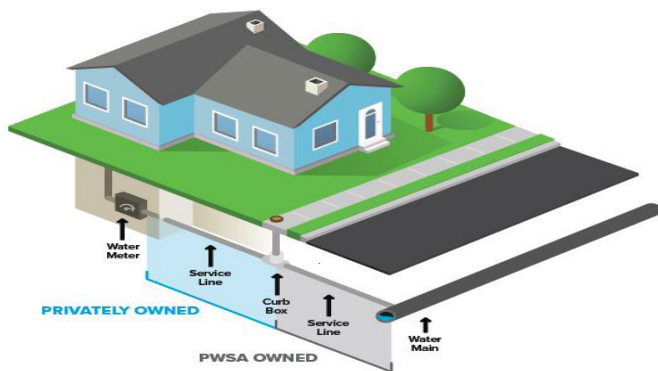


CURRENTS

NEARLY \$2 MILLION STILL AVAILABLE FOR FREE ON-DEMAND LEAD LINE REPLACEMENTS

Moderate and low-income drinking water customers encouraged to contact Dollar Energy Fund to apply.



As part of the settlement of an enforcement action by the Pennsylvania Department of Environmental Protection, we have established a free lead line replacement program available to homeowners and tenants who meet certain income requirements.

Under the program, we must use \$1.8 million for private lead line replacements before November 2021. The funding is expected to replace 200 privately-owned lead lines throughout our drinking water service territory. If there is also a publicly-owned lead line serving the property, we will replace it at no additional cost. Once approved, customers meeting the income requirements can

have their lead line replaced in a matter of one or two months.

We teamed up with Dollar Energy Fund, Inc. to administer the program. Although they are currently reaching out to customers already enrolled in our other assistance programs, there are many households not eligible for utility discounts and government assistance programs that would still be eligible for this program.

A family of four making less than \$61,500 per year would be eligible for a free replacement. Replacement work typically includes a new sidewalk pad, required plumbing upgrades, and a full lead line replacement.

How to Participate

- Contact Dollar Energy Fund at 866.762.2348 and tell them you're interested in the Lead Service Line Replacement Project. Tenants can also qualify for this program with the homeowner's permission to do work on their property.
- Dollar Energy representatives will ask for verification of your income. This will help them determine if you fall within the income guidelines.
- If you qualify, we will review your service line material record to determine if you may have a lead line. We may also visit your home to inspect for lead.
- If lead is found, they will set up a time to come to your property and replace the line. We use a trenchless method for over 95 percent of lead line replacements, which means there will be little to no disruption to your yard.
- A licensed plumber will complete a final inspection of the work.

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COMING UP:

2019 Board Meetings

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.

Operation Better Block

March 28
Carnegie Library Homewood;
6:00 pm

Maytide Sanitary Sewer/ Stormwater Project

April 9
Fairhaven United Methodist
Church; 6:30 pm

Rep. Jake Wheatley's 10th Annual Golden Luncheon

April 25
Rivers Casino Ballroom;
9:30 am

RAW TALK

By Executive Director Robert A. Weimar



We can't be perfect, but we will be professional

I often use this column to describe how we are evolving to be a best in class water, sewer and stormwater utility. Last month, I explained that Pennsylvania Public Utility Commission oversight has made us more accountable to our customers and is leading us to improve our performance in key areas of our business. The bar is set, and our team is working diligently to meet or exceed our regulatory requirements. But there is more to becoming a best in class publicly-owned utility. We must approach every engineering project, water main break and customer interaction with professionalism.

This month, an automated water shutoff notice phone call was unintentionally placed to a large portion of our customers. The accidental call caused many customers to be concerned, confused and frustrated. We all make mistakes, but the automated call technology caused this one to be particularly disruptive.

However, what transpired behind the scenes during this event is worth highlighting and is a fitting example of the professionalism of our staff. Immediately after the errant call was identified, our Customer Service and Public Affairs teams worked together to stop the call and to determine how many customers were impacted. Within 90 minutes of our mistake, we issued a follow-up call to each

impacted customer clarifying that the first call should be ignored. We used social media and news media to own up to our mistake and to spread the word that the call should be ignored.

Our Contact Center employees were calm and professional when handling the thousands of calls they received from understandably frustrated customers. Our entire team was focused on addressing the issue head on and they didn't waste time pointing fingers or avoiding accountability. Within a few hours – before I had a chance to request it – staff had devised a series of safeguards to prevent an incident like this from ever happening again. That's what it means to be professional. To do everything possible to continuously improve our performance as a team to benefit our customers.

As a publicly-owned utility, we're committed to learning from our mistakes and we believe in the philosophy of continuous improvement. To put this philosophy in motion, we are embarking on a series of training programs throughout PWSA. Specifically, staff will participate in a 17-week operator certification program, and we are providing project management training that will allow employees to be certified Project Management Professionals. These and other training offerings will ensure that we meet our customers' needs and expectations.

PWSA is maturing. I have no doubt that we will experience some growing pains in the future, but we're committed to getting better every day and that each of our employees serves the public with the utmost professionalism. Please don't hesitate to reach out to me or to our leadership team with your feedback, especially if you have ideas for how we can do our work more efficiently, improve service or lower our costs. Let's GSD... professionally!

“That's what it means
to be professional.
To do everything
possible to
continuously improve
our performance as
a team to benefit our
customers.”

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

Customer Service Responds to a Homowner's Crisis

We very much appreciate feedback on social media about your experiences with our Customer Service team.

Recently, Customer Service Representative Melissa Schrepfer-Nelson successfully de-escalated a situation concerning a pipe that burst in a customer's home. Besides the cost of repair, replacement, or cleanup, broken pipes can also lead to considerable

increases in your bill due to leaking water—this is exactly the reason why Melissa was contacted. As expected, Melissa was able to rectify the problem by ensuring a reasonable solution to the customer, who paid her a compliment via Twitter direct message by saying, "Before our call ended my tears turned to laughter because of her genuine care for my situation." Thank you, Melissa!



For more information about leaks, visit our Leak Detection FAQ and answers to other important issues at pgh2o.com/FAQ

PWSA Makes Headway With Headwaters

Tracking performance metrics delivers a culture of continued improvement

Headwaters is our performance management dashboard - a series of more than 60 metrics we are tracking internally to measure organizational performance. It was implemented in 2018 and is helping us focus the organization around five goals and track our progress against them. The five focus areas include:

- Protect Public Health and the Environment
- Ensure Customer and Stakeholder Satisfaction
- Improve Infrastructure Reliability
- Maintain a High-Performing Workforce
- Be an Efficient and Effective Organization

After tracking a years-worth of data, we made big strides to improve operations and make a difference for our customers. Here are some of our accomplishments:

- Water produced from our treatment plant was 100 percent in compliance with federal and state standards.
- We reached all of our lead service line replacement goals.
- 98 percent of the 178,000 calls we took in 2018 were handled on first contact.
- We repaired or replaced more than 4,150 water meters, which means customers have a more accurate understanding of the amount of water they use.
- Our waterways are cleaner, and our streets and property are better

protected from flooding because we removed over 2,114 tons of debris from storm drains.

The changes and improvements made in 2018 are only the beginning. Each day we are hard at work getting stuff done for our customers. We will keep improving to deliver the safe, high-quality water, sewer, and stormwater services Pittsburgh relies on.



Encouraging Greater Participation in Our Engineering Future

The Society of American Military Engineers (SAME) leads collaborative efforts to identify and resolve national security infrastructure-related challenges.



Alex Sciuilli speaks at SAME luncheon

We would like to thank the Society of American Military Engineers (SAME) Pittsburgh Post for having Chief of Program Management, Alex Sciuilli, as the guest speaker

for their March Members Luncheon. Alex spoke of the challenges and opportunities

facing the Authority. He recognized that if PWSA is to succeed in its ambitious Capital Improvement Plan, we need participation from engineering firms such as the members of SAME through our on-call service contracts. We use our on-call service contracts to short-list firms that can provide water, wastewater and stormwater support in partnership with PWSA staff for projects that require specific expertise or additional capacity.

We anticipate a Request for Proposals to be released within the next few months that will establish a new group of qualified on-call consultants for the next five years.

If you are a firm interested in doing business with us, watch for bid opportunities by visiting our procurement website: pgh2o.com/doing-business

Connecting With Our Diverse Vendor Community

March 7th marked the 18th Annual MWDBE Governmental Committee Conference



Bob Weimar and Julie Asciolla talk to an attendee of the MWDBE Conference

PWSA Business and Development Relations Manager Julie Asciolla and Executive Director Bob Weimar joined several local government agencies and 350 attendees at this

unique annual event, which offers minority, women, and disadvantaged business enterprises face-to-face networking with agencies procuring

construction and professional services.

The casual table-talk format and fireside chats built a synergetic atmosphere that left us and the vendors with a greater understanding of one another's needs. State

Representative Ed Gainey spoke at the conference and made an impassioned plea for public agencies to prioritize diversity. An enlightening panel of experienced vendors also discussed how the contracting market in Pittsburgh has grown and changed. One common message throughout the conference was that Pittsburgh has recently made strides towards equitable contracting but there is room for growth, and we cannot become complacent. We look forward to working with

all of our local MWDBE businesses to ensure that our increased capital budget funds are spent equitably.

We are currently seeking feedback on our Equal Opportunity program, which encourages Minority, Women, and Disadvantaged Business Enterprises (MWDBE) participation in our contracts. If you have experience with our procurement process, please complete a short survey at: pgh2o.com/equalopportunity. Your feedback will help shape our future programs and initiatives.

PWSA Meets with State Legislators

Bob Weimar briefs members of the Pittsburgh legislative delegation on 2030 Plan, state of the Authority

In mid-February, Executive Director Robert A. Weimar and PWSA staff hosted a briefing for members of the Pittsburgh delegation to the Pennsylvania House of Representatives. Legislators who attended the meeting ranged from newly elected Representatives to long time lawmakers.

The briefing included an overview of the [PWSA 2030 Plan](#), as well as updates on the ongoing transition to PUC oversight, the Lead Service Line Replacement Program, Capital Improvement Plan, and a variety of

other topics. Lawmakers also asked questions about individual projects impacting their constituents.

We'd like to thank the legislators for taking the time to engage in this important conversation, especially Rep. Dan Miller, who helped to coordinate the meeting in his capacity as Chairman of the Allegheny County Legislative Delegation. We look forward to continuing to work with our State Representatives to protect and improve our ability to provide first-class service to our customers.



The Pennsylvania State Capitol building in Harrisburg, PA (photo courtesy of Ad Meskens)



PWSA IN THE COMMUNITY

Over the past month, we engaged with the community at the following meetings:

Homewood Cluster 4
February 28
Carnegie Library Homewood

Homewood Concerned
Citizens Council
March 6
Carnegie Library Homewood

South Side Slopes
Neighborhood Association
March 12
Paul of the Cross Monastery

Lawrenceville 10th Ward Block
Watch
March 12
Goodwill's Workforce
Development Center

Shadyside Action Coalition
March 14
Winchester-Thurston

Squirrel Hill Urban Coalition
March 19
Children's Institute

Mt. Washington CDC
March 21
Mt. Washington Senior Center

Interested in learning more? Please contact communications@pgh20.com to schedule a presentation in your community.

Lead Help Team Canvasses Neighborhoods to Encourage Homeowners to Opt-In to Full Lead Line Replacements

\$49 million 2019 program will take place in areas within Morningside, Greenfield, Mt. Washington, Southside Slopes, Central Northside, Perry North, and Homewood neighborhoods.

On February 28th, we invited WPXI News to join the Lead Help Team as they canvassed streets in Homewood to collect signed lead line replacement agreements from customers. The agreements, which were mailed to property owners last fall, are required to be signed by property owners before PWSA and its contractors can replace privately-owned lead lines at no cost. This is a critical step to prevent potentially harmful partial lead line replacements. WPXI's news coverage helped publicize the program and prompted several homeowners to return their signed agreements to PWSA.

Thanks to the tireless efforts from the Lead Help Team, customer response to the 2019 replacement program has been overwhelmingly positive. In February, the team was able to

canvass all seven neighborhoods as part of a final push before replacements begin this month. These in-person interactions, often taking place during the weekend or in the evening, provided an opportunity for our team to explain the no-risk process of signing the agreement and scheduling an in-home consultation with our contractors. In total, the team interacted with over 7,000 properties.

To date, we've heard from the majority of customers in the 2019 project areas. However, we're still accepting signed agreements from homeowners. Customers can visit pgh2o.com/leadmap to see if their property is included in our 2019 replacement program. For more information, contact the Lead Help Desk at 412.255.8987 or visit lead.pgh2o.com.



PWSA Lead Help representatives engage with residents in Homewood

This extraordinary effort to Get Stuff Done (GSD) means we will replace approximately 4,500 lead service lines under the 2019 program.



Media and Press Releases

MEDIA COVERAGE

PWSA Has Money To Replace Lead Services Lines For Free, WESA

PWSA completes \$49 million settlement on lead line replacement project, WTAE

PWSA workers go door-to-door speaking to customers about lead service lines, WPXI

A better PWSA: Water authority is getting serious about challenges, Post-Gazette

Water and sewage authority undergoes multi-million dollar project in Strip District, The SENTRY

PRESS RELEASES

PWSA Prepares Water Distribution System for Orthophosphate, March 18, 2019

Nearly \$2 Million Remains Available for Free On-Demand Lead Line Replacements, March 14, 2019

PWSA Expands Infrastructure Investment in Strip District, February 21, 2019

Employee Spotlight

Jason Felser, Senior Manager of Information Technology



In March, Jason returned to our office in the Strip District to lead the MIS Department as the Senior Manager of Information Technology. His duties include managing the everyday tasks of five employees within our internal help desk, system administration, and database administration. Jason will also be working with the team that is creating the vision and roadmap for the Authority's tech future. He foresees an organization that can leverage a computerized maintenance management system that will streamline operations and standardize a replacement schedule of our above-ground equipment and underground

it at the time, this opportunity would establish a career of public service that he is proud to continue. Providing water to the city he calls home is something that Jason takes very seriously and believes is one of the most important functions of local government.

We welcome Jason back to 1200 Penn Avenue and celebrate his commitment to public service. We look forward to his vision leveraging the latest technology to deliver quality water, sewer, and stormwater services becoming a reality.

Our Management Information Systems (MIS) has seen several recent new hires that have made a positive impact on our information systems and databases. We are extremely appreciative of this new talent, but we must also recognize our mainstay employees that have supported these improvements. This month's employee spotlight focuses on Jason Felser.

Jason worked for MIS in our administrative offices from 2002-2018. For the last year, Jason was a SCADA technician at our water treatment plant, where he was responsible for maintaining the system that keeps the plant functioning properly. To learn more about the SCADA systems Jason worked on, read our [September 2018 employee spotlight](#) on SCADA manager George Watson available on our website at pgh2o.com/newsletters.

infrastructure. While Jason was honored to work with the dedicated men and women of the treatment plant, he is eager to manage what he thinks is the best IT team the Authority has ever employed.

Jason's interest in math, strategy, and problem-solving led him to pursue a degree in programming but also to one of his favorite hobbies – poker. He says that poker is not a game of chance but one that requires practice and the skills that come naturally to a programmer when assessing risk and making decisions.

While Jason began his career as a programmer, that changed quickly as the tech boom of the early 2000s began to stagnate. Jason looked elsewhere for work and landed at PWSA. Although he didn't know

In my experience working in IT at PWSA I have never had the pleasure of working with such a diverse and knowledgeable group of motivated team members.

New Hires

Brooklyn Ishman

Paralegal

Cody Coates

Plant Operator

Bradley Manjack

Laborer

Shay O'Brien

Laborer

Ronney Beasley

Laborer

Austin Biondo

Laborer

Chante Williams

Customer Service Representative 1

Pearl Mackey

Customer Service Representative 1

Terrance Suber

Customer Service Representative 1

WELCOME ABOARD!

Job Postings

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

Engineering Tech I, Administration/Customer Service

Project Manager, Engineering & Construction

Human Resources Intern, Human Resources

Accounting Specialist, Finance

Electrician, Water Production

Plumber, Field Services

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

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

PWSA Holds Construction Inspector Training for Lead Line Replacements

PWSA staff and contractors participate in training to improve the safety and quality of our work.

As part of the kickoff of the 2019 construction season, PWSA gathered lead service line replacement inspectors to train them on PWSA's construction protocols. Construction inspectors are consultants to PWSA who work to ensure that the construction team carries out the assigned work as it was written in the project plans. They are PWSA's eyes and ears on job sites and they work with PWSA project managers to ensure a project is completed to PWSA standards.

About 30 inspectors participated in a day-long presentation given by Lead Program Manager Dan Duffy on everything from site safety to plumbing regulations. This type of training will ensure that this \$49 million project goes smoothly and is done right.

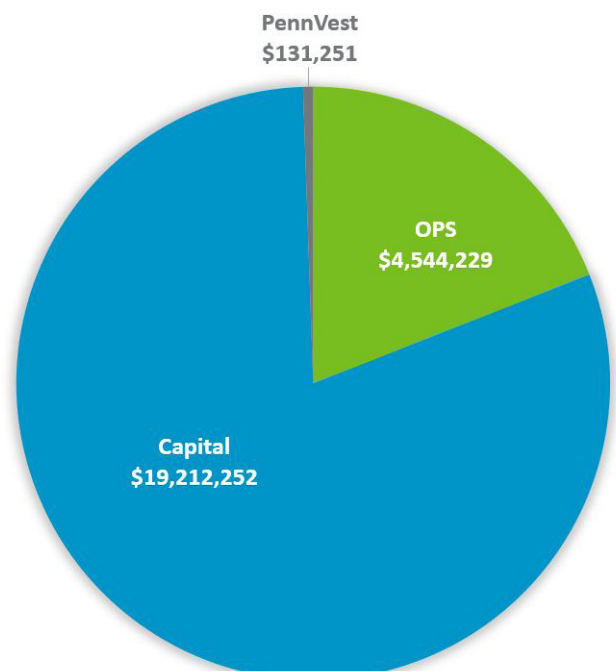


Construction inspectors take notes during a presentation regarding site safety.

2019 YTD Expenditure

Report includes all paid Vendor Invoices and Contractor Pay Applications from January 1, 2019, through March 18, 2019, received but not yet finalized/approved.

Capital	\$ 19,212,252
Operations	\$ 4,544,229
Pennvest	\$ 131,251
TOTAL	\$ 17,109,464



PWSA Installs Flow Meters throughout Sewer System

Establishes data-driven approach to reduce combined sewer overflows, manage stormwater

We are installing flow meters to collect data about the amount of wastewater and stormwater that flows through our 1,200 miles of combined sewer pipes, (which carries both sewage and stormwater).

Normally, water freely flows through our sewer system without problems. Other times, when heavy rains overwhelm the system or when a sewer backs up, the pipes cannot handle the increased volume and raw sewage can overflow into basements, streets, or our rivers.

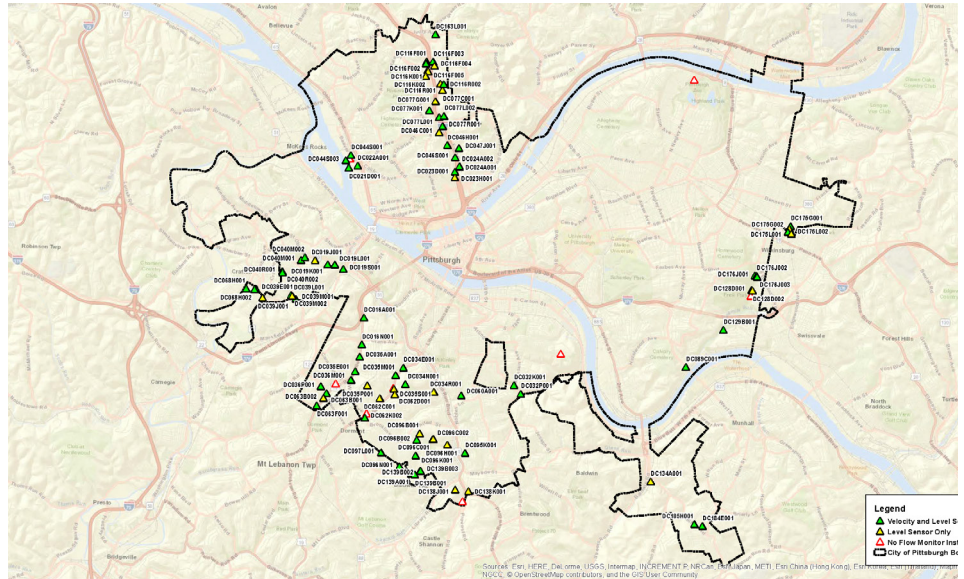
Without monitoring, there's really no way to accurately tell how much volume enters the sewer system or overflows into our rivers. It's difficult to know when a problem may occur or how to make improvements that will better protect residents from sewer backups or from the impacts of too much stormwater.

What are the flow meters monitoring?

The flow meters collect information about PWSA's combined sewer system and stormwater projects. The program includes 105 flow meters and 20 rain gauges installed at various locations throughout the sewer system to continuously monitor combined sewer overflows and water volume during wet and dry weather.

Another 30 flow meters and rain gauges are being installed at stormwater project sites to collect pre and post-construction data to inform our stormwater program. Projects under design, including Southside Park, Spring Garden, and at Thomas and McPherson in North Point Breeze, will collect pre-construction data. Post-construction data is being collected at the recently completed stormwater projects in Garfield and Polish Hill.

The data will help to inform our hydraulic models to ensure that stormwater projects are properly sized. It helps with regulatory reporting, allows for more efficient operation and maintenance of the sewer system, and provides the ability to respond more quickly to combined sewer overflows or sewer backups.



Flow meters are installed throughout the sewer system to continuously monitor water volume. PWSA is working with contractors to update the existing equipment and install meters at new sites.

How is the data being collected?

The flow meters use wireless technology to collect data about water depth and velocity flow in the sewers. The data is transmitted through a wireless network and reported regularly to our engineers and consultants via a designated website and app.

How is PWSA managing this program?

We are working with two contractors to install, manage, and maintain the flow meters and is entering into another contract to provide quality assurance and quality control (QA/QC) of the collected data. This new program restructures a previous program from 2016 with more specific requirements for ongoing maintenance and QA/QC. The flow meter program is estimated to cost \$1.4 million annually for all three contracts.

Why is this data important?

We are mandated by our regulators to reduce combined sewer overflows and we're developing a stormwater management program to capture and retain stormwater before it enters the sewer system. The flow monitoring data will inform our hydraulic models that are used to help plan and design future projects. We'll now have more accurate and consistent information to make more informed decisions and design more effective projects to improve water quality and better protect Pittsburgh from flooding and combined sewer overflows.



WATER WISE

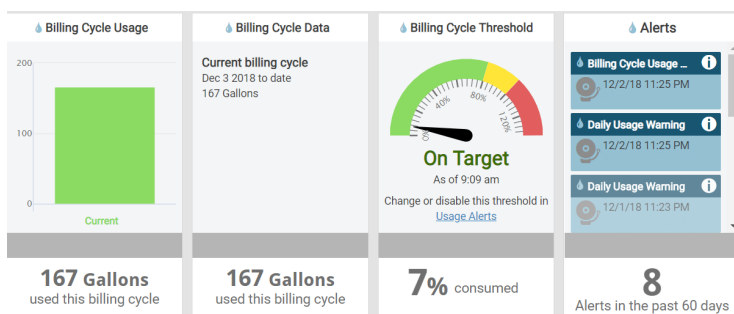
Track Your Water Usage With Our Customer Portal

In December 2018, we announced a free Customer Usage Portal so customers can keep track of their water consumption in real time.

Tracking usage can 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.

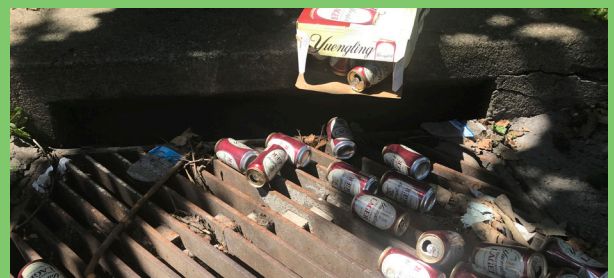
In addition to an online dashboard, customers can set thresholds to receive text message or email alerts when their water usage is higher than their average consumption. Customers can also add multiple users to receive alerts so that an entire household, or tenants of a rental property, can be aware of their water consumption.

The information required for enrollment is located on your monthly bill and instructions for accessing the Customer Usage Portal are available at pgh2o.com under the “Usage Alerts” tab. Customers who need assistance can call PWSA Customer Service at 412.255.2423



Everyone can help keep catch basins clean

In 2018, we replaced 620 and cleaned 3,644 catch basins!



Cans and bottles are easy to pick up and recycle. If they fall into the catch basin they can block the sewer system and cause backups and flooding.

You may not notice them much, but catch basins are an important part of the combined sewer and stormwater system. It's essential to keep the basins clean and free of debris so stormwater runoff can easily flow into their grates and down into the sewer system.

Now that spring is approaching, sweep twigs, leaves, and trash from the top of the grates; remove plastic bottles, cans, or plastic bags that collected over the winter, and if you notice a clogged catch basin, let us know. Call our emergency number (412) 255.2423 or tag us on Twitter @pgh2o. We'll schedule a crew to clean it.

Keeping the catch basins clean is one of the simplest ways we can manage stormwater – and it's something we all can do!



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).



Do We Have Your Number?

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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