

CURRENTS

FREE, ON-DEMAND LEAD SERVICE LINE REPLACEMENTS STILL AVAILABLE TO INCOME-QUALIFIED CUSTOMERS

Program replaces private-side of lead service line for free.

While PWSA lead levels are at their lowest in 20 years, we know there is no safe amount of lead. As we continue to replace all lead service lines by 2026, we want to ensure there is a income-based replacement program to address lead lines on-demand for our customers. This program, administered through Dollar Energy Fund and our Lead Help Desk, provides free private lead service line replacements to those who meet income requirements. Funding will expire in February of 2021 or when funding runs out, which means customers should act fast to take advantage of this free water quality upgrade.

By calling Dollar Energy Fund, a representative will verify your income to determine if you fall within the income guidelines. Eligible customers participating in the program will enter into an agreement with PWSA allowing us to work on private property. The program includes necessary plumbing upgrades, a free pitcher filter, and post construction lead testing.

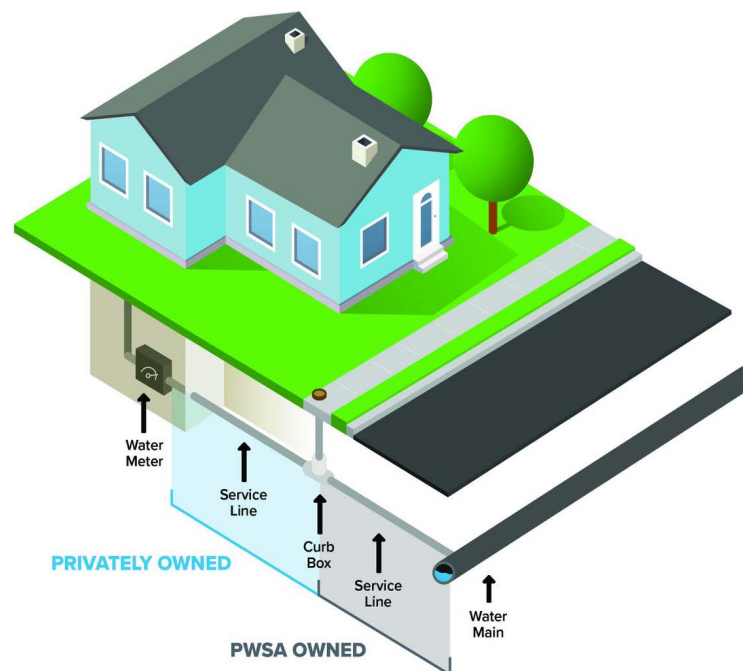
In January, we increased the threshold for qualification from 250 percent of the Federal Poverty Level (FPL) to 300 percent FPL. This means that an individual making \$38,280 or a family of four with a household income of \$78,600 would qualify.

Crews contracted by PWSA are incentivized to complete work with the least invasive methods possible. Using a “trenchless method”, workers can pull the old lead line out from underneath the ground while simultaneously replacing it with a copper line. After completing thousands of lead line replacements across Pittsburgh, 98 percent of them were completed using a trenchless method. When a PWSA-owned public lead line is found during the work, our crews will coordinate a full lead line replacement.

Funds for this program are available from a settlement of an enforcement action between

PWSA and the Pennsylvania Department of Environmental Protection. Approximately \$700,000 remains in the fund.

The process is simple and easy: customers can call Dollar Energy Fund at 866-762-2348 to take advantage of this free service.



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COMING UP:

2020 Board Meetings

September 25
October 23
November 20
December 18
Meetings begin at 10:00am and are open to the public. Due to COVID-19, meetings will be held via teleconference until further notice. Visit pgh2o.com/events-meetings for the most updated information.

ALCOSAN Virtual Open House

September 12
9:00am
alcosan.org

United for Infrastructure Week

September 14 - 22
Various activities at
pgh2o.com

Four Mile Run Community Meeting

September 15
6:30 - 8:00pm; pgh2o.com/4mr

PWSA Construction Contractors Virtual Networking Event

September 16
4:30 - 6:00pm
Register at: pgh2o.com/events-meetings

Due to restrictions on events from COVID-19, meetings may be tentative or postponed. For the most updated information, please visit our website at pgh2o.com/events-meetings

DIRECTOR'S CUT

By Executive Director Will Pickering



Team Pgh2o Steps Up to Get the Job Done

We strive to get the job done for our customers each and every day but operating our water system isn't easy. Thankfully, skilled and dedicated employees are stepping up to meet every challenge.

One of the qualities that I admire most about our team is their strong work ethic and can do attitude. The work we do is not always easy or straightforward. Take the restoration of the Microfiltration Plant (MFP) in Highland Park as an example. The unique nature of the newly upgraded MFP has created several challenges as we prepare to return it to service. These setbacks are naturally disappointing, but our team continues to roll up their sleeves to get it right. Our Engineering, Compliance, and Operations Departments have been working seamlessly to resolve these challenging issues.

The MFP provides the necessary retreatment of water leaving the uncovered Highland I Reservoir before it is delivered to our customers. Because the water is stored in an open reservoir, it is no longer considered potable water and must be treated again before reentering the distribution system.

The equipment at the MFP is automated, so everything must work in sync. This is no easy feat; if one component fails, then the entire process breaks down.

As we got closer to the go live date, we discovered that a piece of equipment did not perform as expected, and we had to step back and make the needed corrections. The project team was quick to identify the issue and implemented a long-term solution that will improve water quality for our customers and the reliability of the facility for years to come.

I was reminded of the importance of teamwork and the level of collaboration that is apparent in high performing teams. Even in moments of stress they stay connected and remain focused on the task at hand. Seeing the project team overcome the 11th hour challenges at the MFP as one interconnected group is a testament of their determination to maintain exceptionally high standards for PWSA and our customers.

This is a critical project that will strengthen our entire water distribution system. By restoring the MFP, we will meet stricter state water quality standards and have a redundant water system that can better distribute water throughout our entire service area. This enhances our ability to reliably provide water to customers.

Our team of PWSA staff, contractors, and consultants are committed to this project and are working towards the same goal of returning the MFP to service. Working on such a high-profile project is never easy, but this team has come together to see it through to the end.

“I was reminded of the importance of teamwork and the level of collaboration that is apparent in high performing teams. Even in moments of stress they stay connected and remain focused on the task at hand.”

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

Water Quality Compliment

D. Christie of Brighton Heights recently sent us an email to compliment our the quality of our drinking water.

“While I was drinking a glass of water, it dawned on me to let you know I am a happy customer.”

Thank you for your kind words and trust as we continue to make a variety of significant upgrades to our water distribution system!

Public Service Props

Clerical Specialist II, Kim Folino, recently received high praise for her work to assist a customer in need of repairs to her home’s main water shutoff valve.

“Nowadays, representatives seem so scripted, and it is refreshing to receive professional and competent assistance. I appreciate her understanding of my need to have the shut off resolved so the house main shut off value can be repaired before winter, offering to help, and following through to having someone respond.”

Thank you, Kim, for upholding our commitment to quality service.

Presentation Praise

PWSA hosted a virtual community meeting for the residents impacted by Phase Two of our Wightman Park Stormwater Project. Following the meeting, an attendee wrote us, saying that,

“This was an excellent presentation! Very informative and interesting. Looking forward to the park opening and the next phases. Wonderful to see collaboration between all parties involved and to include residents in discussions and planning.”

Thank you to the PWSA team for continuously keeping the public informed regarding these critical projects.



Committed Customer Service

Cathy Bazán-Arias from Squirrel Hill contacted us to share her satisfaction with our Customer Service Team due to their prompt responses to her questions concerning our Customer Usage Portal and billing.

*“I wish more organizations had a CS team as efficient, effective and customer-oriented as PWSA: *Kudos!*”*

Keep up the great work, Team!

Meter Mastery

Junwen Law from Squirrel Hill emailed us to let us know that Plumber, Ryan Hungerman, was

“notably professional, on time, and communicated well,”

as he worked to check on the status of his water meter. Thank you, Ryan, for representing our Operations Department in such a positive light!

Contractor Kudos

Earlier this summer, a customer reached out to us to praise our partners at Folino Construction for their work to replace her sidewalk following a lead service line replacement.

“They are well organized, good craftsman, and all their employees are unfailingly polite.”

The customer was also impressed by the crew’s ability to restore the sidewalk to its original condition. Thank you, Folino, for your continued exemplary service!

PWSA Shares Green Streets Design for Wightman Park Stormwater Project

On Wednesday, August 5th, we hosted an online community meeting about Phase Two of the Wightman Park Stormwater Project. Approximately 16 people attended to learn about the project status, updated design, and the anticipated construction schedule.

Phase One is a joint effort of the City of Pittsburgh and PWSA. Construction of amenities and stormwater infrastructure in Wightman Park is expected to be complete later this fall.

Phase Two will convey stormwater from the neighborhood to the park. Landscaped planters will intercept stormwater along Solway Street at Wightman Street, Negley Avenue, and Murray Avenue, and at Woodmont Street and Negley Avenue. A long planter will also be installed in front of the school on Solway Street with a passenger step out zone.

Phase Two construction is expected to start in spring 2021 and continue through fall 2021.

PWSA is investing \$3.3 million in total for both phases to manage stormwater from almost 30 acres. The overall project will provide enhanced park drainage and water features, improved pedestrian safety and accessibility, new street trees, upgraded storm inlets, and improved sewer performance.

Attendees were receptive of the updated Phase Two designs and excited about the upcoming completion of Phase One. There were questions about gutter downspouts, recent curb cuts, one-way streets, potential volunteer landscape maintenance, and other infrastructure changes during Phase Two construction.

More information is available at pgh2o.com/wightman-park-2.



PGH2O IN THE COMMUNITY

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

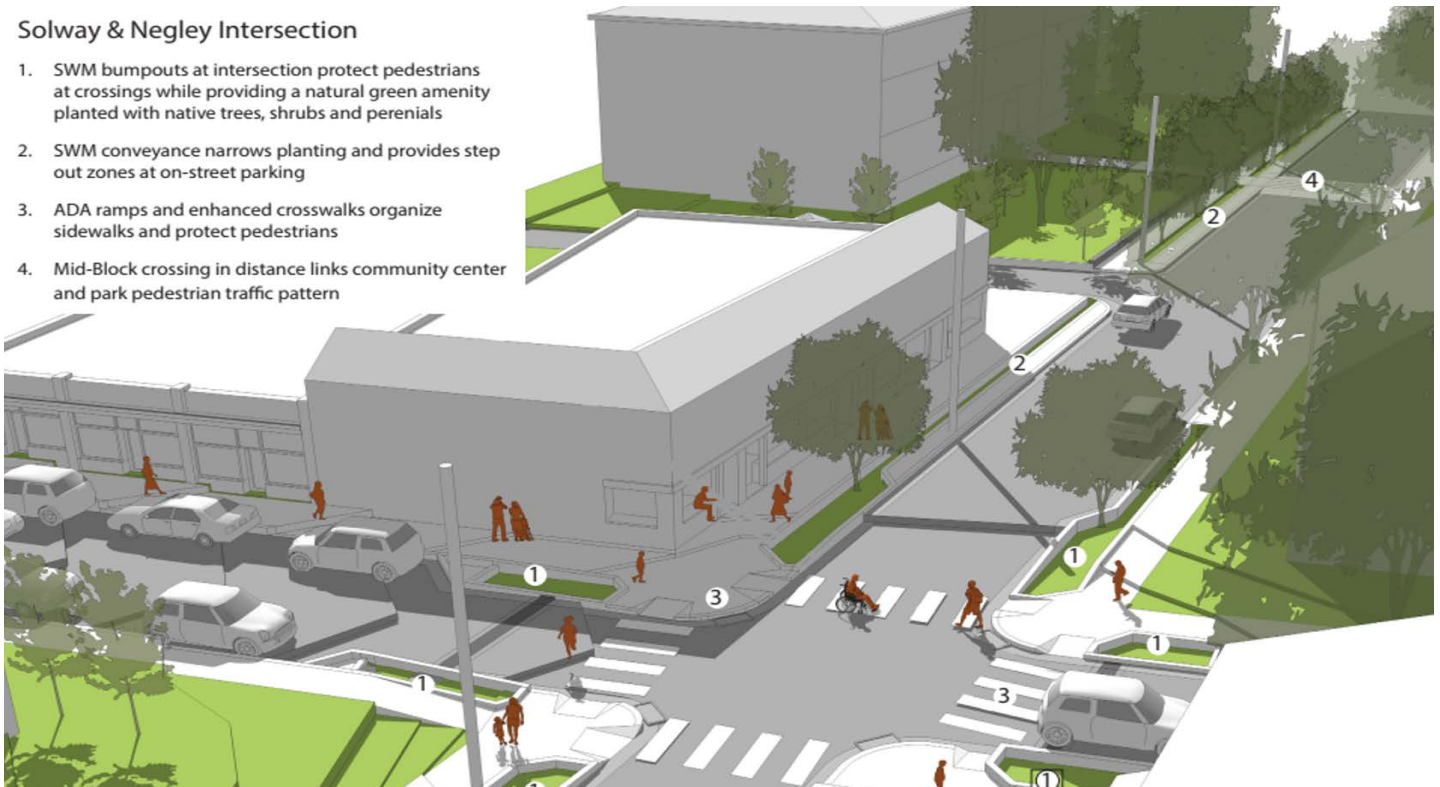
Wightman Park Phase II Community Meeting
August 5
Virtual meeting

Oakland Planning and Development Community Meeting
August 25
Virtual meeting

To schedule a future presentation in your community, go to:
pgh2o.com/request-us-event

Solway & Negley Intersection

1. SWM bumpouts at intersection protect pedestrians at crossings while providing a natural green amenity planted with native trees, shrubs and perennials
2. SWM conveyance narrows planting and provides step out zones at on-street parking
3. ADA ramps and enhanced crosswalks organize sidewalks and protect pedestrians
4. Mid-Block crossing in distance links community center and park pedestrian traffic pattern



Rendering of the stormwater management (SWM) improvements at the intersection of Solway Street and South Negley Avenue.

PWSA Hosting Virtual Networking Event for Construction Contractors

As our capital project schedule returns to normal, it is time to start networking again!

PWSA is hosting a construction contractors virtual networking event on September 16th, 2020, at 4:30 pm. This event is an opportunity for Minority, Women and Disadvantaged Business Enterprise (MWDDBE) construction contractors to meet and greet with PWSA construction contractors. We will also have opening remarks from our Executive Director, Will Pickering, and information about upcoming construction contracting opportunities.

Participating firms include Whitman; Requardt & Associates, LLP; Wayne Crouse, Inc.; Total Equipment Co.; SAK Construction, LLC; and Michael Facchiano Contracting, Inc.

This event is focused on construction and will be most beneficial to MWDDBE

and small businesses specializing in flagging, plumbing, HVAC, paving, excavation, concrete work, demolition, site restoration, landscaping, electrical, welding, painting, masonry, construction management, inspection, or water/sewer work.

Please [register on our website](#) by September 9th.



PWSA construction crews in action.

And The Survey Says.....

Thanks to all the *Currents* readers who responded to our satisfaction survey!

After analyzing the data, we are pleased to have received a total of 50 respondents who took the time to provide their insights and feedback on our monthly newsletter.

The survey shows that 54 percent read the publication on a monthly basis. The most popular section, at 77 percent readership, is our front-page article, which features the most recent and important news of the month.

Rounding out the top three most popular sections are the Engineering and Construction Report, followed by a third-place tie between PWSA in the Community and PWSA in the News, both of which were selected by 57 percent of respondents. Also of note is the fact that we received 192 comments regarding the topics in *Currents*, meaning that a considerable amount of

you are reading multiple articles per issue!

We are grateful for the many readers who left specific suggestions concerning how we can improve our content to better accommodate your unique interests.

Due to your input, we are currently considering a variety of new approaches to the content that keeps you informed of all things PWSA. In this issue, you will notice that our Engineering and Construction section will now feature projects by council district (page 9) to acknowledge several comments that we should have more focus on projects in specific neighborhoods.

Please keep reading as we continue our efforts to best educate you about our organization-wide improvements!



Media and Press Releases

MEDIA COVERAGE

PWSA lead line replacement program is on target for 2026,
South Pittsburgh Reporter

Baum Blvd. To Undergo Water Main Replacement, Traffic Stoppages Expected,
KDKA Radio

Lead progress but more work to do,
Post-Gazette

EPA awards \$33.9 million to Pa. for drinking water projects,
The Bradford Era

PRESS RELEASES

PWSA Moves Baum Boulevard Work to Daylight Hours,
August 1

Time Running Out for Free, On-Demand Lead Service Line Replacements,
August 11

Employee Spotlight

Deputy Executive Director, Jen Presutti, leverages her many years of public service experience and financial expertise to help our ongoing renewal efforts



This May, we announced the promotion of then-Director of Finance, Jen Presutti, to the role of deputy executive director. In her new capacity, she works collaboratively with Executive Director, Will Pickering, and PWSA's various department managers to uphold our mission of providing safe and reliable water and sewer service to all customers.

A significant element of Jen's new position is to help ensure that our improvement plans, including a considerable variety of water, sewer, and stormwater projects, are executed in a cost-effective and timely manner.

Since her pivot towards a more general role within the organization, Jen has enjoyed the opportunity to learn more about the water production and operations side of PWSA.

"I'm finding the specifics of how our Engineering and Operations Departments intersect to provide a constant supply of water and conveyance to be fascinating and educational, especially now that our system is undergoing a variety of significant upgrades," Jen explained.

Although no longer a member of the Finance Department, Jen maintains a close working relationship with the team, which is headed by our new Director of Finance, Ed Barca. By doing this, she can not only assist them where needed, but also acts a key advisor to our Executive Team on matters concerning finance and administration.

Prior to becoming our director of finance in late 2018, Jen spent nearly eight years as a City of Pittsburgh employee. There, she served as a budget analyst, senior budget analyst, capital budget manager, assistant director of capital and asset management, and lastly, director of the Office of Management and Budget (OMB).

Regarding public service, Jen remarked, "I've spent the entirety of my career in the nonprofit/governmental sector because that's where my heart is."

In her time outside of PWSA, Jen chairs the City of Pittsburgh's Equipment Leasing Authority, which is primarily responsible for procuring all vehicles and equipment, and serves as a commissioner for the City's Commission on Human

Relations, which, according to their website, investigates complaints of alleged discrimination in employment, housing, and public accommodations within the City of Pittsburgh.

At home, Jen enjoys spending time with her husband and two young children. Currently, they enjoy walks after dinner and Friday night pizza picnics.

"During his tenure, [former Executive Director] Bob Weimar put our organization on a great path forward, and I'm enjoying the challenge of building on that progress alongside Will and the rest of my dedicated colleagues."

Job Postings

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

Senior Counsel - Environmental
Administration Law

Senior Group Manager, Stormwater
Engineering & Construction

Senior Group Manager, Wastewater
Engineering & Construction

Project Manager
Engineering & Construction

Associate Project Manager
Engineering & Construction

Inspector II
Engineering & Construction

Laboratory Manager
Water Quality & Production

Plant Operator
Water Quality & Production

Electrician
Water Quality & Production

Steamfitter
Field Operations

Plumber
Field Operations

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

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

New Hires

WELCOME ABOARD!

Kasey Stewart
Senior Health & Safety Manager

Ryan Sullivan
Inventory Control Specialist I

Patrick Arcuri
Plant Operator

Toia Smith
Dispatcher

Promotions

CONGRATULATIONS!

Jason Auge
Sewer Service Foreman

District Report: District 1 - The Northside

Water mains, lead service lines, and sewer lining in District 1

To determine the optimal locations to find and replace lead service lines, PWSA has been assessing historical construction records, Census data, and blood lead records from the Allegheny County Health Department (ACHD). These data points are overlaid and weighted to ultimately determine which areas of the City contractors should inspect and replace lead lines, where found.

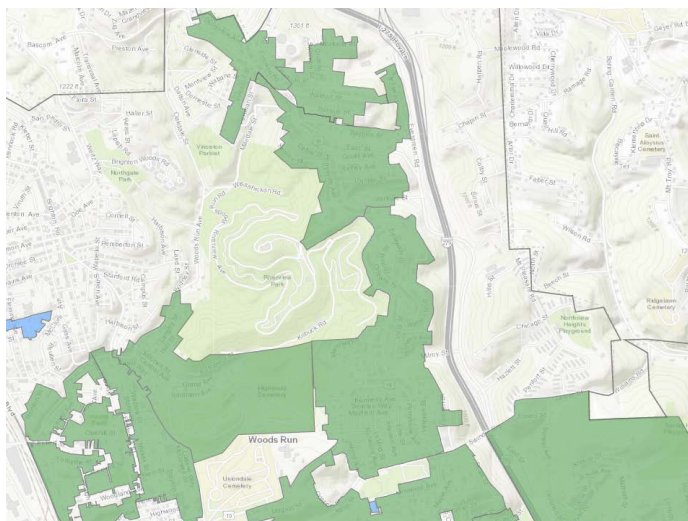
Since 2018, this method has been used to plan construction work for basic lead service line, as well as water main replacements, which require the replacement of all attached services.

Lead Service Line Replacements

District 1, in Pittsburgh's Northside, met the criteria for several work areas, leading to hundreds of lead service line replacements in 2019 alone.

- Total properties within designated work areas: 2,400
- Public lead service lines replaced: 832
- Private lead service lines replaced: 593

This work amounts to approximately \$8.3 million investment in water quality improvement in the District. For more information on completed lead service line work in District 1, visit pgh2o.com/leadmap.



Lead Service Line Replacement Project Area in the Northside

Water Main Replacements

In 2020, PWSA's program is focused around water main replacement – we will also replace all old service lines attached to the main. We used the same metrics to find aging water mains where there are likely high concentrations of lead service lines attached. In 2020, the following water mains will be replaced in the Brighton Heights neighborhood of District 1:

- Massachusetts Avenue - ACTIVE
- Falck Avenue
- Fleming Avenue
- Hubbard Street
- Sipe Street

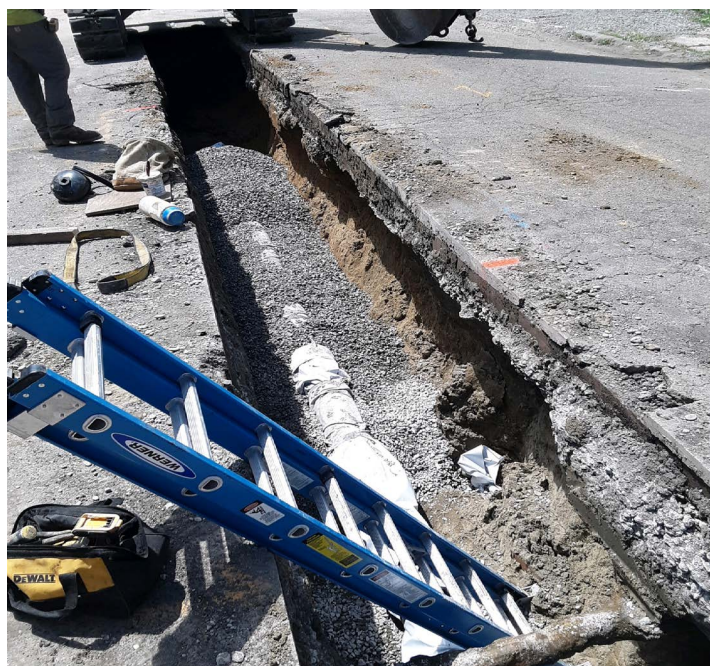
Work is scheduled to be completed in late fall of 2020. For more information, visit pgh2o.com/BrightonHeightsWaterMains.

Sewer Lining and Repairs

In order to complete water main replacement on Massachusetts Avenue, PWSA crews had to first replace a portion of the sewer main. This aging portion of the main required excavation and replacement. This work was completed in early August, with water main replacement slated for completion in early November 2020.

To avoid costly excavation and construction work, PWSA surveys its oldest sewers proactively to determine sites where sewer lining can occur. To line a sewer, crews install a cure-in-place liner inside the pipe, via manholes in the street. This liner adheres to the inside of the pipe, creating a new barrier where there may have been cracks. Recently, crews used this method to repair a portion of sewer on Perrysville Avenue at Franklin Road this way.

For more information on work happening in District 1, and across the City of Pittsburgh, visit pgh2o.com/projects-maintenance.



Water Main Replacement on Massachusetts Avenue.

Saw Mill Run Stream Restoration Project Completed

We have completed construction at the two project sites along Saw Mill Run in Overbrook! Check out the project page for a short video explaining the project and celebrating its competition.

Learn more at pgh20.com/sawmillrun.



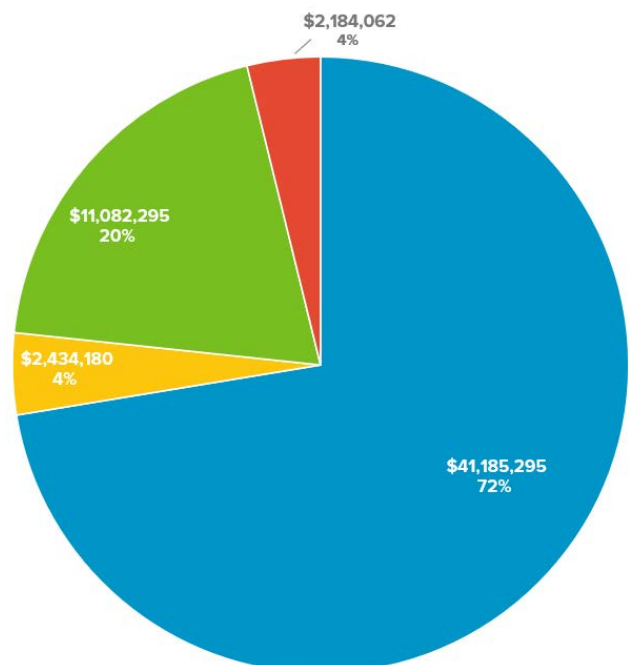
Restored streambank near Ansonia Place and Saw Mill Run Boulevard.

2020 Capital Spending

Amounts reflect total expenditures from January 1 - August 19, 2020

- Water
- Sewer
- Stormwater
- Other

TOTAL: \$56,885,832





Become a GrateKeeper!

Did you know that we have more than 25,000 storm drains in Pittsburgh that lead to our sewer system, streams, and rivers? You can help reduce river pollution and street flooding by keeping storm drains clear of trash and debris. You can also sign up with Allegheny CleanWays to adopt a storm drain in your neighborhood!

Register to be a GrateKeeper at alleghenycleanways.org and they'll provide the information you need to get started.

Help protect our storm drains, streams, and rivers:

- Never dump vehicle fluids, grass clippings, leaves, or litter into storm drains.
- Where safe to do so, clear leaves, litter, and debris off storm drain grates and dispose of them properly.
- Never reach inside a storm drain or lift the grate.
- Report clogged or broken storm drains by calling our 24/7 Dispatch at 412-255-2423, tweeting [@pgh2o](https://twitter.com/pgh2o), or submitting our [Report an Issue webform](#) found on our homepage.



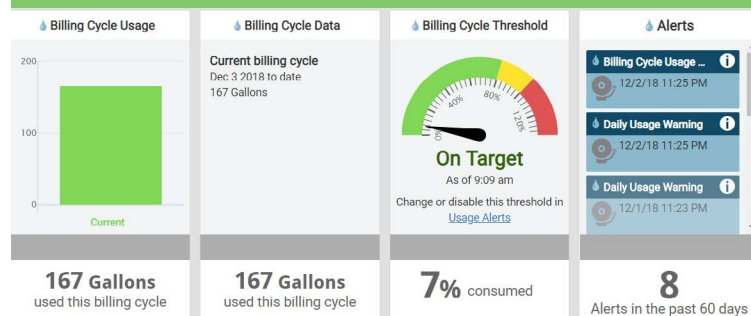
Learn more at pgh2o.com/reducing-stormwater-pollution.



How to Track Your Water Usage and Save Money

Our recent bill redesign makes it easier for customers to track their household's water usage. The new bill layout includes your total gallons of water used during the billing period, your average daily use, and a graph comparing your average use for the current month and past months to help you spot seasonal or monthly changes in usage.

You can also use our online Customer Usage Portal to track your real-time water usage and set up text message or email alerts for spikes above a customizable threshold. The portal's dashboard includes the gallons of water used in the current billing cycle, billing cycle data, and the status of your usage threshold. Alert options include daily usage alerts, billing cycle usage alerts, and vacation alerts.



If you experience a sudden spike in your bill, it could be due to increased water use or a leak after your meter. Detecting and repairing leaking toilets, faucets, and other plumbing is often easy and can save you up to 10 percent on your water bills.

Learn more at pgh2o.com/check-your-water-usage.



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 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.

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