

CURRENTS

CHECK OUT OUR NEW LOOK!

Our new website reflects our progress as a modern utility.



Visit pgh2o.com and you will see a dramatic change. On Wednesday, December 11th, we launched our new website with the customer in mind. It features improved navigation, fewer clicks to log in to account information, better access to project and program summaries, and content that is easier to read and understand.

“The new site provides our customers with 24/7 accessibility and greater transparency into the organization,” said Robert A. Weimar, Executive Director of the Pittsburgh Water and Sewer Authority. “We’ve simplified the navigation, and it’s easier than ever to complete tasks online.”

The design began with a user survey that revealed the top priorities of our customers, providing needed analytics to

start the process. Here are some of the features you can expect to see on our website.

Homepage Highlights

Whether you’re using the site from your desktop or phone, everyday tasks are front and center. Conveniently pay a bill or report an issue. A series of quick links take you directly to the most visited pages. News items, high-profile programs, featured projects, and upcoming community meetings are also easy to find as you scroll the page.

Intuitive Main Menu

We’ve used clear, simple language to guide users through the site. The titles of the main menu direct your search and introduce the information you’ll find in each section.

Easy Online Forms

Webforms provide customers with the ability to complete requests for services online. Fill out the required fields, click submit, and the site will route your information directly to the right department within PWSA.

Modern Functionality

The upgraded site is accessible for customers with disabilities and includes a language translation feature. The site uses responsive technology to allow for easy viewing on smartphones or tablets, and optimizes the use of filters and search capabilities to access the information you want quickly.

We are proud to launch the new website and want to know what you think. You can share feedback by completing the feedback webform at pgh2o.com/websitefeedback.

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COMING UP:

2020 Board Meetings

January 24
February 28
March 27
April 24
May 22
June 26
July 26
No August Meeting
September 25
October 23
November 20
December 18
Meetings begin at 10:00 am at 1200 Penn Avenue and are open to the public.

South Side Park Stormwater Project Update

January 24
Brashear Association;
6:00 - 8:00pm

RAW TALK

By Executive Director Robert A. Weimar



Modernizing PWSA in the Digital World

The gift that keeps on giving - a new website to enhance the virtual experience

One of the many challenges we face as a public entity is the way we connect and communicate with our customers. How do we share information easily and efficiently and in a way that is accessible? There is no doubt that more people interact online than ever before, whether it is via a smartphone, tablet, or computer. One way we knew we could make an immediate and tangible improvement was to overhaul our website.

Many people rely on the speed and efficiency of a website to guide them through the various tasks and experiences that would otherwise take longer by phone or mail. Over the last six months, we devoted time and research into creating a site our customers will find helpful in completing tasks like paying bills, submitting forms, checking water usage, or finding out about construction projects, meetings, and events.

This month's issue of Currents is dedicated to walking you through all of the new sections on the site and entice you to explore them for yourself. We are eager for you to learn more about us through the many new pages of information, and we welcome your feedback as we continue to build on improving your experience with us. We provide a feedback form on the site at pgh2o.com/websitefeedback.

Service Outages

Active Service Outages

Ikon Way

Contractor crews are replacing an eight-inch water valve on Ikon Way until approximately 4:30 PM today. Service will be interrupted for the following addresses:

- 6300 and 6316 Morrowfield Avenue
- 6315 Burchfield Avenue
- Even Addresses on Burchfield Avenue (Ikon Way - Isle Way)
- Odd Addresses on Monitor Street (Ikon Way - Isle Way)

All service outages will now be posted daily online in our Project & Maintenance section. Here you can find out which areas of the city are experiencing work that could cause a water outage and/or street closure. Both active outages and planned outages will be posted on this page.

ArcGIS ▾ PWSA Project Location Map

Waterline Installation Project

Project Name	Bates Street Water Main Replacement
Location	Bates St- Blvd of the Allies to Second Ave
Status	Planned

[Zoom to](#)

For the first time, customers can now search an interactive online map on our Projects & Maintenance section to see what construction projects are planned in their neighborhood, or where they work. For projects that are active, we will have information on work hours, street closings, and completion timeframe.

You Asked, We Answered: Improving the Online Customer Experience

Our Residential & Commercial Customers section is designed to help our customers find information, complete tasks, and submit forms quickly and easily. Since many people visit our website to pay a bill or check their water usage, we highlighted the links to those tasks. The green icon buttons lead users to additional page topics and menus for ease of access to commonly requested information.

Report a Non-Emergency Issue

To report a non-emergency issue, please fill out and submit the webform below. If you request a response from one of our representatives, we will respond in two business days.

To report a water or sewer emergency, please call our 24/7 Dispatch at [412-255-2423](tel:412-255-2423) (Press 1).

☒
 *Required Fields

*Your Name
 First Last

*Your Phone Number *Your Email Address

*Address or Intersection with the Issue
 Address Line 1
 Address Line 2

City/Town State/Province ZIP/Postal Code

*Description of the Issue

*Does this issue require a response from one of our representatives?
 Yes ☐ No ☐

If you request a response, we will respond in two business days.

Easy Online Webforms Available

The addition of online webforms now allow customers to fill out the required fields on a computer or mobile device and submit with the click of a button! The submitted form is automatically sent to the appropriate PWSA department for action, and the customer receives an automated confirmation email from webforms@pgh2o.com. The Reporting a Non-Emergency Issue form (pictured left) is an example of a commonly used form. It is accessible through the blue and white "Report an Issue" button on the top of every page.

Other webforms include Application for Refund or Final Bill, Meter Sizing, and Request to Speak at a Board Meeting.

We hope these new features create a smoother and more successful user experience for our customers, as well as providing better access to important information.

pgh2o.com/residential-commercial-customers

Catch Up With Us in Your Community

The News & Events section of our website is the place for the most current information about our community events, press releases, and the latest issue of our *Currents* newsletter.

Newsletter

Our newsletter received a dynamic change with the launch of our new website. Previously, we were only able to share a PDF file of the entire issue. Now, each article has a web page that can be shared more easily. Visit the website to read the article and explore others that interest you. If you frequently read *Currents*, a complete version of the most recent issue is available to download.

Press Releases

We issue press releases when we have timely, newsworthy information to share with the media and public. They are listed showing the most recent one first. Some are featured on the homepage in the Spotlight section or the News & Events section.

Periodic Updates

This section also provides the opportunity to share timely information that we may not include in the newsletter or a press release. Per- and polyfluoroalkyl substances (PFAS) are a growing topic of concern. Read more about what this means for our customers on our Newsletters page.

Newsletter & Press

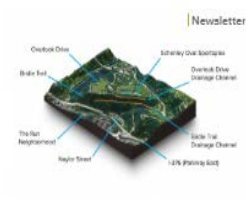
Filter

All Newsletter Press Release



The Pittsburgh Water and Sewer Authority Launches New Customer-Focused Website

12/11/2019 - Update contact information, pay your bill and find project information easily on our new site.



AND ACTION! Construction Begins on Stormwater Projects in Four Mile Run

11/22/2019 - Two early action projects get underway this December in Schenley Park.



RAW TALK: Keeping Water Pumps Running Smoothly While Building Institutional Knowledge

11/22/2019 - A Special Update from PWSA Executive Director Robert A. Weimer.

Sign Up for Our Newsletter

Sign Up!

Media Kit & Contacts

Media Kit

Will Pickering
Director of Public Affairs
wpickering@pgh20.com
24/7 Media Line
[412-430-3898](tel:412-430-3898)



EVENTS & MEETINGS



South Side Park Stormwater Project Update

Wednesday, Jan 15, 2020

6:00 - 8:00 PM

2005 Sarah Street

Meeting customers where they are is a top priority. In 2019, we participated in 82 community meetings or events to provide updates about the work we are doing throughout Pittsburgh.

Our meeting and event listings are a snapshot of when we'll be in your neighborhood. If you would like us to attend your meeting or event, please use the "Request us at an Event" form, and we will work with you to schedule our participation.

Everything You Want to Know About Your Water

The Your Water section of our website is a helpful resource for anyone wanting to learn more about the services we provide.

In this new section of our website, you'll find an overview of our water distribution system, the history of sewers in Pittsburgh, and the steps we're taking to address stormwater. It also provides an overview of our treatment process, an interactive map of our service area, as well as educational resources and videos that explain the water treatment process.

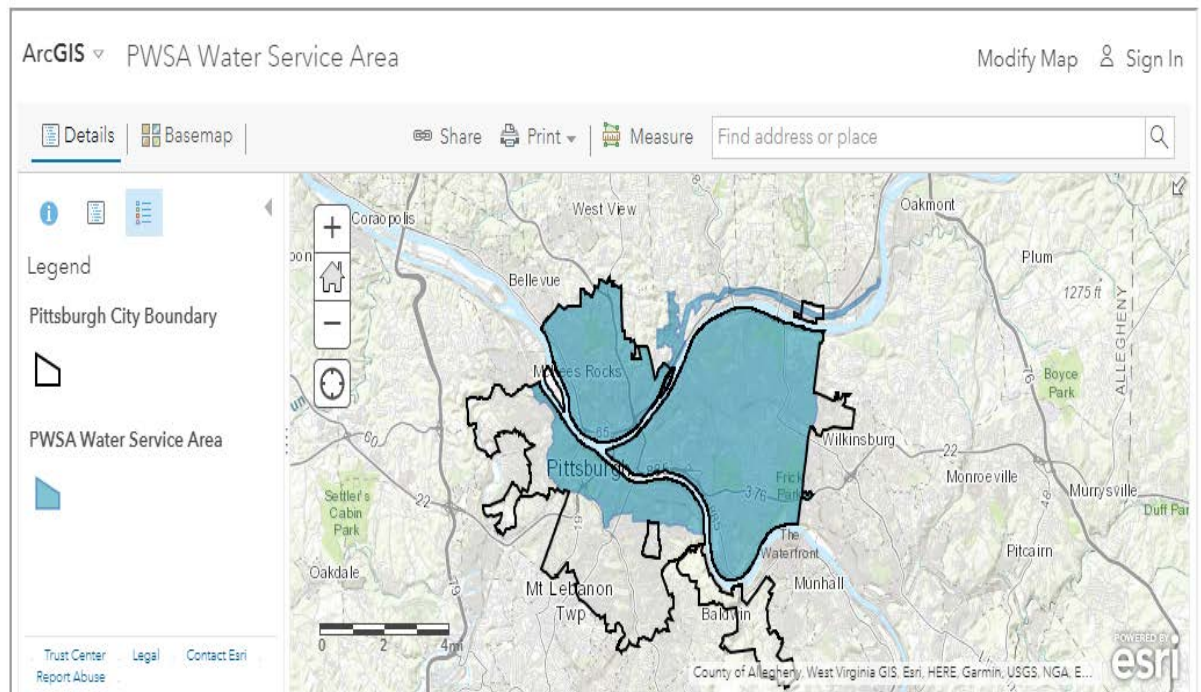
Using our interactive service area map

We provide water services to the majority of Pittsburgh, but not all neighborhoods. We also provide water service to some nearby communities and there are some Pittsburgh neighborhoods that only receive our sewer services.

Use our online map (pictured right) to double check the type of services we provide to you.

It's easy to use. Go to Your Water and click on Our Service Area. Scroll to the interactive

map and enter your address in its top right corner. The map will zoom to the location you entered. If it's shaded in blue, then we provide your water and sewer services. If it's not shaded, then we provide only your sewer and your drinking water service comes from another provider, such as Pennsylvania American Water.



Stormwater Solutions at Home

With increasing rain and stormwater management becoming a growing challenge in Pittsburgh, everyone can help to manage excess water. The Your Water section provides some helpful stormwater tips that you can try at home. It includes everyday practices that will help keep excess rainwater and pollutants out of our combined sewer system, ideas to incorporate green infrastructure in your home or neighborhood, flood protection tips, and links to other stormwater resources (pictured right).

This section provides an overview of all the of information there is to share about the water services we provide to Pittsburgh residents, but there are many opportunities for it to expand and grow. If you have an idea about what you would like to see on the website, please complete our website feedback form at pgh2o.com/websitefeedback to let us know.

pgh2o.com/your-water

Stormwater Solutions At Home

Everyday Practices +

Green Infrastructure Techniques +

Methods to Address Home Flooding +

Resources +

One Stop Shop for Project Info

Our new Projects & Maintenance page illustrates how our individual projects start with big plans.

When we created the Projects & Maintenance Section of the new website, we wanted to make sure residents can complete a quick search and learn everything they need to know about construction happening on their street. We also want our customers to gain an in-depth knowledge of how our Capital Improvement Program works throughout our service area as we replace water and sewer infrastructure and build green stormwater systems to reduce flooding.

You can also search for projects via an interactive map, or browse through our full list of projects and sort by planning, in construction, or completed.

Each project page contains valuable information for residents who live or work near our major water, sewer, and stormwater projects. You can find traffic patterns, work schedules, project contacts, and even the percentage completion of the work. We hope this will be a powerful resource for the community to learn more about our day-to-day efforts.

It is important for us to be transparent with where ratepayer dollars are invested in our system. On our Planning and Future Projects page, you can read our Capital Improvement Plan and Green Stormwater master plans, which will set the course of our construction work for years to come.

pgh2o.com/projects-maintenance

Search by project name, street name, or zipcode



Ivyglen and Odette Street Sewer Project

In June of 2018, a landslide washed away an 8-inch sanitary sewer behind Odette Street in the Overbrook neighborhood of the City of Pittsburgh. This project restored normal sanitary sewer service to some customers, installed a new storm sewer as well as new storm drains in the area.

Completed



2019 Sewer Lining

This project, taking place throughout our service area, will rehabilitate 4.6 miles of sewers by installing an airtight, watertight lining inside of aging sewer pipes. This work has minimal impact to residents and is a cost-effective way to extend the life of our sewer system. Lining sewers will improve reliability and ensure better service to our customers.

In Construction



Thomas & McPherson Stormwater Project

We are designing cost-effective and efficient stormwater solutions in this area of North Point Breeze to capture, hold, and infiltrate stormwater runoff.

In Planning

Filter by status

- ☐ Completed
- ☐ In Construction
- ☐ In Planning

Filter by type

- ☐ Green Stormwater
- ☐ Sewer
- ☐ Water

Contact Us

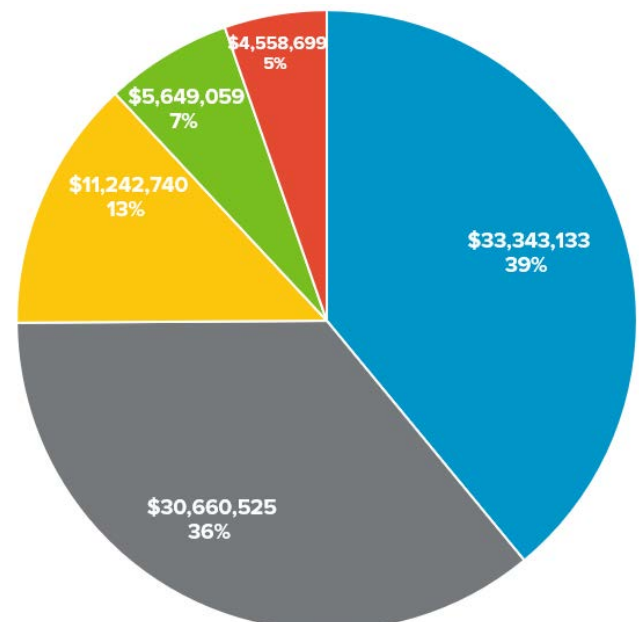
- [412-255-2423](tel:412-255-2423)
- Report an Emergency **Press 1**
- Customer Service **Press 5**
- [Send us a Message](#)

2019 Capital Spending

Amounts reflect total expenditures from January 1 - December 12, 2019

- Water
- Lead
- Sewer
- Stormwater
- Other

TOTAL: \$ 85,454,157



Employee Spotlight

Rebecca Zito, Communications Project Manager



Rebecca Zito is the communications project manager in the Public Affairs Department. We are recognizing her this month for her excellent work as the project manager for our website redesign.

How would you describe your job to someone else?

I communicate with the public about our work, with an emphasis on community outreach and implementation of our construction projects. My focus is on stormwater, so I work closely with our engineers in the Stormwater Division. I also manage strategic communications around the implementation of a stormwater fee.

What inspired this website redesign project?

It had been a long time since we had redesigned our website and websites had changed a lot since then. We needed a website with an adaptive layout so that people could use it on mobile devices. We also needed a

website that increased accessibility for all of our users through Americans with Disabilities Act (ADA) compliance. We wanted to take advantage of current technology to create a modern design that is easy for our customers to use and a simple back end of the website for updating content.

What part of the website redesign did you enjoy the most?

I was excited to have the opportunity to manage the website project on behalf of the Public Affairs Department. I liked that it was a collaborative project that showed how well our department can work together to deliver an important product for the whole organization. I enjoyed guiding the redesign process with our website consultant, Interpersonal Frequency (I.F.), to bring everyone's visions together to show our brand and the progress we are making as a modern utility. It was great that I.F. provided a clear road map to deliver our goals. The new website shows a collective vision of the different things each department thought would be important to share. For example, Customer Service informed the need to make forms and permit information more accessible, Engineering and Construction helped guide the presentation of more project information, and Environmental Compliance provided expanded explanations of our water, sewer, and stormwater processes. Through the project, I got to know my coworkers better.

What are you most excited about on the new website?

I am most excited about the News & Events section. It's so much easier to feature a specific news topic in the section and on the homepage. We can now share an article link across all our social media channels, rather than directing people to read a certain page of our newsletter. The events calendar is also a great new feature, so people can see what we are doing out in the community. The whole section shows how much we are interacting with Pittsburghers and trying to be more accessible.

What do you like to do outside of work?

I like to take ballet classes and sew! Right now, I'm sewing a 1960's cape.

"I enjoyed guiding the redesign process with our website consultant, Interpersonal Frequency (I.F.), to bring everyone's visions together to show our brand and the progress we are making as a modern utility."

How Well Do You Know PGH2O?

Sift through the storied history of drinking water in Pittsburgh or find out how to apply to become part of our growing team in the About Us section of our website.

We've integrated many exciting new features into the redesign of our website, like the new webform in the Board and Board Meetings page that allows you to easily request to speak at our monthly Board meetings. After you've become acquainted with our Board Members, you can jump over to 'Our Team' to meet our senior leaders at the Authority, all from your desktop or mobile device.

More of a numbers person? Explore our Finance page for everything from annual budgets to our financial history to consulting engineers reports. If you're interested in the legal side of our work or how we conduct business, then the Rules & Regulations page is for you!

We are also excited to introduce our new Performance Metrics page

where you can track our progress on an online dashboard known as Headwaters (headwaters.pgh2o.com). It provides a comprehensive snapshot of our growth by tracking several metrics that we are measuring across the organization in order to provide our customers with safe, reliable water services.

Our goals as a public water service provider are to protect public health and the environment, ensure customer and stakeholder satisfaction, improve infrastructure reliability, maintain a high-performance workforce, and be an efficient and effective organization.

Headwaters is our organizational performance improvement dashboard. Here, we share with you a glimpse of our strategic vision and invite you to explore the initiatives we have undertaken to improve the performance of the

important work we do daily. You can discover everything from how we stack up against industry standards in customer service to following our progress in replacing lead service lines.



pgh2o.com/about-us

Job Postings

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

Document Management Specialist, Legal

Project Manager, Engineering & Construction

Associate Project Manager, Engineering & Construction

Plant Operator, Water Quality & Production

Electrician, Water Quality & Production

Budget Analyst, Finance

Contract Specialist, Finance

Plumber, Field Services

Help Desk Technician II, Information Technology

IT Security Analyst, Information Technology

IT Security Intern, Information Technology

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

New Hires

Lee Haller

Deputy Chief of Program Management

Martin Floor

Plumber

Visit pgh2o.com/about-us/careers to learn more.

WELCOME ABOARD!

Supporting the Permit Counter with Online Tools

Easily access permit applications and information for any type of project!

According to the results of the user survey from our old website, the developer and permit-related pages didn't even make a blip on the web traffic radar. How could this be? We have many phone calls with permit questions from customers and a bustling permit counter. There had to be customers that were interested in this information.

While reviewing the highly visited Customer Service pages like Bill Pay and Account Changes, we realized something. There weren't any services provided on our developer and permit pages to warrant any significant web traffic. It was easier to call or visit us in person. Our Strip District office probably isn't the most convenient way to get a question answered.

With this data in tow, we set out to increase the online permitting services. You will experience streamlined applications, quick webforms, and detailed procedural instructions. New features include online map or record requests, tap installation instructions, electronic submission of land operations or street vacation permit, pertinent contact information, and more.

Some services, such as hydrant and waterline shut permits, are still only available by visiting our office, but try finding the information you need on our website before reaching out to our exceptional permit counter staff. If you can't find it easily, provide us feedback so we can make the website work for you.

pgh2o.com/developers-contractors-vendors

Permits

Developers, Contractors & Vendors Overview

Bids & Opportunities

Permits

Over-the-counter Permits →

Residential Permits

Development Permits

Tap Termination Permits

Land Operations Permits

Street Vacation Approval

Agency Resource and Contact Information

Maps and Records Request

Developers Manual & Standard Details

Permit Fees

 [2019 Fee Schedule](#)

View applications, fees, and general requirements for permits on our website.

Approachable Avenues for Permit Applicants

Homeowners, small business owners, plumbers, engineers, developers: we serve a variety of permit customers with varying levels of water and sewer experience. Previously, single-family, multi-family, industrial, and commercial customers would complete the same applications but encounter very different channels to obtain a permit.

To more clearly differentiate the processes for a single-family residential customer and larger development customers, we have created two new permits. A simple residential permit application catered towards single-family homes can be completed over-the-counter with guidance from our helpful permit counter staff.

A development permit requires a more comprehensive review process that seeks to answer questions about the impact the development will have on the water and sewer system. The process is outlined at pgh2o.com/developers-contractors-vendors/permits/development-permits. A new Developer's Manual and updated standard details will be coming in 2020, which will further streamline our rules and regulations for permitting.

Development Process Overview

Step One: Pre-Development Meeting

The pre-development meeting is an opportunity to discuss your project in person. All developments, regardless of the scope, are required to submit a request form. A PWSA representative will reach out to determine if a meeting is necessary for your project. Email the request and any preliminary plans to inbox@workflow.e-builder.net. Additional instructions can be found on the [request form](#).

Step Two: Water and Sewer Availability Letter Request Form

Step Three: Water and Sewer Use Application

Step Four: Pennsylvania Department of Environmental Protection Sewage Facilities Planning Module (DEP SFPM)

Step Five: Water and Sewer Tap-in Plan Review

A simple accordion-style overview of the development permit review process.



TIPS, MAINTENANCE & PREVENTION

Answers To Your Questions!

Within our Residential & Commercial Customers section you can find our Tips, Maintenance & Prevention page!

Learn how to detect and repair leaks and protect your pipes from freezing in the winter. You can also find out why you may see discoloration in your water and what to do if you experience a sewage backup.

We also have a section for “Common Issues & Questions,” which includes more links to pages containing helpful information about:

- **Street & Sidewalk Restoration:** Find out when restorations take place following both planned construction projects and emergency repairs, and how the schedule works.
- **Storm Drains:** Find out how you can help us keep our neighborhoods and waterways safe and clean by reporting issues and properly disposing of harmful debris that can find its way into our sewers.
- **Insurance Claims:** Find out who to contact in the event of an accident that may be related to PWSA work.
- **Water Main Breaks:** Find out about the causes of water main breaks, water outages that happen during repairs, how long repairs take, and more.
- **Hydrants:** Find out about the process of hydrant flushing and important safety tips for both cold and warm weather.
- **No Parking:** Find out about our no parking policy in both planned and emergency work situations.

Tips, Maintenance & Prevention

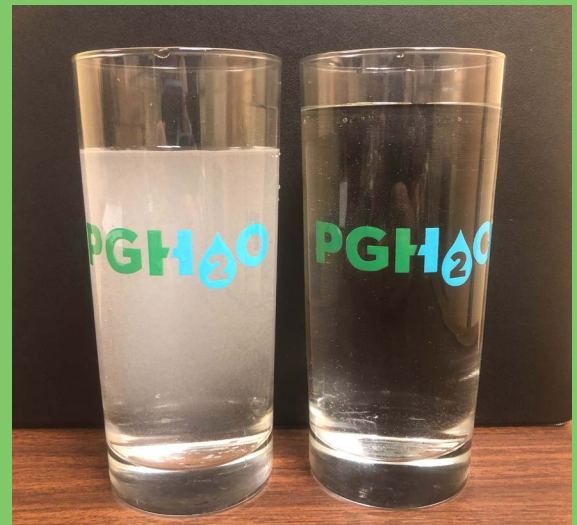
Important Information About Residential & Commercial Customer Issues

Leak Detection	+
Protecting Your Pipes	+
Lead Information	+
Water Discoloration	+
Backflow Prevention & Cross Connection	+
Sewage Backups	+
Other Common Issues & Questions	+



Winter Tips: Cloudy Water

You can find many helpful tips in our Tips, Maintenance, & Prevention section, including seasonal tips like Protect your Pipes, Winter Main Breaks, and Cloudy Water.



During the winter months, water that comes out of the tap can sometimes appear “cloudy.” This discoloration is usually caused by harmless air bubbles because cold water holds more air than warm water. Water out of a faucet also holds more air since it is under pressure.

Let the water settle for a minute or two and it should go back to being crystal clear!



Customer Assistance Programs

Our Customer Assistance Programs are 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? It is important to 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 (Press 5)

Or visit our website: pgh2o.com/pay

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

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Chairman

Margaret Lanier
Vice Chairperson

Jim Turner
Secretary

Deb Gross
Assistant Secretary

Chatón Turner
Member

Michael Domach
Member

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Robert A. Weimar
Executive Director

Debbie Lestitian
Chief Corporate Counsel/Chief of Administration

Barry King
Director of Engineering & Construction

Jennifer Presutti
Director of Finance

Kelly Morgano
Human Resources Manager

Rick Obermeier
Director of Field Services

Will Pickering
Director of Public Affairs

Julie Quigley
Director of Administration/IT

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Join our email list to make sure you're getting the latest news and updates. Signing up is simple at pgh2o.com/subscribe or view online at pgh2o.com/newsletters.

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[nextdoor.com](https://www.nextdoor.com)

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Emergency Dispatch

412.255.2423 (Press 1)
Available 24/7