

CURRENTS

EARTH MONTH 2019: DOING OUR PART TO CREATE A SUSTAINABLE WATER FUTURE



Local leaders at a ribbon cutting for the Wightman Park Green Stormwater Project (from left) PWSA Executive Director Bob Weimar, Senator Jay Costa, Squirrel Hill Urban Coalition Director Marian Lien, Councilmember Erika Strassburger, Chief of Staff Dan Gilman, Public Works Director Mike Gable, and Representative Dan Frankel

The Pittsburgh Water and Sewer Authority takes environmental stewardship seriously. Our mission requires us to protect and manage of one the most precious natural resources on earth – water. We clean water from the Allegheny River so that it is safe to drink, and we manage stormwater and maintain our sewers so that we can keep pollutants from entering our waterways. We are constantly looking for ways to “Get Stuff Done” for our customers, while also considering our impact on the environment. In honor of Earth Month 2019, we’re highlighting our efforts to be a more sustainable water utility and encouraging customers to take advantage of our environmentally-friendly service offerings.

What we’re doing...

- **Green-first stormwater solutions:** Managing stormwater is challenging and costly, but because PWSA is publicly-owned we can focus on solutions to stormwater problems that are financially and environmentally sustainable. We’re focusing on critical areas so that we can turn today’s biggest flooding and sewer backup risks into tomorrow’s cleanest and greenest neighborhoods.
- **Purchasing green energy:** Moving water across the city requires lots of energy and makes us one the largest electricity users in the region. We use our buying power to require our energy supplier to provide at least 35% of our electricity from certified green sources like wind and solar.
- **Going digital:** Across the organization we’re transitioning from paper to digital records. Our field crews are tracking their activities using digital tablets and we’re requiring engineering documents to be submitted to us electronically. This not only reduces waste but improves the timeliness and quality of our work.
- **Recycled paper:** For those who prefer to receive paper bills, our monthly bill inserts will be printed on recycled paper.
- **Paperless billing and bill pay:** This free service is not only convenient, but it reduces paper waste, shrinks the carbon footprint associated with delivering mail, and saves you the cost of a stamp! Enrolling is easy at pgh2o.com/pay.
- **Sign up for high usage alerts:** Plumbing leaks cause high water bills and are wasteful. Our free online customer portal allows you to receive an email or text message if your water consumption is higher than normal. You can sign up for the real-time alerts by clicking on the “Usage Alerts” tab at pgh2o.com.
- **Drink tap:** Skipping bottled water and choosing tap is one of the easiest eco-friendly choices you can make. Plastic water bottles fill our landfills, clog storm drains and litter our streets. Concerned about your tap water quality? We offer coupons for tap water filters at lead.pgh2o.com.

IN THIS ISSUE:

- 1 Earth Month 2019
- 2 RAW Talk
- 3 PWSA in the Community
- 6 PWSA in the News
- 7 Team PWSA
- 9 Engineering & Construction
- 11 Water Wise
- 12 PWSA Connect

COMING UP:

2019 Board Meetings

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.

Maryland Avenue Stormwater Project Meeting

April 30
Winchester-Thurston School;
6:30 pm

Morningside Lead Info Session

May 1
Morningside Senior Center;
6:00 pm

Kiwanis Club of Sheraden’s Kid’s Day

May 11
Langley Pre-K-8 Cafeteria;
10:00 am to 1:00 pm

Volunteer’s Field Stormwater Project Meeting

May 13
HEAR Corp; 6:30 pm

Riverview Park Stormwater Project Meeting

May 14
Perry High School; 6:30 pm

Stormwater Saturdays at the Carnegie Science Center

May 18
Carnegie Science Center;
10:30 am - 3:00 pm

Thomas and McPherson Stormwater Project Meeting

May 23
Construction Junction; 6:30 pm

RAW TALK

By Executive Director Robert A. Weimar



Becoming the Best: A data-backed progress report

Time flies when you Get Stuff Done (GSD). In what feels like the blink of an eye, I am nearing two years at the helm of the Pittsburgh Water and Sewer Authority. During this time, we've made tremendous progress but there is still more work to do. Overall, our customers should feel assured that we're on the right track and that we have the resources and talent to continue our path toward becoming one of the best publicly-owned utilities in the country. But don't take my word for it – we have data and performance metrics to support these claims.

In late 2017, we produced a strategic plan titled "Focusing on the Future." This document laid out our goals, including customer and stakeholder satisfaction and protecting public health and the environment. After establishing key goals, we set metrics for how we would be measured against them and used data to compare us to similar utilities.

After one year, we improved in over 80% of our performance measures, and we exceeded our target for 70% of the measures. Our efforts created nearly half a million dollars in savings, which we reinvested in our system. Just as important, our improved customer service experience has saved our customers time. Reducing the duration of water service disruptions and cutting call center wait times saves customers time and money.

Our employees and leadership have been so focused on delivering improvements that we haven't had the luxury of celebrating our success. This year, we will publish our performance metrics to a publicly available online dashboard so you can monitor our progress in real-time. Until then, I'd like to recognize key areas of progress among the 56 organizational metrics we track.

- The safety and quality of our water is our number one priority. That's why we're proud to report that water produced from our treatment plant was 100% in compliance with state and federal water quality standards.
- We doubled our investment in critical infrastructure in 2018. These upgrades include replacing lead service lines, modernizing the water treatment plant, improving corrosion control treatment with orthophosphate, and renewing our reservoirs.
- 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 - that weighs more than 13,000 Steelers offensive linemen!
- When you call us, you'll likely speak with a representative within one minute. The long wait times of the past are gone..
- We processed 100% of our customers' final bills within seven days. That's important to home buyers, sellers and our local economy.

We know we must continue to improve, and we aren't done yet. The changes and improvements will continue to provide value to our organization and the public. As you will read in this month's Currents, we are improving our processes through adopting best practices, technology, innovation and hiring experienced and qualified staff. Thank you for your interest and support as work toward becoming the best!

"Our customers should feel assured that we're on the right track and that we have the resources and talent to continue our path toward becoming one of the best publicly-owned utilities in the country."

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



Praise for Point Breeze Waterline Work

In early 2019, PWSA completed a major waterline improvement project on Briar Cliff Road in Point Breeze. A resident wrote a letter of thanks and said, “During difficult weather and long weeks of hard work that involved breaking through feet of stone, they were respectful and helpful with each resident’s concerns.” Members of the team recognized for their efforts included Lead Help Field Liaison Jason Smith, Lead Help Customer Assistant Donna Martrano, Associate Engineering and Construction Manager Brent Lahaie, Senior Project Manager Sarah Bolenbaugh, Underground Asset Manager John McCarthy, Project Representative Victor Murphy, Above Ground Asset Manager John Koller, and Deputy Director of Field Operations William “BJ” McFaddin. We look forward to continuing our positive collaboration with residents across the city during our construction projects.

Meter Replacement Kudos

A customer wrote a letter of praise for Plumber Foreman Chris Sciulli and Plumber Dave Holloway about their outstanding service in replacing her water meter. After explaining the cause of the issue, why replacement was necessary, and where the new meter is located, she remarked that they were “very efficient and did their job well.” Thank you Chris and Dave for your hard work!

An Evening with the Community

On March 28th, we collaborated with Clean Water Action and State Representative Ed Gainey for a community meeting in Homewood regarding lead. Clean Water Action said the meeting went so well that more are being planned for communities. Having an open dialogue with our customers is something that we pride ourselves on, and we are very excited about the continued growth of our presence in the community with the help of our great partners.

PWSA and a Boatload of Friends

Partnering with Friends of the Riverfront on a trail connection through the Aspinwall Treatment Plant.

In a tucked away corner of the Three Rivers Heritage Trail, behind the Carnegie Science Center, sits a loading dock for the Explorer. The Explorer is a boat not unlike many other boats in the City’s three rivers, but its mission is much greater. The Explorer is part of the Rivers of Steel’s environmental educational program, Riverquest. Rivers of Steel is dedicated to preserving Southwestern Pennsylvania’s steel industry history through education and conservation. Some of their work includes creating national parks in the areas surrounding the Carrie Furnaces and the Homestead Works.

Even though Rivers of Steel wants to preserve the region’s past, the group also works to ensure that its natural resources are restored. Those two missions merged on April 13th when Rivers of Steel hosted Friends of the Riverfront’s Boatload of Friends event. This two-and-a-half-hour trip down the Allegheny and Monongahela Rivers was an opportunity for supporters of Friends of the Riverfront to learn about the potential expansion of the Three Rivers Heritage Trail.



PWSA was invited to speak about partnering with Friends of the Riverfront to construct a trail connection through the Aspinwall Treatment Plant property at 900 Freeport Road, next to the Allegheny riverfront. In the very early stages of design, the trail connection would serve as the most public project of the more extensive beautification, preservation, and modernization plan for the water treatment plant. With \$15 million of capital improvements planned in 2019 and nearly \$140 million in the next five years, PWSA is protecting these assets for the next 100 years. Plans include security upgrades, roof replacements, chemical storage building improvements, and electrical system upgrades among other projects. We look forward to moving the trail project further by partnering with Friends of the Riverfront!

Promoting Assistance Programs at State Representative Jake Wheatly's Annual Golden Luncheon Event

Representatives from state, county, and local agencies provide information for seniors on assistance programs.

On April 25th, Representative Jake Wheatley Jr. hosted his 10th Annual Golden Luncheon at the Rivers Casino. This event is dedicated to bringing together seniors throughout the 19th Legislative District to provide them with information regarding resources throughout Pittsburgh. Each year, nearly 250 senior citizens attend this unique event.

We were pleased to host a booth for a second year to promote our Customer Assistance Program for financial assistance with bills, as well as the Free Lead Service Line Replacement Program. We also demonstrated how to enroll in usage alerts, which can help detect leaks in real-time.

Many thanks to Representative Wheatley for putting together this important and fun event for our valued senior community.



Collections Coordinator Nicole Tarver (left) and Lead Help Desk Customer Assistance Representative Dominique Nunley (right) hosting the Pgh2o table at the 10th Annual Golden Luncheon.

The Civic Leadership Academy Visits the Water Treatment Plant

The CLA is an 11-week course giving city residents an opportunity to learn about their local government.

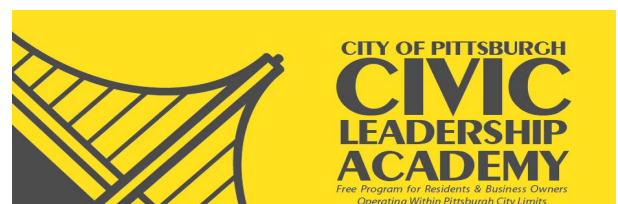
This unique program was created to foster informed, effective, and inspired community leadership. It is taught by leaders and employees of city government and authorities to share what services, operations, and resources the City provides in and for our communities; including tours, hands-on demonstrations, and informational activities that give participants an insider view of how the City of Pittsburgh operates.

PWSA staff presented information on operations, finance, capital projects, and new programs and improvements at the Authority. Participants also received a tour of the treatment plant and demonstrations of CCTV sewer inspections.

For more information on how to apply, visit the City's website at pittsburghpa.gov/servepgh/cla/participate



Mike Dusch (left), PWSA Sewer Service Foreman, demonstrates our CCTV technology for sewer inspections to CLA class participants.



We All Need to Know About Stormwater

Reaching multiple audiences to expand awareness of this regional challenge.

Maytide Sanitary Sewer and Stormwater Project

Residents in the Overbrook neighborhood are pleased with the amount of planning that has gone into the Maytide Sanitary Sewer and Stormwater project. At a community meeting on April 9th, PWSA provided attendees with an update about the project. We incorporated previous community feedback to expand the project. It will now include Merritt Avenue, from the Sanderson Street intersection, towards the east where we will install additional storm sewer improvements to reduce stormwater runoff.

This project will replace and repair existing sanitary and stormwater sewers and restore Sanderson Street between Merritt and Maytide streets, reducing the risk of street flooding and mitigating hillside erosion. Project design will be completed in May and construction begins Fall 2019 or early 2020.

Stormwater Saturdays at the Carnegie Science Center

The Carnegie Science Center is a great place to talk to budding engineers and environmentalists about the stormwater challenges we experience in Pittsburgh. Using Legos, sponges, and a paint tray, kids quickly grasp the concept of what happens when too much stormwater enters our combined sewer system and overflows into our rivers and streams. This concept represents our green first approach to addressing stormwater. As we construct more stormwater projects, these systems will improve water quality while also reducing neighborhood flooding and basement backups.

Wightman Park Groundbreaking

On April 14th, we joined Councilmember Strassburger's Office and City of Pittsburgh officials

to celebrate the Wightman Park Groundbreaking. The stormwater improvements will incorporate seamlessly into its renovation while helping to manage basement backups and combined sewer overflows commonly experienced in Squirrel Hill. An underground detention system constructed beneath a new ball field will hold more than 300,000 gallons of stormwater, and a rain garden will provide an additional 52,000 gallons of capacity. These solutions will manage over two million gallons of stormwater runoff per year. As future phases are built, we expect to manage 13 million gallons annually and improve drainage along city streets.

St. Francis University Tours Green Infrastructure Sites

On April 15th, a group of environmental engineering students from St. Francis University toured our recently completed green stormwater infrastructure projects located in Polish Hill, the Hill District, and Garfield neighborhoods. The students enjoyed learning about our integrated approach to managing stormwater, which supports the theories and techniques presented in their college courses. Professor Dr. William Strosnider said, "It was great for us! We really appreciated all the time that your team put into showing us your systems. You all reinforced the right points."



St. Francis University environmental engineering students at the Melwood and Finland Stormwater Project in Polish Hill.



PWSA IN THE COMMUNITY

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

Representative Ed Gainey Community Lead Meeting

March 28

Community Empowerment Association

Operation Better Block

March 28

Carnegie Library Homewood

Maytide Sanitary Sewer/Stormwater Project Meeting

April 9

Fairhaven United Methodist Church

Stormwater at the Carnegie Science Center

April 12-13

Carnegie Science Center

Overbrook Community Council

April 23

Fairhaven Methodist Church

Representative Jake Wheatley's 10th Annual Golden Luncheon

April 25

Rivers Casino Ballroom

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

PWSA Adds Translation Services to Improve Communication for Non-English Speaking Customers

Interpreter assistance now available

We further improved communications with our customers through a partnership with the United Language Group (ULG), offering translation and interpretation services for customer calls and written communications.

This new service provides our non-English speaking customers the opportunity to talk to experienced, qualified interpreters of over 200 languages, overcoming linguistic and cultural barriers to get the information they need about our programs and services. Customers can be transferred to an interpreter by request or have a PWSA letter or notice converted to a language other than English. A link to the languages provided can be found here: [ULG Translation Languages](#).

If you or someone you know does not speak English well and has questions concerning their PWSA water and/or wastewater service, please call our Customer Service at 412.255.2423, available Monday through Friday from 8:00 am until 6:00 pm. Our Customer Service Representatives will need to know which language the caller speaks, and the caller will be placed on a brief hold while our customer service representative gets a translator on the line. The caller will then be joined to the call with both our customer service representative and a translator, with the translator facilitating communication.

ULG is one of the world's largest and most innovative translation, localization, and interpreting providers with offices in seven countries and three continents.



“PWSA is actively enhancing customer service for all of our customers, regardless of language preference. This new translation service is yet another example of how we are becoming the professional water utility Pittsburgh expects and deserves.”

Executive Director Robert A. Weimar



Media and Press Releases

MEDIA COVERAGE

Free lead line replacement available for qualified residents, *The Northside Chronicle*

PWSA continues adding lead-reducing chemical to lead water lines, *Post-Gazette*

\$4.2 million renovation of Wightman Park in Squirrel Hill includes stormwater management, *Next Pittsburgh*

Pitt researchers receive \$175K grant for Pittsburgh water study, *TribLive*

PWSA Expects A Long-Awaited Water Treatment Change To Lower Lead Levels System-wide, *WESA*

PWSA working to go digital, better document water main replacements, *Post-Gazette*

PRESS RELEASES

PWSA Turns on Second Orthophosphate Station, *April 16, 2019*

PWSA Adds Translation Services to Improve Communication for Non-English Speaking Customers, *April 9, 2019*

Orthophosphate Treatment Upgrade Underway, *April 2, 2019*

Employee Spotlight

Bill Bennett, Senior Manager of Warehouse



Our new water meter test bench utilizes the most sophisticated technology in Pennsylvania.

Our Warehouse serves as the backbone of our day-to-day operations. Senior Warehouse Manager Bill Bennett ensures timely purchasing, inventory, and distribution of goods, such as lead testing kits, meters, and repair supplies, so we can meet the demands of keeping our water and sewer systems in constant service.

Bill's career started with his journeyman plumber's license following a four-year apprenticeship. After working as a private plumber, he spent a decade at Pennsylvania American Water where he was promoted to field supervisor after only two years. There, he also oversaw grounds maintenance and security, conducted inventory, and developed important connections with suppliers that have carried over into today.

In April of 2018, Bill was hired as a PWSA Lead Help Liaison. This role involves coordination with our contractors prior to lead service line replacements. "I thought I could come in and help, and there's a sense of pride that comes with serving your own city," he said. As a softball coach for his twin daughters, employment at PWSA offered Bill another chance

to make a positive impact in his community.

Bill was quickly promoted to Senior Warehouse Manager in September of 2018. Since then, the initiatives he implemented have greatly increased our efficiency. A major cleanup of the warehouse allowed us to identify unused material that could be re-sold with profits returning to our budget. His team also established a weekly inventory count that every department can access to ensure the warehouse has the necessary equipment and materials in stock.

Procuring our new water meter test bench is one of the more significant changes at the Warehouse. Test benches verify that water meters accurately account for water use. Our new bench allows us to test up to 24 meters at once. It works by pumping six gallons of water per minute through each meter for 10 minutes. The bench uses recycled water stored in an 800-gallon storage tank. Test bench verification is required by the Pennsylvania Utility Commission (PUC) and our new bench exceeds their accuracy requirements.

Before PUC oversight, meter testing was conducted by a third-party for a

fee. Now, we can test 500-700 meters a month, saving us roughly \$10,000 per month compared to using the third-party. Savings like these mean that the bench will pay for itself after only two years.

The opportunity to play a significant role in our future is very exciting to Bill. "It's nice to be part of something pretty cool here, and we will make it better. PWSA is definitely going in the right direction."

There's a sense of pride that comes with serving your own city. It's nice to be part of something pretty cool here, and we will make it better. PWSA is definitely going in the right direction.

New Hires

Barry King

Director of Engineering

Joseph Tewell

Senior Manager, Field Operations

Giuseppe Sciulli

Senior Manager, Projects Controls

Meghan Simek

Project Manager

Vera Mohamed

Paralegal

Justin Prokop

Accounting Specialist

Adam Votedian

Scientist I

Nicholas Letzkus

Public Affairs Associate

Robert Hamilton

Field Tech II

Paul Bahneman

Plumber

Clint Bougher

Laborer

Benjamin Crankshaw

Laborer

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

Senior Contract Specialist, Finance

Procurement Specialist, Finance

Plumber, Field Services

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

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

Mobile Testing Device Enhances Data Measurement

Innovative new device improves data quality, while also making analysis more efficient in the field.

Water quality testing is critical to ensuring we provide safe and reliable drinking water. Most of this testing takes place in a laboratory, but thanks to an innovative new piece of equipment, a growing portion is happening outside the confines of our water treatment plant.

Our new portable sampling kit allows us to connect pH meters, pressure sensors, chlorine analyzers, and other equipment to report real-time data to water quality experts at our water treatment plant. In addition, the equipment can analyze data trends that can be useful for future analysis.

Field testing is important because it gives us the ability to take real-time readings at the sample location instead of collecting and transporting a sample back to the lab, which can cause inaccuracy in reported readings. It is also often more efficient because results can be obtained quickly and accurately tied to a specific location. This new addition to our water quality testing arsenal is just one example of how we're embracing technology and best practices to improve efficiency and the quality of our water.



The portable SCADA sampling kit functions as a traveling laboratory for field testing and sampling.

2019 YTD Expenditure

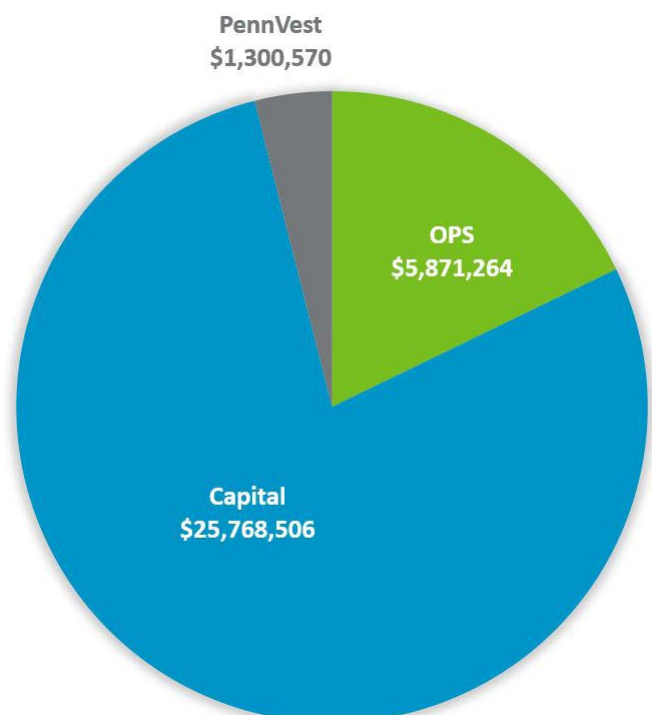
Report includes all paid Vendor Invoices and Contractor Pay Applications from January 1, 2019, through April 22, 2019, received but not yet finalized/approved.

Capital	\$ 25,768,506
---------	---------------

Operations	\$ 5,871,264
------------	--------------

PennVest	\$ 1,300,570
----------	--------------

TOTAL	\$ 32,940,340
-------	---------------



Orthophosphate Addition Continues

Orthophosphate will help reduce lead levels in drinking water while we work to replace lead service lines.

On April 15th, we began adding orthophosphate to the northern portion of the City of Pittsburgh and the Borough of Millvale fed by the Lanpher Reservoir.

This comes two weeks after the first addition site, at Bruecken Pump Station, was turned on, which serves Highland II reservoir and distributes water to portions of the east end and the south end of Pittsburgh. The next location where orthophosphate will be applied is the Highland I Reservoir system in Highland Park. PWSA's lab technicians and engineers continuously monitor the system's water quality to confirm its application throughout water pipes across the city.

The Highland Park orthophosphate facility was newly constructed this past year within the Sycamore Grove picnic area to house the necessary equipment to add the treatment to the system, while also providing a community space within the park. Orthophosphate from this location will feed into water supplied from the

open Highland I Reservoir, serving Pittsburgh's eastern neighborhoods, the Hill District, and parts of Oakland. You can read more about this facility at lead.pgh2o.com/pwsa-takes-important-step-to-improve-water-safety.

The decision to use orthophosphate comes after a year-long study conducted by local and international water quality experts, as well as comprehensive regulatory approvals from the Pennsylvania Department of Environmental Protection (DEP). We expect that orthophosphate will reduce corrosion from water services lines made of lead.

Orthophosphate is a food-grade additive that forms a protective layer inside of lead service lines, creating a barrier between the lead pipes and the water flowing through them. It is approved by the Environmental Protection Agency (EPA) and used in water systems across the world, including sections of the City of Pittsburgh served by Pennsylvania

American Water Company. You can read more about Orthophosphate at lead.pgh2o.com/understanding-lead-and-water/orthophosphate.

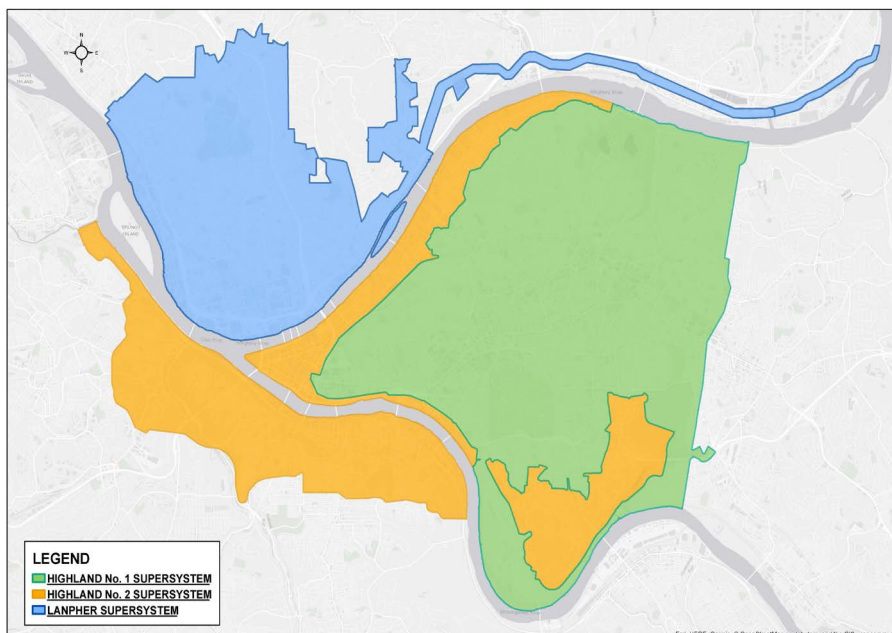
The 2019 lead line replacement program is underway to replace over 4,000 lead service lines. Customers can learn more about lead in water and our Community Lead Response Program at lead.pgh2o.com.

System Flushing Continues

We will continue to flow water from fire hydrants throughout our distribution system to prepare the insides of pipes for the new orthophosphate-treated water. In addition, flushing will help bring the orthophosphate-treated water to customers more quickly. Over the next few months, customers may see crews opening hydrants to flush the water system and perform water quality monitoring.

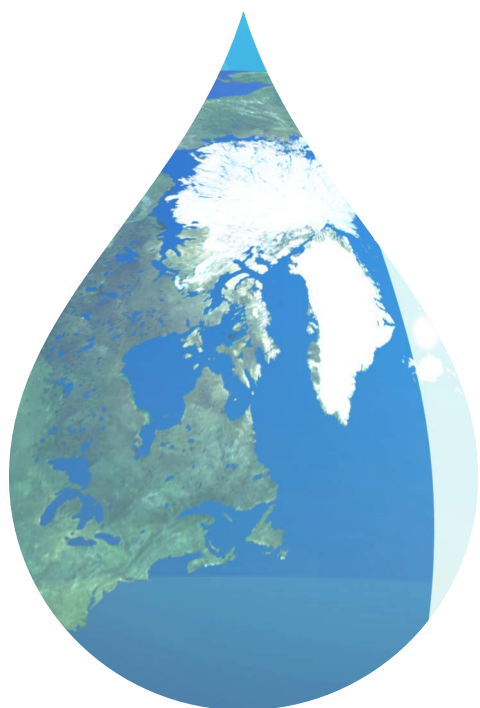
Customers may notice temporary brown or discolored water during this flushing program. To clear discolored water, customers can use the following instructions:

- Run cold taps at the lowest point in the building for about 10 minutes or until the water runs clear.
- If it is still not clear, wait about 30 minutes and try flushing with cold water again.
- If the issue persists, contact our Customer Service at 412.255.2423 and a representative can assist in addressing the issue at your property.



The blue shaded area shows the portion of PWSA's water distribution system that received orthophosphate-treated water as of April 15.

The yellow shaded area was the first portion of the system to receive orthophosphate approximately one month ago.



WATER WISE

Water Conservation Edition

Track Your Water Use in Real-Time With Our Customer Portal

Free service will alert you to high water usage

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



Don't Save It For a Rainy Day!



Laundry, running a dishwasher, and washing floors may seem like good rainy-day activities, but they're not. Neither are taking a shower or flushing a toilet, it turns out. These water intensive activities send large amounts of wastewater into our combined sewer system, where wastewater and stormwater are carried through the same pipe until it reaches the wastewater treatment plant along the Ohio River.

On a dry day there is typically room for wastewater to travel through the sewer system from homes and businesses. But, when it rains, our sewers often can't handle the extra water. Stormwater can overwhelm the system and lead to combined sewer overflows. Consequences of these overflows include flooded streets, sewage backing up into people's basements, and discharges of untreated sewage into our waterways.

It is also smart to prepare your house before a storm. Make sure your gutters and downspouts are free of dirt and debris, use the water collected in your rain barrel, and report any clogged catch basins to our emergency dispatch number 412. 255.2423.

Now, what to do on a rainy day? Clean your closet, watch a movie, or read back issues of *Currents* at pgh2o.com/newsletters!





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 Free Private Lead Line Replacement Project, please visit pgh2o.com/CAP or call Dollar Energy Fund at **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**

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.

Board of Directors

Paul Leger
Chairman

Margaret Lanier
Vice Chairperson

Jim Turner
Secretary

Deb Gross
Assistant Secretary

Chatón Turner
Member

Michael Domach
Member

Executive Leadership

Robert A. Weimar
Executive Director

Debbie Lestitian
Chief Corporate Counsel/Chief of Administration

Barry King
Director of Engineering

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 the know with PGH2O!

Join our email list to make sure you're getting the latest news and updates from the Pittsburgh Water and Sewer Authority. Signing up is simple at pgh2o.com/subscribe.

Penn Liberty Plaza 1
1200 Penn Avenue
Pittsburgh, PA 15222

info@pgh2o.com
T 412.255.2423
F 412.255.2475

✉ pgh2o.com/subscribe

🐦 [@pgh2o](https://twitter.com/pgh2o)

📘 facebook.com/pgh2o

🏠 nextdoor.com

Customer Service/
Emergencies
412.255.2423