

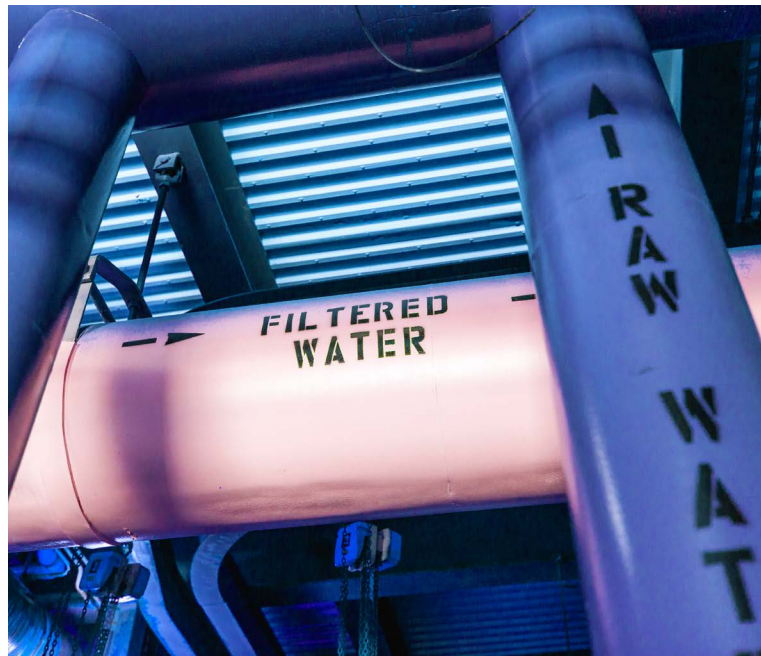
CURRENTS

NEW AGREEMENT WITH DEP SETS COURSE FOR PITTSBURGH'S WATER FUTURE

In September 2019, our Board of Directors authorized Executive Director Robert Weimar to sign a Consent Order and Agreement with the Pennsylvania Department of Environmental Protection (DEP) to restore functionality and water system resiliency as well as modernize our infrastructure. The signed agreement will ultimately result in critical upgrades to our aging water distribution system that serves approximately 520,000 people in the Pittsburgh area.

Projects identified in the agreement include: Rehabilitating or replacing two rising water mains to the Highland 2 Reservoir in Highland Park, replacing the cover and liner of the Highland 2 Reservoir, constructing a new rising water main from the Aspinwall Pump Station to the Lanpher Reservoir in Shaler Township, rehabilitating or replacing the Aspinwall and Breucken pump stations, and the construction of an emergency bypass for the existing Clearwell at our main water treatment plant.

The projects mentioned above will help prepare for the larger priority project – replacing the 109-year-old Clearwell. The Clearwell is a critical element of our water distribution system because it stores up to 44 million gallons of treated water, and provides drinking water



Water treatment infrastructure at the Highland 1 Reservoir Microfiltration Plant.

disinfection required by state and federal regulations.

Ensuring the quality, reliability, and safety of our water is our number one priority. The projects included in this latest agreement with DEP are only a few of the programs we're undertaking to improve our drinking water. Since 2016, we have replaced nearly 5,000 lead water service lines and in April 2019 we improved our water treatment by using orthophosphate to reduce corrosion from lead pipes. We are also planning to replace 15 to 20 miles of water mains per year beginning in 2020.

We are pleased to work collaboratively with DEP to place us on a firm path toward renewing our infrastructure by prioritizing our critical projects. As a publicly-owned municipal authority, we are committed to providing drinking water that meets or exceeds all state and federal standards now, and for our future generation of Pittsburghers. With support from our ratepayers, these investments will create a water system that we all can be proud of.

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COMING UP:

2019 Board Meetings

October 25

November 22

December 20

Meetings begin at 10:00 am at 1200 Penn Avenue and are open to the public.

Riverview Park Day - Stormwater Outreach

September 29
Riverview Park;
1:00 - 5:00 pm

Brightwood Civic Association

October 1
2611 Stayton Street;
6:00 pm

Thomas and McPherson Stormwater Project

October 2
Construction Junction;
6:30 pm

Bloomfield-Garfield Corporation

October 15
Bloomfield-Garfield Activity Center;
6:00 pm

RAW TALK

By Executive Director Robert A. Weimar



A Water Utility Built for Today, and Tomorrow

I traveled to Chicago this month to receive PWSA's Utility of the Future Today for 2019 on behalf of the organization. The award was given to PWSA for our commitment to building partnerships in the community, promoting watershed management, and making innovation a driving force for our team.

Our laborers, engineers, customer service representatives, and public affairs staff—the entire PWSA team—are committed to deliver the essence of what this award stands for. First, and foremost, we recognize that we service our customers primary life needs. We deliver clean drinking water to satisfy ratepayers' water, sanitation, fire protection, and other commercial uses. We collect and convey sewage to ALCOSAN, our regional wastewater treatment provider. We also build infrastructure that protects our regional waterways from pollution, as well as reducing flooding and basement backups in our neighborhoods.

But to our core, we serve the needs of our Ratepayers. PWSA is committed to "Getting Stuff Done" to modernize and make our utility resilient. We are investing more than \$1 billion of our ratepayer's dollars over the next five years. These reinvestments renew our utility's life expectancy by as much as 50 to 100 years. These investments make sense today and will serve Pittsburgh for generations to come.

With all this important work ahead of us, we knew clear communications with our customers was crucial to obtain your thoughts, feedback and recommendations. Since

2017, we have shared our plans for utility renewal, as well as spent time to understand your needs and expectations. In 2018, we attended over 60 community meetings, participated in regional forums and TV news programs to reach every corner of our service area. We shared our roadmap to success and established PWSA as a fully accountable utility. In 2019, we've already presented information at over 60 neighborhood meetings, continued to participate in TV news shows, with many more events slated before the end of the year. With active social media channels, as well as a new, user-friendly website coming at the end of 2019, we are eager to share our vision for the Authority with our customers every step of the way.

It was on this basis that I was extremely proud to accept the Utility of the Future Today recognition on behalf our team, but I recognize that we have much more work ahead of us. As always, myself and the entire PWSA team welcome your comments—and suggestions—to make sure that everyone understands our plans so that we "get it right" for you.

The Utility of the Future Award began in 2016 and is made possible through a partnership between the Water Environment Federation (WEF), the National Association of Clean Water Agencies (NACWA), The Water Research Foundation (WRF) and the Water Reuse Association with input from the Environmental Protection Agency. All of these organizations promote research and innovation in the field of water and sewer management nationwide.



"We are fostering a culture of responsibility and innovation that is crucial to becoming the utility Pittsburgh expects and deserves. We are investing our ratepayer dollars towards programs that make sense today and for decades to come."

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



Committed Customer Service

One of our customers was kind enough to send a message of praise for Customer Service Representative Maria Michalek for providing a great customer service experience in solving an issue with her account. "Thank you Maria for the wonderful and outstanding help you provided," said the customer. We can't thank Maria and the rest of our Customer Service Team enough for their commitment to making sure that any issue brought to their attention is solved in a timely and professional manner. Keep it up!



Stellar Stormwater Solutions

This summer, customers on Camelia Street in Stanton Heights needed a solution to increasingly severe basement flooding caused by heavy rains. Stormwater issues can be very complex and require coordination between our stormwater team and other government agencies. Fortunately, we have determined folks like Scientist II Maria Natoli to help address the challenges that stormwater poses to our city. Following a successful solution of redirecting stormwater flow, through coordination between our stormwater team and the City of Pittsburgh's Department of Mobility and Infrastructure, a customer from this area wrote, "it is so wonderful to realize that there are good people that care and are willing to go a bit above for the sake of others." Thanks for your hard work, Maria!

Lead Line Replacement Love

A customer on Gladstone Street in Squirrel Hill gave us a call to thank Senior Manager of Field Operations Joseph Tewell, Acting Foreman Curt O'Connor, Utilityman Tim Latwin, Laborer Wayne Blumling, Truck Driver Rich Mason, Heavy Equipment Operator Brian Auberle, and Lead Program Customer Assistant Donna Martrano for their work in replacing his water service line. We're very lucky to have such a determined Operations Team and Lead Help Desk as we continue toward to a lead-free Pittsburgh.

Summer Events with PGH2O!

Our staff had the opportunity to engage with residents all over the city to share information about our programs at fun-filled events this summer.

ALCOSAN Open House - September 21

It was a perfectly sunny day for the 17th Annual ALCOSAN Open House, where we spoke to more than 500 attendees about the importance of managing stormwater throughout Pittsburgh. Residents understand the problems we are having with increasing amounts of rain and are asking more questions about how they can protect their homes.

We provided tips about reducing water use during a rainstorm and provided the Homeowner's Guide to Stormwater, produced by Penn's Corner Conservancy and Charitable Trust, Inc. Others interacted with our hands-on stormwater demonstration, read through our sewage and stormwater timeline, and enjoyed our native plant kit giveaway.



Elaine Hinrichs, Education and Outreach Associate, demonstrates stormwater at the Open House

.5K What's the Point Run in North Point Breeze - September 22

This unique event was a great way to build awareness about Westinghouse Park and stormwater challenges around the neighborhood. The community is spearheading a park master plan and would like stormwater management to be a component of their vision. We shared information about the Thomas and McPherson Stormwater Project, gave stormwater demonstrations, and cheered on the runners.



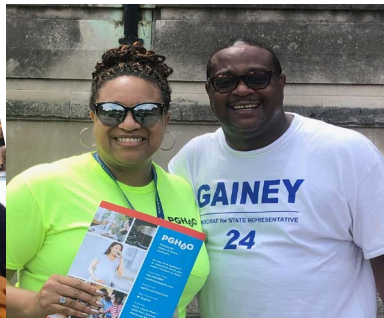
Wonder Woman fuels for the race with a glass of PGH2O



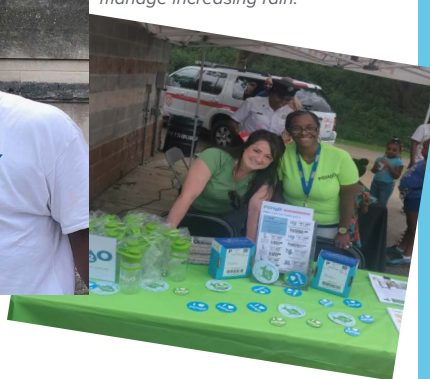
Everyone needs to learn about stormwater. Residents tried our stormwater demonstration to see how innovative green solutions can help manage increasing rain.



Left: Ruari Egan, Engineer III, at a community meeting for the South Side Stormwater Project



Top: Bianca Alton, Lead Program Customer Assistance (right) and Rep. Ed Gainey (left) at the Back to School Giveaway



Right: Sarah Viszneki, Compliance Analyst, and Tasha Butler, Lead Program Customer Assistance, at Amber Sloan's #Made IT Community Day & Back To School Give Away



PWSA IN THE COMMUNITY

Over the past two months, we engaged with the community at the following meetings and events:

Lawrenceville United Housing Event, July 27

South Side Park Goat Fest, July 27

RESTORE Oakland, August 6

Mt. Washington CDC, August 15

Bloomfield-Garfield Housing Event, August 17

Rep. Ed Gainey 6th Annual Back To School Book Bag Giveaway & Community Event, August 17

South Side Park Stormwater Project, August 21

Hill CDC Quarterly Meeting, August 22

Northside Farmers Market, August 23

Amber Sloan's 5th Annual #Made IT Community Day & Back To School Giveaway, August 25

Perry Hilltop Citizens Council Joint Community Meeting, August 27

Oakland Planning and Development, August 28

Homewood Concerned Citizens Council, September 4

Hazelwood Initiative, September 10

Squirrel Hill Urban Coalition, September 17

ALCOSAN Open House, September 21

.5K What's the Point Run, September 22

Four Mile Run Walking Tour, September 25

Greater Park Place Neighborhood, September 26

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

Lead Program Surpasses Replacement Requirement Nearly 10 Months Early

\$49 million helped fund 855 replacements since July 1, 2019.

In mid-September, we met the Pennsylvania Department of Environmental Protection's (DEP) requirement to replace seven percent of lead lines, or 855 lines, by June 30, 2020. Several contracted crews are working around our water service area, replacing lines at a rate that well exceeds the requirements set by state regulators.

The 2019 Lead Service Line Replacement Program kicked off in spring of 2019 and is funded by a combination of low-interest loans and grants from PennVEST. This \$49 million program is replacing public lead service lines as well as private lead lines when they are found connected to a public lead line. These private replacements, as well as plumbing upgrades that are required as a result of the work, come at no cost to the customer. Since PWSA's lead line replacement program first began in 2016, more than 4,900 public lead lines and 3,000 private lines have been replaced.

Lead line replacements will continue this year, with thousands more still slated for replacement under the 2019 program. An online interactive map of the project areas can be found at pgh2o.com/leadmap. To-date, the dedicated Lead Help customer service team has collected 5,282 agreements from customers just this year to work



Crews installing a new lead service line

with PWSA to replace their lead line and improve water quality in their home.

For more information on PWSA's Community Lead Response Program, visit lead.pgh2o.com.

“Even though we met our regulatory requirement, we will continue to focus on getting the lead out and improving water quality for all our customers.”

PWSA Executive Director Robert A. Weimar



Media and Press Releases

MEDIA COVERAGE

PWSA reports lower lead results since additive put in water supply, *Post-Gazette*

PWSA joins other groups looking to solve Route 51 flooding, *WPXI*

PWSA To Begin Stormwater Improvement Project Near Carrick, *KDKA*

PWSA hits lead-line replacement deadline 9 months early, *TribLIVE*

PRESS RELEASES

Highland I Reservoir Security Improvements, *August 9*

PWSA Completes Ivyglen and Odette Sewer Reconstruction Project, *August 12*

PWSA To Begin Stormwater Improvement Project in Phillips Park, *September 6*

Restoration of the Highland I Reservoir Parapet Wall Begins, *September 13*

Employee Spotlight

Meet our engineering department managers - the stewards of our water, sewer, and stormwater infrastructure

Our engineering department oversees the planning, design, and implementation of our major infrastructure improvement projects. They also provide their technical expertise as we maintain our water and sewer systems. Our three divisions – water, sewer, and stormwater – are headed by three enthusiastic and dedicated experts in their respective fields.



Kate Mechler
Deputy Director of Engineering
and Interim Senior Group Manager
- Wastewater

How would you describe your job to someone else?

I am responsible for planning and executing “wastewater”, or sewer, improvement projects as well as supporting the development of the engineering staff.

How did you get into your line of work?

I went to school for chemical engineering but it wasn't what I wanted to do. I wanted something where I was going to really help our society. So, I accepted internship for wastewater engineering position and haven't looked back. I wanted my work to impact people's lives and I believe I'm really doing that here at PWSA.

What is the most rewarding part of what you do?

Seeing staff grow and develop within the organization and contributing to the betterment of the City of Pittsburgh. Most of our infrastructure was well constructed 100 years ago and we want to renew the system in the same way for future generations.

What is the most challenging part?

The fact that we have to be highly adaptable. Every day brings new opportunities and even though our day is planned, something new is always cropping up, which requires us to be flexible.

What do you think people should know about engineers?

I think a lot of people aren't aware of the level of coordination that we do before we select new projects and begin construction. There is a lot going on behind the scenes before you ever see us out in the streets doing work.

When you're not working, what do you like to do in your free time?

I have two young children keep me very busy. My off-hours are spent with my family!



Beth Dutton:
Senior Group Manager -
Stormwater

How would you describe your job to someone else?

Our division plans, designs, implements, and maintains stormwater related projects that help to reduce local flooding and sewer overflows while improving water quality. All this ultimately improves the health of our streams and waterways.

How did you get into your line of work?

I started working at consulting engineering firms. For some time I worked for 3 Rivers Wet Weather, a local non-profit that focuses on wet weather overflow issues in the region. Then, while I was at 3 Rivers Wet Weather, I really focused a lot of my time and efforts on green stormwater infrastructure, like I am here at PWSA.

What is the most rewarding part of what you do?

To be able to solve residents' stormwater problems as well as contributing to the bigger picture of improving water quality.

What is the most challenging part?

With more frequent and extreme rain events, we're having to address more stormwater issues. It is a challenge to have enough time and resources between us and the City of Pittsburgh to give attention to everyone and solve these problems.

What do you think people should know about engineers?

There are so many passionate people here that are dedicated to the important work we have ahead of us. They really “walk the talk.”

When you're not working, what do you like to do in your free time?

I love to be outdoors, cross country ski, fly fish, hike, and work in my garden.

[Continued on Page 7](#)

Employee Spotlight

Continued from Page 6



Sarah Bolenbaugh
Senior Group Manager - Water Programs

How would you describe your job to someone else?

I manage engineering projects related to water distribution, pumping, storage, and treatment. I also help troubleshoot problems within the distribution system.

How did you get into your line of work?

I actually wanted to go into environmental science and “save the earth.” However, my cousin had already graduated from college in a similar field and told me to go into engineering because that’s where I’d actually be able to make a change. I received my undergraduate in civil engineering and my master’s degree in environmental engineering. I started working for a firm where I was strictly doing potable water related work. Since I wanted to “save the earth,” I went to a firm where I was doing real environmental engineering, but also potable water engineering. So, I started to focus more on water and wastewater.

What is the most rewarding part of what you do?

Seeing improvements and trying to make a change for the better. PWSA’s water system is big and complex - I like the challenge.

What is the most challenging part?

Explaining to non-engineers why I think something is important.

What do you think people should know about engineers?

We like to think we have a pretty good sense of humor.

When you’re not working, what do you like to do in your free time?

I drive my kids from point A to point B and back again. Sometimes when I’m driving them, I forget which kid is in the car and where I’m going – that’s always fun. I also like to exercise, eat food, and sit outside on my couch while staring at the clouds. I’d love to go camping, but I don’t have the time.



This summer, the Pittsburgh Water and Sewer Authority established a new rowing team! Weekly practices with the Three Rivers Rowing Association inspire teamwork, river appreciation, and water quality awareness by rowing on the rivers we are working to improve.

September 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:

Paul Van Etten, *Steamfitter*

Kenneth Kitzinger, *Laborer*

Crystal Thurston, *Senior Customer Service Coordinator*

Visavarut (Richard) Sayakanit, *SQL Business Intelligence Developer*

Tiffany Patton, *Project Systems Specialist*

Felicia Mazza, *Project Systems Specialist*

Tasha Butler, *Lead Program Customer Assistance*

Jason Smith, *Senior Manager, Field Operations*

Bradley McShane, *Associate Project Manager, Engineering and Construction*

Lisa Czar, *Senior Engineering Technician*

Nicole Dickun, *Procurement Manager*

CONGRATULATIONS!

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

Environmental Compliance Coordinator, Environmental Compliance

New Hires

Susan Kemery

Senior Contract Specialist

Benjamin Grunauer

Engineer II

Rebecca Marshall

IT Administrative Assistant

Terry Moore

Electrician

Jason Gehringer

Laborer

Wayne Blumling

Laborer

Tahajud Ghafoor

Laborer

WELCOME ABOARD!

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

Improved Stormwater Management in Saw Mill Run

Construction begins this fall on two stormwater projects as part of our Saw Mill Run Integrated Watershed Management Plan.

The plan includes strategies to address stream pollution, mine drainage, stormwater runoff, and flooding issues throughout the watershed, while also recognizing the need to manage stormwater across municipal boundaries. Our multi-agency partnership includes the 12 cities, boroughs, and townships within the Saw Mill Run Watershed, the Saw Mill Run Watershed Association, Economic Development South, the Allegheny County Sanitary Authority (ALCOSAN), and the U.S. Army Corps of Engineers. This collaboration provides the ability for municipalities to combine funds to build cost-effective solutions that will benefit the stream and residents in Saw Mill Run.

Saw Mill Run Streambank Restoration



Rendering: Streambank Restoration between Nobles Lane and Ansonia Place

Saw Mill Run, a historic stream that carries water to the Ohio River, is plagued by numerous stormwater problems. In the coming weeks, we will start a project to stabilize the streambank and restore stormwater outfalls. The work will take place in two locations between Nobles Lane and Ansonia Place and behind the Accamando Center near Maytide Street. We will stabilize the streambank using natural channel design, a process that replicates the natural systems of the stream. This will improve water quality and alleviate erosion.

Volunteers Field Stormwater Project



Rendering: Rain Garden within Volunteers Field

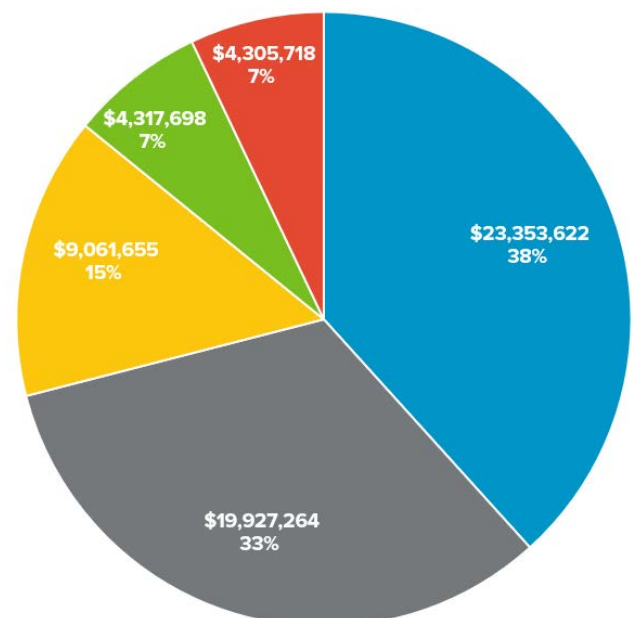
We will construct a rain garden at the corner of Riota Way and Plateau Street in Volunteers Field. Sandy soil, stones, and plants that can withstand Pittsburgh's weather will help to slow down and absorb runoff from the first 1.5 inches of rain that falls within a 2.5-acre area uphill of the park. It will also help to lessen debris pollution commonly found in Saw Mill Run. The construction of the rain garden is scheduled to start in October and is the first of a two-phase project in Volunteers Field.

2019 Capital Spending

Amounts reflect total expenditures from January 1 - September 17, 2019

- Water
- Lead
- Sewer
- Stormwater
- Other

TOTAL: \$ 60,965,957





WATER WISE

Uncovering the Roots of the Pittsburgh Potty

If you're like most Pittsburghers, you probably think that "Pittsburgh Potties" were installed in basements to allow blue-collar workers of the Steel City to clean up after a hard day's work.

Guess again! Pittsburgh Potties actually exist to prevent sewage backups into the finished areas of a home on the first and upper floors. Since they are connected to the sewer in the basement of a home, these toilets provide an outlet for overflow into an area that is typically unfinished. It sure is a lot easier cleaning up a mess on concrete than carpet!

Pittsburgh Potties can also be found in other cities because large populations mean more stress on the sewer system, which increases the likelihood of backups. Here at PWSA, we have an incredible stormwater and sewer operations team that is constantly confronting the challenges of maintaining our sewer service area. Stay tuned to Currents or follow us on Twitter [@pgh2o](#) to keep up with our stormwater management and sewer rehabilitation progress.



Protecting Our Customers as We Get the Lead Out



Customers who take advantage of our free lead testing program will now receive a free water filter pitcher if their results come back with a result of 10 parts per billion (ppb) or above. Previously, the threshold to receive a free water filter pitcher was 15 ppb, which is the action level set by the Environmental Protection Agency. For more information on how you can request a lead test kit for your home, go to [pgh2o.com/leadform](#) or contact our Lead Help Desk at [leadhelp@pgh2o.com](#) or 412-255-8987.



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

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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