

CURRENTS

Orthophosphate Continues to Reduce Lead Levels

In April 2019, the Pittsburgh Water and Sewer Authority (PWSA) began adding orthophosphate to reduce lead levels in drinking water while continuing to replace thousands of lead service lines. 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. This effectively acts as a lining to prevent lead from leaching into the water supply.

Orthophosphate is approved by the Environmental Protection Agency and used in water systems across the world. The Food and Drug Administration recognizes the use of such phosphates as food additives to be safe. In fact, typical phosphate levels found in a liter of tap water are around one hundred times lower than those found in the average American diet. For comparison, individuals regularly consume over 4,200 percent more phosphates in a single can of soda than the equivalent amount of tap water.

We recently released the results from our most recent compliance testing for lead required by state and federal regulations. Although this upgraded water

treatment method can take up to six months to reach its full effect, testing results indicate that our addition of orthophosphate to the water is generally reducing lead levels. Samples were collected by customers from worst-case scenario homes that were verified to have lead service lines or plumbing. In addition to these compliance test results, our data shows lead levels are trending downward since orthophosphate was added.

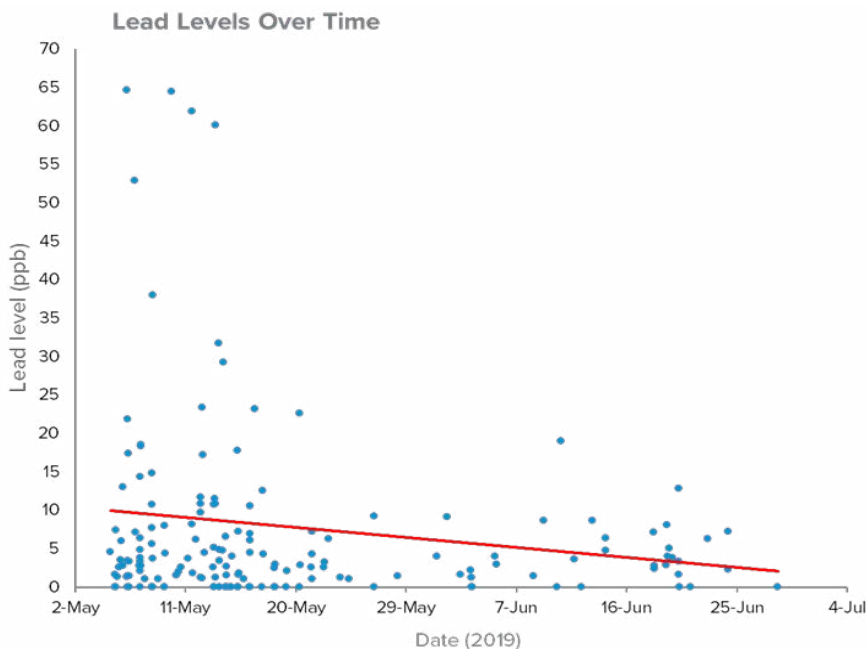
We are encouraged by this round of sampling. This compliance data and our system-wide testing have demonstrated that the longer orthophosphate is present in our water system, the more effective it is at reducing lead levels. As orthophosphate continues to do its job, we anticipate lead levels to be

reduced to single digit or non-detectable levels at most homes with lead service lines or plumbing.

Cleveland Water is a case study on the effectiveness of orthophosphate reducing lead levels over time. According to Cleveland Water, their lead levels have declined by more than 88% over the last 20 years as a result of adding orthophosphate to their system.

We are confident we will experience similar results to reduce the risk of lead in water until we're able to replace all of the remaining lead lines in our system.

You can read more about orthophosphate on our website at lead.pgh2o.com/understanding-lead-and-water/orthophosphate/



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COMING UP:

2019 Board Meetings

No August meeting
 September 27
 October 25
 November 22
 December 20
Meetings are open to the public starting at 10:00 am at 1200 Penn Avenue.

Lawrenceville United "Housing for All" Resources Event

July 27
 Goodwill's Workforce Development Center;
 11:00 am - 1:30 pm

Bloomfield Garfield Housing Resource Event

August 17
 111 North Pacific Avenue;
 10:00 am - 12:00 pm

South Side Park Stormwater Project Community Meeting

August 21
 Black Forge Coffee;
 6:30 pm

Northside Farmer's Market Stormwater Info Table

August 23
 Allegheny Commons East Park;
 3:00 - 7:00 pm

RAW TALK

By Executive Director Robert A. Weimar



Overcoming Pittsburgh's Ongoing stormwater challenge will require everyone's commitment to help.

One thing that I have realized and admire about our Pittsburgh community is everyone's willingness to work together. When there is a crisis, neighbors help neighbors and residents support one another in a time of need. City, County, State and Federal agencies also rise to the challenge whenever possible to help Pittsburgh.

We are now facing a growing community crisis that appears with each successive storm to be getting worse, and causing more damages to public and private property. The depth and volume of rainfall is unprecedented and has led to chronic flooding throughout the City, and the region. While we can address significant rainfall impacts, complete runoff control will require a "full blown" commitment from those living, working, and doing business within the city of Pittsburgh—and even then, climate change can continue to raise havoc with our most elaborate efforts.

It's stormwater, and it is a serious problem throughout the USA. News reports show the damage that these intense and heavy rains cause. Many residents can speak about their own experiences with flooding and sewage backing up into their basements, and boaters can tell you about the water quality impacts to our rivers.

Unfortunately, there is no simple solution. Many regional, national and international climate, rainfall management, and urban experts are working tirelessly to develop new strategies to control proper damage and flooding impacts.

Pittsburgh's steep hillsides and past practice of filling stream beds expose nearby properties to flooding. Low lying neighborhoods along our rivers, the age and condition of the sewer system, past plumbing design standards, and our development density all contribute to the severity of flooding and basement backups that we are experiencing during these frequent, short duration, large and intense storms.

We are taking a more hands-on role in managing stormwater than in the past. Our studies show that the region cannot afford to build pipes large enough to convey the recent storm events through our neighborhoods to ALCOSAN or the rivers. Moreover, existing environmental regulations would require management of system overflows with eroded soils and water quality impacts. Housing damages from basement backups and surface flooding are causing housing

destruction, in some cases the potential for chronic health and safety issues. .

In 2016, PWSA and the City of Pittsburgh released the Citywide Green First Plan that outlines several watershed-based projects for managing stormwater to reduce CSO's, abate sewer system backups and reduce flooding of public and private property. Several of these projects are in their design phase and will soon be constructed. The plan followed generally accepted water management principles, but as our initial projects have shown, the past design standards do not address the extreme rainfall that we have experienced in the past several years. We need to look forward to predicting our "water future".

Soon, PWSA and the City will begin work on the next iteration of the Green First Plan. We envision collaborating with national and international policy experts and scientists familiar with climate change and the ongoing stormwater impacts to urban environments. They will help us devise the needed policies and identify a nominal storm size control that we can afford. When this assessment is complete, we will be able to provide more specificity about the flood protection we can provide Pittsburgh neighborhoods; and, we can better inform developers and private property owners about their role in managing stormwater by flood proofing their respective properties.

The updated stormwater management plan will:

- Establish a consistent level of flood protection across the city
- Identify stormwater systems that will help to successfully hold back and slow down the flow of water by using a combination of innovative green solutions and traditional grey infrastructure methods
- Implement policies requiring developers to manage stormwater generated on their properties
- Meet the affordability requirements of our region

Our stormwater program is about taking on the challenges of today, but it's also about the future of our city. An ounce of prevention now will pay dividends for years to come. Our rivers will be cleaner. Our infrastructure will last longer. Our businesses and homes will be designed to manage rainfall runoff. And we will all enjoy the benefits of a safer, flood protected city.



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

Public Service Props

We always appreciate it when a customer tells us about issues affecting their neighborhoods. This month, a customer called to compliment General Laborer Sager McDill. As Sager was working on their street for a separate issue, the customer showed him a damaged sewer grate that was of high priority due to the presence of children in the area. The customer was impressed by his level of concern as he assured them that steps were being taken to address the issue. Thanks for upholding a high standard of public service, Sager!

Sewer Crew Satisfaction

Our M.O. of Getting Stuff Done involves going above and beyond to help our customers in any possible situation. A Highland Park customer wrote us a letter about a positive experience he had earlier this month when he asked our crews for information regarding a sewer line issue while they were working on his neighbor's sidewalk. He said "they immediately checked out the sewer line and assured me that all was well," and that we "have a great crew." Thanks to Sewer Service Foreman Mike Dusch, Field Operations Foreman Mike Stojakovich, and TV Truck Specialist Jason Auge for their efforts!



Lead Line Replacement Kudos

It's always encouraging when a customer reaches out to us to thank our crew after a lead service line replacement. Although our Lead Service Line Replacement Program may result in temporary inconveniences, like street closures, we are happy to know that our effort to remove lead lines is appreciated. In late June, a Morningside customer called our Lead Help Desk to let us know how pleased he was with all the workers that did such a "fantastic" job on his lead line replacement, which involved multiple complex conditions to work around. Kudos to PWSA contractors Bobby Benard, Jason Mahoney, Josh Lozecki, Gil Downing, Hoss Benard, and Gimena Bosonetto as well as Lead Help Representatives Jason Smith and Donna Martrano for your help in improving the quality of water for Pittsburghers for generations to come.

Getting Stuff Done Across the Board

Providing quality service to our customers is a team effort that crosses departmental lines, starting with the relay of important information by Customer Service to another PWSA division to complete the work. A customer wrote us to let us know that she is pleased every time she deals with us. In this case, she told us to thank Customer Service Representatives Amber McNeal, Traylon Johnson, Natasha Butler, and Field Service Technician Robert Hamilton for their coordinated effort in resolving her issue. Kudos to our staff who earned this praise!

Meeting Pittsburghers Where They Are

We're talking to residents about our customer assistance programs and stormwater at several community events this summer.

Connecting with residents at upcoming Housing Resource Fairs:

Learn about the programs and services we offer.

In July and August, we are attending Housing Resource Fairs in Lawrenceville, Bloomfield, and Garfield neighborhoods to share information about our Customer Assistance Programs and answer questions that residents may have about the water, sewer, and stormwater services we provide. Attendees can also participate in fun educational activities about the ways we can manage stormwater. We'll be in Lawrenceville on Saturday, July 27 from 11:00am - 1:30pm and in Bloomfield/Garfield on Saturday, August 17 from 10:00am - 12:00pm.

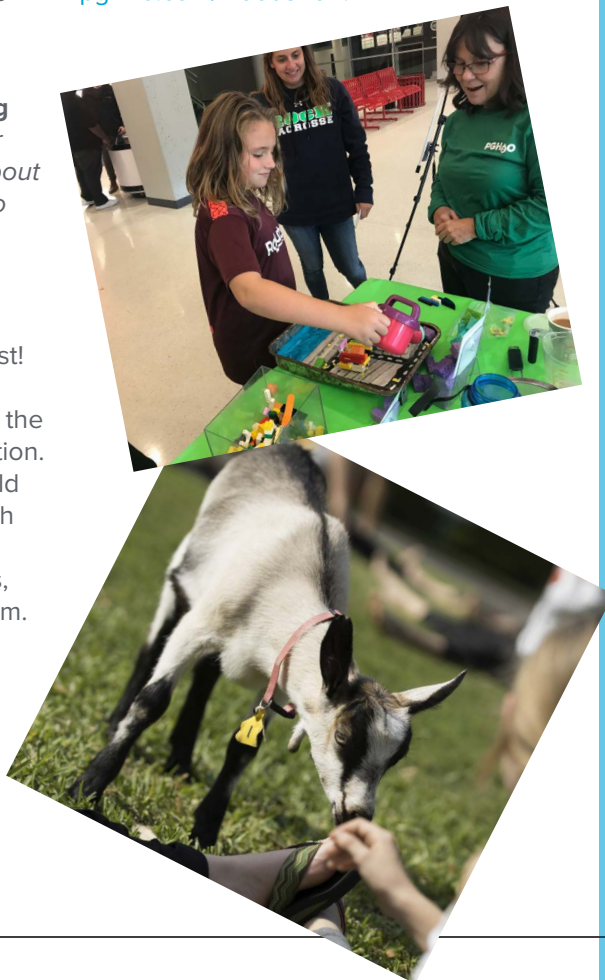
We're excited to host Goat Yoga at Mission Street Pump Station During South Side Park Goat Fest: *Visit our booth in South Side Park to learn about stormwater improvements coming to the South Side.*

We are proud to host NamastHay Goat Yoga of Pittsburgh during the 3rd Annual South Side Park Goat Fest! On Saturday, July 27, cute goats will wander around yoga participants on the lawn of the Mission Street Pump Station. This goat yoga session is already sold out, but the rest of Goat Fest in South Side Park is free. The fest includes food trucks, live music, craft vendors, and guided hikes from 12:00 - 4:00pm. We will have fun demonstrations of stormwater issues and solutions, as well as sharing information about our upcoming green stormwater project in South Side Park and along South 21st Street. Learn more about the South Side Park stormwater improvements at pgh2o.com/southsidepark.

Promoting the Woods Run Stormwater Project at the Northside Farmers Market:

Construction of anticipated stormwater improvements in Riverview Park will begin this fall.

On Friday, August 23, you can find us at the Northside Farmers Market in Allegheny Commons East Park to share information about the stormwater improvements coming to Riverview Park. The first phase of construction will start this fall. We will also provide fun educational activities about the benefits of green stormwater infrastructure. Visit our website to learn more about the stormwater improvements in Riverview Park pgh2o.com/woods-run.



PWSA IN THE COMMUNITY

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

Overbrook Community Council Public Meeting

July 23

Fairhaven United Methodist

Operation Better Block (All Clusters)

July 25

Carnegie Library Homewood

Lawrenceville United Housing and Resources Event

July 27

Goodwill's Workforce Development Center

South Side Goat Fest: NamastHay Goat Yoga at PWSA's Mission Street Pump House

July 27

Mission Pump House; Hosted by Jen's Yoga Zen

Interested in learning more? Please contact rampa@pgh2o.com to schedule a presentation in your community.

PWSA Board Pledges to Support Public Ownership, Green Infrastructure, and Workforce Development

At the June 2019 meeting our Board of Directors approved a resolution pledging to maintain public ownership of Pittsburgh’s water and sewer infrastructure.

The pledge also supports continued investment in large-scale green infrastructure projects, and invest in workforce development and training strategies to create job opportunities within PWSA’s service area.

“This action reaffirms our commitment to maintaining public control and ownership of one of Pittsburgh’s most essential assets. This water system is not for sale, and we have every intention to continue and expand upon the progress made by PWSA over the last few years,” said PWSA Board Chair Paul Leger.

The pledge was created by the Our Water, Our Rivers Campaign (OWORC), a coalition of local organizations formed to advocate for safe, affordable, publicly controlled water and environmental justice. OWORC organizers have called on local, county, state, and federal elected officials to take similar pledges. Mayor William Peduto signed onto the pledge in March 2019.

Organizer for the Our Water, Our Rivers Campaign Aly Shaw said, “For several years now, the Our Water, Our Rivers Campaign has been working with ratepayers who demand a publicly-owned and publicly-operated water system in Pittsburgh. We are gratified to see the Mayor and now the PWSA Board listen to those demands and commit to protecting our drinking water by ensuring it remains owned and operated by the people of Pittsburgh.”

In addition to the pledge, a commitment to public ownership of Pittsburgh’s water and sewer infrastructure

appears in the proposed cooperation agreement to govern the financial and administrative relationship between the City and PWSA. The draft agreement is currently under consideration by the our Board and City Council.

A copy of the pledge can be found at pittsburghunited.org/ourwater/our-water-campaign-platform-for-safe-affordable-public-water/



“This action reaffirms our commitment to maintaining public control and ownership of one of Pittsburgh’s most essential assets.”
PWSA Board Chair Paul Leger



Media and Press Releases

MEDIA COVERAGE

PWSA pledges to remain public entity while investing in green infrastructure, WPXI

PWSA Pledges To Keep Authority Public, WESA

Smart Valve Turns Panther Hollow Lake Into Natural Holding Tank For Storm Water, WESA

City Council, PWSA and the public weigh in on proposed agreement, Post-Gazette

PWSA set to replace lead lines this week in several city neighborhoods, Post-Gazette

PRESS RELEASES

PWSA Releases June 2019 Lead Compliance Test Results, July 26

PWSA Board to Consider Pledge Supporting Public Ownership, Green Infrastructure, and Workforce Development, June 27

Employee Spotlight

William “BJ” McFaddin, Director of Operations



We are fortunate to have William “BJ” McFaddin at the helm of our operations department. Continuous delivery of safe, reliable drinking water to your faucet requires managing many moving parts, and people. The same goes for our vast network of sewer pipes. When challenges arise, BJ is well equipped to help figure out a timely solution by leveraging his knowledge and technical skills that have been sharpened by 20 plus years of utility management experience, beginning at Pennsylvania-American Water. “I enjoy the challenges we confront on a daily basis,” he said.

BJ’s tenure with PWSA began in January of 2018 when he was hired as our deputy director of field operations. Initially, he was tasked with managing daily operations work such as water main break repairs, sewer inspections, and valve testing. His

role quickly expanded to include oversight of water production at our Aspinall Water Treatment Plant. This month, BJ was promoted to director of operations.

As Director, BJ will take on the added responsibility of managing the budget and administration of the Operations Department. With an enthusiasm for mathematics—BJ

holds degrees in both accounting and management—he is more than prepared for these new duties. BJ also said he looks forward to continuing to learn from Chief of Operations Rick Obermeier, a PWSA veteran who held the director title until being promoted this July.

In addition to optimizing the coordination of emergency and non-emergency responses, BJ’s top priorities include improving organization-wide access to water and sewer maintenance and repair data, bringing our microfiltration plant in Highland Park back online, and reducing the amount of water that is lost via leaks in the system.

When he gets the occasional break from his busy schedule, you might find BJ boating with his family on the Monongahela River. Or, if our waterways aren’t in season for

recreation, the McFaddin’s venture out to the mountains to get a few runs in at a ski resort.

BJ’s experience will serve as a tremendous asset as we continue to execute our long-term infrastructural and organizational improvement plans. “I’m hopeful that the experience I’ve brought in from my many years in the water industry will help the Authority move forward,” said BJ. We are grateful to have BJ take on this new role and continue to serve our customers.

“I enjoy the challenges we confront on a daily basis. I’m hopeful that the experience I’ve brought in from my many years in the water industry will help the Authority move forward.”

New Hires

Beth Dutton

Senior Group Manager, Stormwater

Elaine Hinrichs

Education and Outreach Associate

Daniel Thiessen

Scientist II

Karly Threets

Account Clerk

Arn Allen

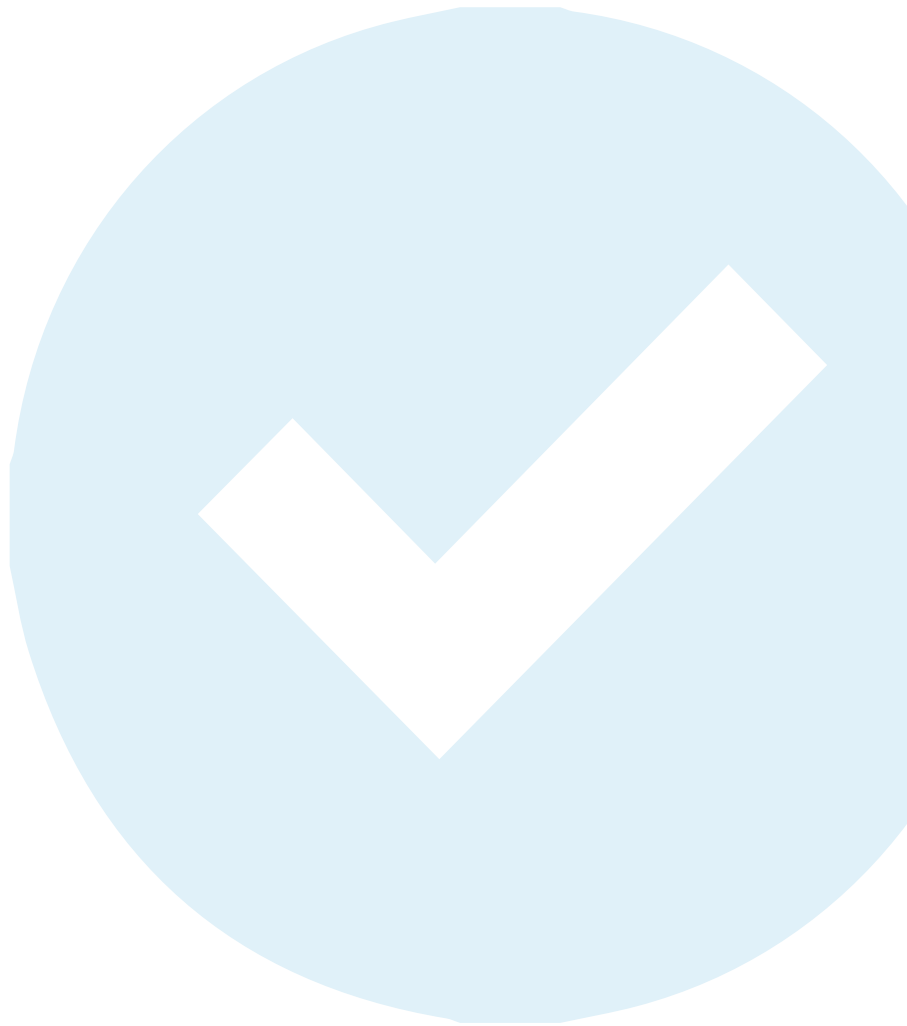
Plumber

Shawn Cusick

Plumber

Dustin Saltzman

Plumber



WELCOME ABOARD!

Job Postings

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

Engineering Technician I, Administration/Customer Service

Project Manager, Engineering & Construction

Engineering GPS Field Tech I, Engineering & Construction

SCADA Technician, Water Quality & Production

Electrician, Water Quality & Production

Plumber, Field Services

Heavy Equipment Operator, Field Services

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

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

Sewer Service Restored in Overbrook after Landslide

In summer of 2018, a landslide near Saw Mill Run Boulevard destroyed a sewer main serving customers on Ivyglen and Odette Streets in Overbrook.

Our engineering team immediately set out to design and construct a new sewer to restore service. This was also an opportunity to separate storm and sanitary sewer service, install more storm drains, and move the sewer out of the hillside and into the street, which is safer and more reliable.

Work began in February 2019, with the installation of 550 feet of new sewer pipe. This project was particularly challenging, with the construction team working against the natural slope of the street so gravity could do its job conveying sewage. Crews dug trenches nearly 30-feet deep to install the pipe. Work also included new sewer

laterals for customers who lost service after the landslide. Our team worked with each resident to inspect their properties, explain the construction process, and ensure the work completed was to the highest standards. The new storm drains installed in the surrounding area will also help to capture stormwater runoff that is a concern for the Overbrook neighborhood during the rainy season.

This unique, \$1.2 million project was well under-budget and sewer service has been restored for residents. The new infrastructure will serve the neighborhood for years to come. We thank the residents of Ivyglen, Odette, and the surrounding community for their patience while we completed this project.



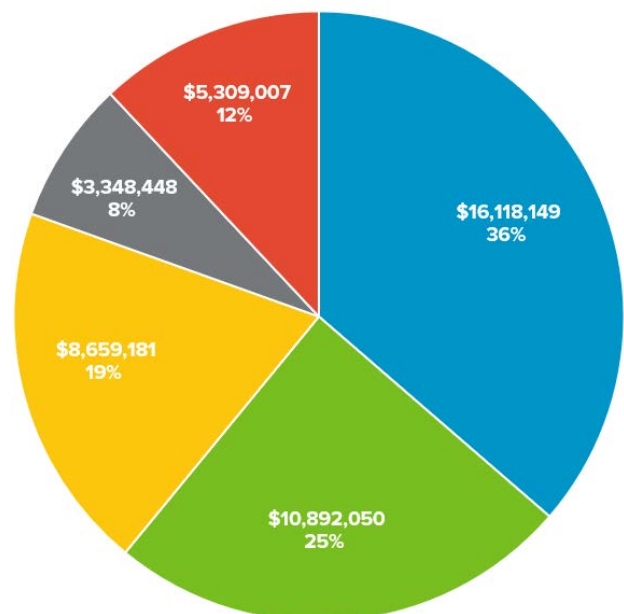
Pictured left: Sewer trench on Odette Street during construction. Above: Project site after final construction and street restoration.

2019 Capital Spending

Amounts reflect total expenditures from January 1 - July 24, 2019

- Water
- Lead
- Sewer
- Stormwater
- Other

TOTAL: \$ 44,326,835





WATER WISE

Changing Weather Patterns in Pittsburgh

Preparing for more heat, heavy rain, and severe storms

Rapid changes are happening to our planet's climate, and we are already seeing the impacts on our local weather patterns. Pittsburgh normally averages 38 inches of rain a year, but 2018 was our wettest year on record with 57.83 inches of rainfall. This year, we've already received 30 inches of rain, and we're only halfway through the year!

Since our weather patterns will change even more in the coming years, we all need to know what to expect and how to start preparing now.

- **Hotter and muggier summers:** Average temperatures in Pennsylvania will likely rise by about 5.4°F over the next 30 years. That means many more days above 90°F. Plan for cooling, shade, and hydration to reduce the life-threatening impacts of extreme heat.
- **More intense, frequent rain:** Annual precipitation in Pennsylvania will likely rise by 8 percent over the next 30 years, meaning Pittsburgh will experience more frequent and intense rain events. These heavy rain events lead to neighborhood flooding and sewage backing up into our homes and overflowing into our rivers. We are building innovative infrastructure to reduce these hazards using rain gardens, bioswales, and underground storage to hold and manage water during storms. Help create safer, more resilient neighborhoods by planting trees, installing rain barrels, using paving materials that capture water, and floodproofing buildings.
- **More severe weather:** Extreme weather impacts in Pennsylvania will likely grow in the next 30 years. Hurricanes are becoming stronger and wetter. Severe thunderstorms and severe snowstorms are occurring more often. Create an emergency plan with your household and practice the plan before disaster strikes. Build an emergency kit with enough food, water, and supplies for your household to survive on for 72 hours.

Learn more about preparing for hazardous weather at ready.gov.



National Refreshment Day!

National Refreshment Day is observed every year on the fourth Thursday of July. This is a perfect opportunity to remind our customers to stay hydrated by drinking plenty of water during these hot summer months!

We're celebrating National Refreshment Day with a nice cold bottle of tap water. Skip the expensive, sugary drinks in favor of the number one rehydration drink that is always on tap, even in the comfort of your own home—WATER.

Not only is it the lifeblood of every living animal on the planet, it's delivered straight to your home and can be instantly accessed with the turn of a faucet. If it were any easier, we'd all have water-growing trees!





Customer Assistance Program

Our Customer Assistance Program is designed to provide financial relief for income-qualified 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 Replacements, 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](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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