\$ 90,657,970



WATER WISE

My pipes are frozen! Now what?



- **Use a hairdryer.** The easiest tool for thawing a pipe is a hairdryer. Wave the warm air along the pipe, not on one spot. If you don't have a hairdryer, wrap the frozen section with rags or towels and pour hot water over them.
- **Do you know where the freeze occurred?** If you think you do and want to thaw it yourself, do not under any circumstances use a torch with an open flame which would create a dangerous fire hazard. Also, overheating a single spot can burst the pipe. Heating a soldered joint could allow it to leak or come completely apart.
- **Turn off the master shutoff valve.** Before attempting to thaw frozen pipes, turn off the master shutoff valve. Once the pipe is thawed, a leak could be exposed if the pipe is broken.



Stormwater Tips

It's never too early to give your home an environmentally friendly upgrade, even in the winter.

Here are a couple of ways you can take advantage of favorable weather by equipping your home with affordable, environmentally friendly upgrades:

- **Set up an area where compost can be piled in the spring.** Whether it is kept in a pile or bin, compost reduces waste in landfills and increases garden and plant fertility. Compost consists of "green" (fruits and vegetable scraps, grass clippings, coffee grounds, etc.) and "brown" (wood shavings, leaves, sawdust, paper, etc.) waste. Add it to your garden and plant soil a couple times a year as a natural fertilizer.
- **Install a rain barrel.** Rain barrels are containers that collect and store stormwater funneled from a roof. There are several benefits that occur as a result of rain barrel installation, including money saved on water bills by using stormwater for garden and lawn watering, promotion of plant health due to the organic nature of stormwater, and a reduction of environmentally harmful stormwater runoff.





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 funding, 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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Budget Director

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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.

✉ pgh2o.com/subscribe

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