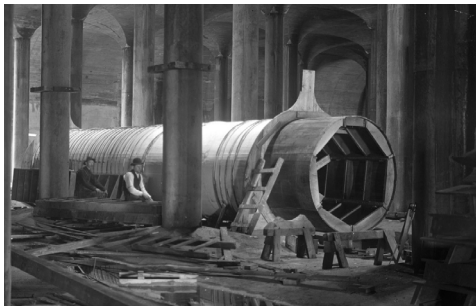


# CURRENTS

## DESIGN WORK BEGINS ON CHLORINATION STORAGE SYSTEM

Project design will prepare for a \$67 million improvement project



Crews build original Clearwell in 1906

How do you do maintenance on the portion of a water treatment system where all treated drinking water passes through? With a lot of planning! At the June Board of Directors Meeting, PWSA's engineering and construction team approved a \$1.6 million contract to Brown and Caldwell, an engineering and consulting firm focused on infrastructure improvement, for the design of a Clearwell Bypass and rehabilitation of the Aspinwall and Bruecken Pump Stations.

A Clearwell is a water storage structure where the final step of the water treatment process – disinfection – occurs. In the Clearwell, the water is dosed with chlorine to ensure any bacteria or viruses are killed before consumption. The water is then allowed sufficient “contact time” to ensure the chlorine does its job. Because the PWSA Clearwell is a single structure that cannot be sectioned off to make repairs in stages or easily bypassed,

it will have to be physically isolated and shut down for ultimate replacement. This means treated water must travel to another location for completion of the disinfection process.

Over the years, we have considered several solutions that would allow for the safe replacement of the Clearwell while continuing to provide uninterrupted water service. The solution for this work will bypass the Clearwell by sending water from the Water Treatment Plant directly to the Lanpher Reservoir in Shaler Township and the Highland 2 Reservoir in Highland Park. These reservoirs are large enough to be used as temporary clearwells, where water will be chlorinated, achieve the necessary contact time, and sent out into the distribution system. This will allow the Clearwell to be replaced in its existing location. The restored Clearwell will have multiple cells to allow for future maintenance and repair.

“This strategy for replacing the Clearwell will have primary and secondary benefits,” said Sarah Bolenbaugh, Senior Group Manager for Water Programs. “We will be able to replace the Clearwell for the future which will ensure reliable water

service. Also, the work that is necessary to prepare for taking the Clearwell offline will update aging infrastructure throughout the distribution system.”

This adjustment to the treatment process and the pathway of water through our service area will require the completion of several capital projects to prepare the pumping, storage, and transmission system for this change. PWSA will rehabilitate the Aspinwall and Bruecken Pump Stations, replace the reservoirs liner and cover systems, update electrical and backup power systems, as well as repair or replace various large-diameter water mains throughout the system. This work, and other large-scale water system improvements mandated by the Pennsylvania Department of Environmental Protection, is an investment of more than \$312 million in Pittsburgh's water future.

Design work on these projects will include analyses of pumps and pipe materials, locating underground infrastructure using sonar devices, and use of a remote-operated-vehicle to inspect the existing Clearwell pipes. We anticipate completing design in 2021 and beginning construction in 2022.

As design work proceeds, project updates will be found in the [Projects and Maintenance](#) section of [pgh2o.com](#).

## IN THIS ISSUE:

- 1 Clearwell Rehabilitation
- 2 Director's Cut
- 3 In the Community
- 5 In the News
- 6 Team PWSA
- 8 Engineering & Construction
- 9 Water Wise
- 10 PWSA Connect

## COMING UP:

### 2020 Board Meetings

July 24  
August (TBD)  
September 25  
October 23  
November 20  
December 18

*Meetings begin at 10:00am and are open to the public. Due to COVID-19, the July meeting will be held via teleconference. Visit [pgh2o.com/events-meetings](#) for the most updated information.*

### South Side Slopes Water Main Replacement Project Meeting

July 2  
Virtual meeting; 5:30 - 6:30pm

### PA Public Utilities Commission Public Hearings

July 7, 8, & 9  
Virtual meeting;  
1:00pm and 6:00pm  
[pgh2o.com/ourwaterfuture](#)

### Allegheny City Central Association Community Meeting

July 13  
Virtual meeting; 7:00 - 8:30pm

### Wightman Park Phase II Stormwater Project Community Meeting

July 28  
Virtual meeting; 6:30 - 8:00pm

# DIRECTOR'S CUT

By Executive Director Will Pickering



## My Priorities as Executive Director

As I approach one month as Executive Director, I remain humbled by this opportunity. I've spent the past few weeks connecting with PWSA leadership to gain a better understanding of their priority projects and to identify areas for improvement. These conversations have reinforced my belief that we have an excellent complement of senior leaders who are eager and prepared to take PWSA to the next level and deliver for our customers.

Safety is a central focus for me as an ED of PWSA. That will manifest itself in several ways.

First, compliance with regulations, and meeting or exceeding standards. When the organization struggled in the past, it was because it moved away from this being its North Star. Poor decisions were made not because of ill intentions, but due to a lack of resources. My priority is that PWSA will always start with safety and public health, and that means going beyond compliance standards. We have a very deep bench in the organization now to make sure our operational standards are excellent, and I plan on continuing to build out the team to help on this end.

Second, we have to rebuild trust with our customers where it has suffered. We want them to trust that their drinking water is safe, that their account is managed professionally, and that we are a good community partner.

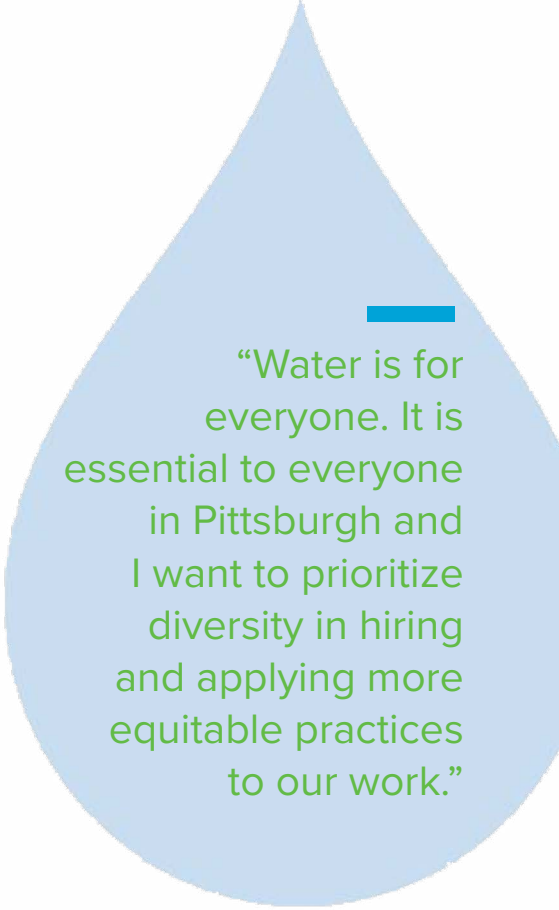
Lead levels are dramatically lower than they were a few years ago because we took a scientific approach to fixing problems -- and it is working as we expected. That is great news. We have to get the word out to customers about what's been done, and what we're going to continue to do to keep them safe.

On June 26, the PWSA board approved another extension of the suspension on water shutoffs during this COVID crisis. It's the right thing to do. We know you cannot have good sanitation and health standards without water, and we want our customers to know we are in this together.

I also want to acknowledge that at PWSA, like so many institutions, we have not historically been as diverse as the customers we serve. Water is for everyone. It is essential to everyone in Pittsburgh, and I want to prioritize diversity in hiring and applying more equitable practices to our work. Equitable in how rates and customer assistance are applied, equitable in hiring practices, and where our projects happen, and who they help.

To be a good community partner to every customer, we will have to do a better job at serving and working with Black communities and communities where there has been historic underinvestment. While I care deeply about this issue, I am no expert, so I welcome thoughts and ideas from our staff, stakeholders, and customers about how we can work together to improve.

It is an honor to lead your PWSA. Despite these challenging times, we have a unique opportunity to address longstanding challenges and emerge with not only a better and more reliable water system, but a stronger and more equitable Pittsburgh. I look forward to you joining me in this essential work ahead.



—

“Water is for everyone. It is essential to everyone in Pittsburgh and I want to prioritize diversity in hiring and applying more equitable practices to our work.”

## Getting Stuff Done (GSD): Going above and beyond!

### Superb Sinkhole Service

Sewer Service Foreman, Mike Dusch, and his crew; consisting of TV Truck Specialists, Jason Auge, and Mike Stojakovich; Vactor Operator, Andy Hildebrand; and Laborer T, Ghafoor, were commended for their work to investigate and identify the root problem of two separate sinkholes in Regent Square.

*"I would like to extend my deepest thanks to Mike Dusch and the entire crew who did such an excellent job. The PWSA is very fortunate to have such a good team of staff members."*

Thank you Mike and crew for your continuously outstanding work!



### Lightning Fast Leak Repair

Earlier this month, a customer wrote to thank a crew for repairing a water main break on Heberton Street in Highland Park.

*"PWSA workers arrived rapidly and shut down the water. They returned later in the evening to repair the break so that we all had water by the morning. In addition to the awesome service, they were also helpful and polite gentlemen."*

Thank you Water Service Foreman, Chris Bruecke; Utility Worker, Jon Zelina; Laborer, Wayne Blumling; Truck Driver, Don Blanchard; and Heavy Equipment Operator, Tim Whealdon, for upholding such a high standard of service!

### Meter Magnificence

Last month, a customer on Mintwood Street in Lawrenceville reported an issue with water pressure. Following a quick resolution, she wrote to praise Plumber, Paul Bahneman, for changing and flushing the clogged water meter, which caused the issue.

Thank you Paul for providing excellent service and leaving a positive impression with one of our valued customers!

### Quick Fix

Our Operations Department continues to work around the clock during this ongoing crisis to maintain safe and reliable water service to our valued customers. In late April, two households on Abbott Street in Point Breeze thanked Water Service Foreman, Mike Gigliotti; Utility Worker, Bill Schempp; Laborer, Tim McCarthy; Heavy Equipment Operator, Joe Kasel; and Truck Driver Special/Winch Operator, Eugene Tyler, for their prompt and successful work to repair a water main break that affected water pressure on their street. The households wrote:

*"I hope you can pass on to them how pleased Abbott Street neighbors are with their confidence, reassurance, and friendliness."*

*"Thank you for responding so quickly, and working during such troubling times."*

Thank you for continuing to showcase our commitment to quality service, gentlemen!

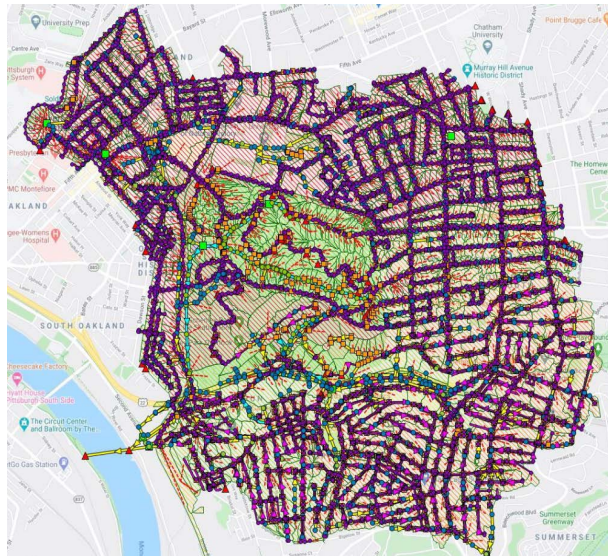
## PWSA Shares Enhanced Modeling Results

### Provides additional flood benefits to Four Mile Run Stormwater Project

On Thursday, June 18 we hosted an online community meeting about the Four Mile Run Stormwater Improvement project. Approximately 50 people attended to learn about its status, updated modeling, and anticipated construction schedule.

The updated modeling is the most notable change since meeting with the community this past December. Earlier this year, we completed an enhanced drainage model that looks at above ground surface drainage, below ground drainage systems, and the factors that contribute to overland. The new model builds on previous modeling efforts and provides a greater understanding of the issues that contribute to flooding within the Run neighborhood.

With the improved modeling, we have been able to make better design decisions that will provide additional flood benefits within the project area. The updated modeling was used to inform the pipe system to the river, verify the design at Panther Hollow Lake and Junction Hollow Stream, as well as evaluate alternative solutions before selecting a final design.



The 2020 Dual Drainage Model provides a greater understanding of the issues that contributed to flooding within the Run neighborhood. We can now make more informed decisions about the project and provide a higher level of flood protection.

Attendees were receptive of the improved modeling and are encouraged by the higher level of flood protection. We are designing the project to manage a 10-year storm, which is the equivalent of approximately 3.3 inches of rain in 24 hours.

Those in the project area would like to see more design detail to illustrate how the trails in Schenley Park will change as the stormwater improvements are built. There were also questions about landscaping, construction impacts, permitting with the railroad, and funding. PWSA remains committed to this project and it is fully funded. More information about

the Four Mile Run project is available at [pgh2o.com/4mr](http://pgh2o.com/4mr).

Improved modeling has enabled better design decisions that will provide additional flood benefits within the project area



## PWSA IN THE COMMUNITY

Due to restrictions on events from COVID-19, in-person meetings have been suspended.

**Baum Boulevard Water Main Replacement Project Meeting**  
June 1  
*Virtual Community Meeting*

**Strip District Neighbors Town Hall**  
June 11  
*Virtual Community Meeting*

**Four Mile Run Stormwater Improvement Project**  
June 18  
*Virtual Community Meeting*

**Stormwater Improvement Project**  
June 25  
*Virtual Community Meeting*

**To schedule a future presentation in your community, go to:**  
[pgh2o.com/request-us-event](http://pgh2o.com/request-us-event)

Please help us curate the best newsletter we can by taking a brief survey regarding *Currents*!

Simply scan this QR code, or go to [surveymonkey.com/r/PTJ5NGZ/](https://surveymonkey.com/r/PTJ5NGZ/)



**PGH<sub>2</sub>O**



# PWSA Construction Projects Resume Normal Schedule

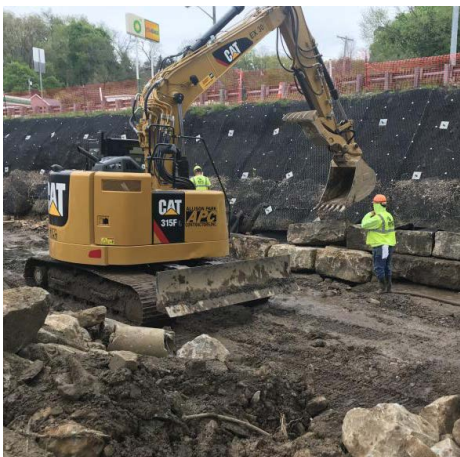
Water, sewer, and stormwater projects commence city-wide

As Allegheny County moved into the yellow phase of reopening and “Stay at Home Orders” were adjusted, we resumed our planned construction projects.

Water mains, stormwater management systems, and other large-scale work will take place to ensure reliable service for customers. Throughout the shut-down, PWSA worked closely with construction firms, City departments, and other utilities to reassess work plans and prepare COVID-19 safety protocols for when construction could resume.

In May and June, we resumed work on the following projects:

- **Lead Service Line Replacements:**  
[lead.pgh2o.com](https://pgh2o.com/lead)
- **Highland Park – Restoration of Reservoir Wall:**  
[pgh2o.com/highland-i-reservoir-security-improvements](https://pgh2o.com/highland-i-reservoir-security-improvements)
- **Saw Mill Run Stream Restoration:**  
[pgh2o.com/SawMillRun](https://pgh2o.com/SawMillRun)
- **Volunteers Field Stormwater Project:**  
[pgh2o.com/VolunteersField](https://pgh2o.com/VolunteersField)
- **Greystone Drive Water Main Replacement Project:**  
[pgh2o.com/GreystoneDrive](https://pgh2o.com/GreystoneDrive)
- **Street and Sidewalk Restoration:**  
[pgh2o.com/paving](https://pgh2o.com/paving)



Crews place boulders as part of Saw Mill Run Stream Restoration Project.

PWSA and its contractors are following strict guidelines established by the United States Centers for Disease Control and Prevention (CDC) and the Pennsylvania Department of Health related to the pandemic during all construction work. The following measures are to protect the health of our employees, contractors, and customers. As long as it is recommended by the CDC and PA Department of Health, all work will occur under the following guidelines:

- All workers will undergo daily health screenings prior to reporting to work.
- All employees will maintain social distancing in the execution of their work, including when communicating with customers.
- All employees will wear face masks during their work.
- All work surfaces our workers are in contact with will be sanitized prior to leaving the work site.
- All work sites will be provided with portable hand-wash facilities or hand sanitizer.

Although delays have impacted 2020 construction schedules, PWSA will continue to implement its over \$200 million capital improvement program to ensure safe and reliable service for customers. To learn more about all PWSA projects, find contact info for local construction work, and to visit the [Search All Projects](https://pgh2o.com) page, visit [pgh2o.com](https://pgh2o.com).



Crews pour concrete wall around Highland Park Reservoir.



## Media and Press Releases

### MEDIA COVERAGE

**One Water Leadership Insights. Featuring Will Pickering, Executive Director PWSA, US Water Alliance**

**Pittsburgh Water Customers Can Sound Off On Proposed Rate Hikes, KDKA Radio**

**10th Street Scheduled To Reopen Soon As Crews Fill In Massive Pittsburgh Sinkhole, KDKA TV**

**Cities seek ecological weapons against floods, Associated Press**

**Greening Pennsylvania: Western Pennsylvania Energy Consortium Goes Green with Direct Energy, The Indiana Gazette**

**Worry, joy, ambivalence, relief, dread: Pittsburgh-area residents describe the first days of life in ‘yellow’, PublicSource**

### PRESS RELEASES

**PWSA Water Main Replacement on Baum Boulevard To Start Monday, June 3**

**Pittsburgh Community is Invited to Participate in PA Public Utility Commission Public Hearings, June 12**

**Water Shutoffs Suspended through August 1st June 26**

## Employee Spotlight

Production Manager, Marc Frangipani, rallies his team to bring the Microfiltration Plant back to life.



PWSA Production Project Manager, Marc Frangipani, walking through the ultraviolet disinfection chamber.

Many Pittsburghers know Highland Park for its public amenities including the uncovered Highland Reservoir. Approximately 50 percent of our customers are served by this reservoir and maintaining it as an uncovered reservoir is a goal shared throughout Pittsburgh. But, do you know how we are able to maintain it as a public asset? The answers lie in the adjacent Membrane Filtration Plant (MFP), where water leaving the Reservoir is treated again before being sent to customers for consumption.



Microfiltration Plant at Highland Park

The MFP was taken out of service in early 2017 to meet stricter water quality standards. Many upgrades have taken place including the rehabilitation of the microfiltration system—where compact polymer tubes containing microfilters

act as artificial “membranes”—and the installation of cutting-edge ultraviolet disinfection technology.

After joining Team PGH2O earlier this year, Production Project Manager, Marc Frangipani, has helped to oversee the completion of this work. “Our main objective right now is to complete the final touches and convert the MFP from a construction site to a production site,” said Marc, who expects the MFP to be back in service by the end of July.

To ensure that the facility is indeed ready to resume production, Marc’s team is conducting various tests



(From left) PWSA Production Project Manager, Marc Frangipani; CWM Environmental Operators, Aaron Serene, Chris Valore, and Sam Bargerstock; PWSA Acting Senior Group Manager of Production, George Watson; CWM Environmental Operator, Ryan Lennon; and PWSA Director of Operations, William “BJ” McFaddin, following a successful PA Department of Environmental Protection (DEP) inspection.

to ensure that the MFP is working internally and in conjunction with the rest of our infrastructure, which is monitored via a supervisory control and data acquisition (SCADA) system. The SCADA system allows us to precisely observe and intervene in the behavior of our distribution network—it also logs important metrics that we report for regulatory compliance.

Marc’s primary duty as the manager of the MFP is to ensure that the water we produce at this location is to the highest standard that we can possibly achieve. Marc has enjoyed working with the team and saw everyone rise to the challenge of this project.

Congratulations to Marc and the MFP team. Your hard work will bring the MFP back online. We appreciate your efforts to ensure the safety and reliability of our water and to maintain the Highland I Reservoir as a treasured outdoor recreation space for many years to come.



PWSA Plant Operator, Chris Valore, monitoring SCADA from a remote station.

“The most meaningful measure of a leader is the success or failure of the team, and having fun while succeeding is the standard we aim to set.”

PWSA Production Project Manager,  
Marc Frangipani

## Job Postings

Interested in working at PWSA?  
We are looking for dedicated and  
talented people to join our team.

**Senior Health & Safety Manager**  
Administration

**Project Manager**  
Engineering & Construction

**Associate Project Manager**  
Engineering & Construction

**Inspector II**  
Engineering & Construction

**Plant Operator**  
Water Quality & Production

**Electrician**  
Water Quality & Production

**Steamfitter**  
Field Operations

**Plumber**  
Field Operations

**Inventory Controls Specialist II**  
Warehouse

**Billing Specialist**  
Customer Service

**Dispatcher**  
Customer Service

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

## New Hires

### WELCOME ABOARD!

**Jordan Treaster**  
*Development Coordinator*

**Brian Monnin**  
*Network Systems Administrator*

**Steven Feinberg**  
*Help Desk Technician II*



Visit [pgh2o.com/about-us/careers](https://pgh2o.com/about-us/careers) to learn more.



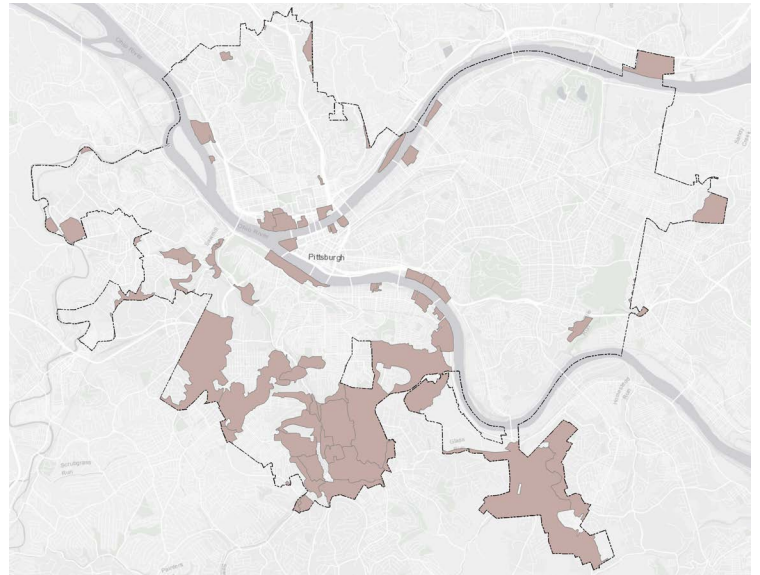
## Stormwater Permit Guides Actions for Cleaner Rivers and Streams in Pittsburgh

When it rains in the separate storm sewer system areas of Pittsburgh (shown on the map), the stormwater is routed into storm drains and pipes, which then lead to our rivers and streams. Unfortunately, that stormwater also picks up litter, oil, road salt, or other pollutants on the ground. This pollution harms water quality, fish and wildlife habitat, and recreation.

Federal and state law help protect and improve rivers and streams by regulating pollutant discharges. In early June, the City of Pittsburgh and PWSA received a Municipal Separate Storm Sewer System (MS4) permit from the Pennsylvania Department of Environmental Protection (DEP). This permit requires that we follow specific guidelines and implement practices to reduce pollutants from our storm sewer system.

To meet these water quality goals, the City and PWSA are strengthening our partnership and expanding our existing stormwater management program. We are constructing infrastructure projects that capture and filter polluted stormwater, such as the Volunteers Field Rain Garden Project, and reduce sediment at Saw Mill Run. Learn more at [pgh2o.com/volunteersfield](http://pgh2o.com/volunteersfield) and [pgh2o.com/saw-mill-run](http://pgh2o.com/saw-mill-run).

We are also teaching community members about local stormwater issues and how they can get involved in activities to reduce pollution, improve water quality in



Map of Pittsburgh that shows our separate storm sewer system areas in light brown, where stormwater and sewage are routed into separate pipes. In these areas, stormwater discharges directly into local waterways, which is why it's so important to reduce pollutants picked up by the rain.

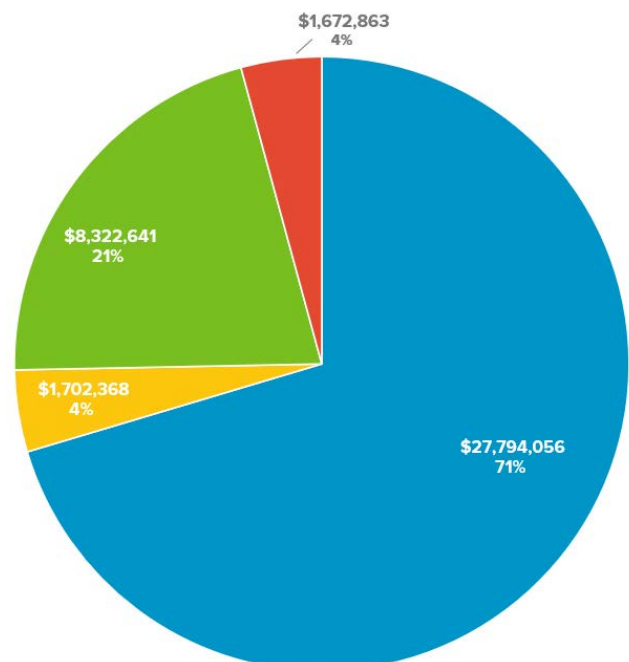
our rivers and streams, and help keep our communities clean. You can help prevent stormwater pollution by picking up litter, disposing of pet waste properly in trash cans, and never dumping vehicle fluids, grass clippings, or leaves into storm drains. Learn more at [pgh2o.com/help-manage-stormwater](http://pgh2o.com/help-manage-stormwater).

## 2020 Capital Spending

Amounts reflect total expenditures from January 1 - June 18, 2020

- Water
- Sewer
- Stormwater
- Other

**TOTAL: \$39,491,928**







# WATER WISE

## Be a Stormwater Hero: Wash Your Car Properly!

If you wash your car in a driveway, parking lot, or street, all the soap, dirt, salt, oil, and grease run along the curb and into a storm drain. Storm drains connect to sewer pipes, which then lead to our streams and rivers. The dirty wash water causes river pollution, which hurts fish, recreation, and water quality.

Avoid this whole mess by taking your car to a commercial car wash, which are required to treat the dirty wash water and dispose of it properly. They also use clean water more efficiently and recycle wash water when possible, reducing water waste.

If you can't take your car to a commercial car wash, make sure to only wash your car on grass or gravel, which helps soak up and filter the wash water before it gets to storm drains. Wash with just water or a biodegradable, phosphate-free, water-based cleaner to reduce water pollution. Instead of a hose, wash with a bucket and sponge to minimize your water usage.

Learn more at [pgh2o.com/help-manage-stormwater](https://pgh2o.com/help-manage-stormwater).



Get to know your PGH2O!

Our Annual Water Quality Report is now available online:

[pgh2o.com/2019waterquality](https://pgh2o.com/2019waterquality)



**Our number one priority is to provide safe and reliable drinking water.**

The Environmental Protection Agency (EPA) requires community water systems to deliver a Consumer Confidence Report, also known as an annual drinking water quality report, to their customers. These reports provide customers with information about the quality of their local drinking water.

*If you prefer to have a hard copy sent by mail, please call Customer Service at 412.255.2423 (Press 5) to request a copy.*



## Customer Assistance Program

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](http://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](http://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

Paul Leger  
*Chair*

Margaret Lanier  
*Vice Chairperson*

Jim Turner  
*Secretary*

Michael Domach  
*Member*

Erika Strassburger  
*Member*

Chatón Turner  
*Member*

## Currents Contributors

Will Pickering  
*Executive Director*

Rebecca Zito  
*Acting Senior Manager of Public Affairs*

Julie Asciolla  
*Industry Relations Manager*

Rachel Rampa  
*Senior Public Affairs Coordinator*

Mora McLaughlin  
*Construction Communications Project Manager*

Elaine Hinrichs  
*Education and Outreach Associate*

Hali Hetz  
*Public Affairs Associate*

Nick Letzkus  
*Public Affairs Associate*

## Stay in the know with PGH2O!

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

[linkedin.com/company/pgh2o](https://www.linkedin.com/company/pgh2o)

[@pgh2o](https://twitter.com/pgh2o)

[facebook.com/pgh2o](https://www.facebook.com/pgh2o)

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

Penn Liberty Plaza 1  
1200 Penn Avenue  
Pittsburgh, PA 15222

### Customer Service

**T** 412.255.2423 (Press 5)

**F** 412.255.2475

[info@pgh2o.com](mailto:info@pgh2o.com)

### Emergency Dispatch

412.255.2423 (Press 1)

Available 24/7