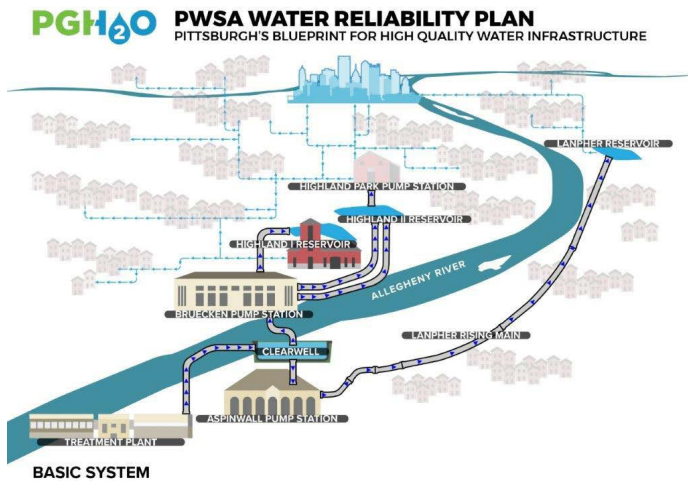


CURRENTS

PWSA's Water Reliability Plan secures our water system for years to come.



PWSA's Water Reliability Plan is a series of once-in-a-generation projects to renew key components of our water production and distribution system. Construction of these projects will take place over the next several years with one building off the other.

Pittsburgh's water system was built at the turn of the 20th century. These early engineers developed a system that made the best possible use of our natural water resources and topography to effectively distribute drinking water from the Allegheny River to Pittsburgh's neighborhoods.

As the city grew in population and size, engineers constructed additional reservoirs and pumping stations. Our early water treatment and distribution system, still used today, uses a combination of pumps to carry water from the Aspinwall Treatment Plant along the

Allegheny River to reservoirs located at higher elevations and gravity to continue its distribution.

Our water treatment and distribution facilities have provided residents with a consistent supply of water used for drinking, bathing, cleaning, personal hygiene, and recreation. The system has served Pittsburgh well, but we now must renew these facilities for future generations of Pittsburgh residents.

The Water Reliability Plan is Pittsburgh's blueprint for high quality infrastructure - these projects will strengthen our water system, add redundancy, and provide an uninterrupted supply of safe, quality water. Over the next several years, we will construct the following high-profile projects.

- Building a new pump station and large distribution pipes in Highland Park
- Replacing the liner and cover of the Highland II Reservoir
- Rehabilitating the century-old Aspinwall and Bruecken Pump Stations
- Reconstructing large distribution pipes that supply treated water to our reservoirs
- Upgrading electrical power and backup systems at the Aspinwall Water Treatment Plant



We are completing the design of the Highland Reservoir Pump Station that will be constructed near Mellon Terrace and Negley Avenue. It will pump water from the Highland II Reservoir into the distribution system.

COMING UP:

Next Board Meeting: July 23

For a complete list of PWSA's board and community meetings, please visit pgh2o.com/events-meetings.

Following COVID-19 restrictions, meetings are held virtually and may be tentative or postponed.

The culmination of this work will be the complete restoration of the Clearwell, a large, century-old water storage facility that is critical to the operations of PWSA's entire system and currently operates without redundancy or backups in place.

Much like how our current system was built with a vision for future generations, the Pittsburgh Water and Sewer Authority is rebuilding our system with the next generation in mind. As the Pittsburgh economy grows, we will be prepared to meet the demands as more residents invest in their homes, and businesses choose to locate and grow within the city. The investments in our water and sewer infrastructure will ensure that our customers are provided with clean, high quality, reliable water services for years to come.

For more information about the Water Reliability Plan, please visit pgh2o.com/water, and for more information about the talented team behind the plan, please read this month's Employee Spotlight on page 6.

DIRECTOR'S CUT

By Chief Executive Officer Will Pickering

EPA Community Forum brings national attention to PWSA's Community Lead Response



On June 3rd, Pittsburgh was the **first of ten cities** to participate in the US Environmental Protection Agency's (EPA) Community Forums on lead. I was honored to join community leaders from across the region to discuss our nationally recognized Community Lead Response, as well as advocate for additional federal funding to strengthen our response to lead in water.

The discussion at the EPA forum made it clear that our programs to address lead in water can serve as a model for cities across the country. Working with our Community Lead Response Advisory Committee we developed a model to prioritize lead service line replacements that consider four factors in planning where lead lines are replaced. The two factors, most heavily weighted, include the number of children under six years of age and the number of women of childbearing age, along with blood lead level data collected

by the Allegheny County Health Department. The remaining two factors are the amount of lead in the neighborhood and income levels.

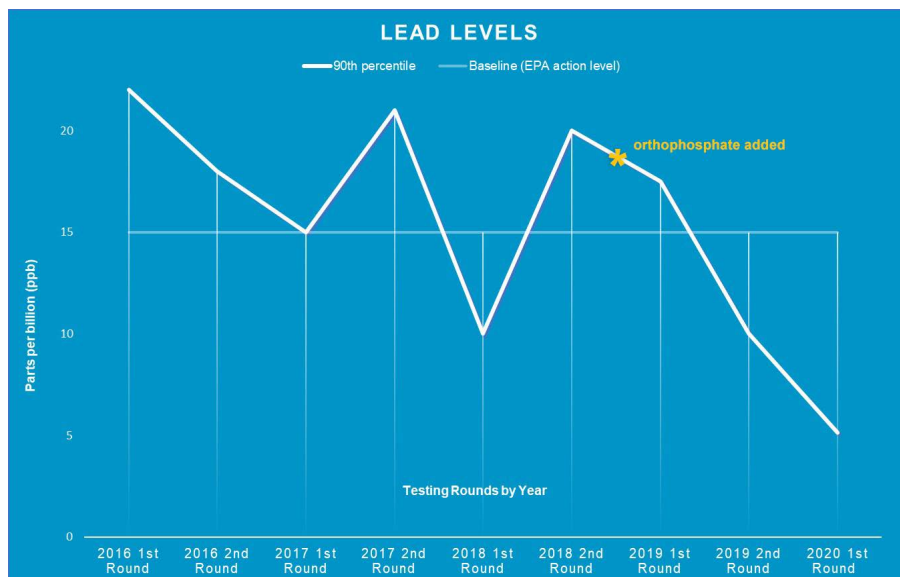
Implementing the program took increased staffing and insight from community members and public health experts. We established an internal Lead Help Team and formed a Community Lead Response Advisory Committee both of which are essential for delivering a program that reaches our drinking water customers, provides effective communication with construction crews, and ensures we are adhering to the latest policies and regulations concerning lead in water.

Since 2016, we have removed more than 8,500 public lead service lines and over 5,300 private lead service lines at no direct cost to ratepayers. Last year, we announced that **lead levels are well below the federal action level** of 15 parts per billion and are at their lowest level in 20 years. Additionally, our **2020 Water Quality Report** shows that we are meeting and exceeding all state and federal water quality regulations. Our attention to lead has helped to improve water quality and the safety and reliability of our drinking water.

Since 2016 we have invested more than \$90 million on lead service line replacements. To reduce the amount of rate increases needed to fund the work, we are financing the construction using low-interest loans and some grant funds from the Pennsylvania Infrastructure Investment Authority (PENNVEST). Our most recent PENNVEST award in April includes a \$35.5 million loan and a \$3.0 million grant to continue this important work.

Funding from state and federal sources is essential when implementing programs that directly impact public health and the quality of life for thousands of people. PWSA supports and is advocating for an infrastructure bill that prioritizes the removal of lead lines among other critical water infrastructure.

We should all take pride that our Community Lead Response is an exemplary program for boldly addressing lead in drinking water. We remain committed to removing all lead lines and providing our drinking water customers with safe, high quality water. To learn more, please visit lead.pgh20.com.



Going above and beyond!

Main Replacement Mastery

Our contractors play a vital role in completing a wide variety of upgrades to critical infrastructure, including water main replacement projects. We were very pleased to receive positive feedback from a Highland Park customer whose water main was recently replaced.

"I enjoy running into Bobby and Nick every morning. The guys really bust their tails when they are here and it appears they are moving extremely quickly," said the customer regarding crew members Bobby Bernard and Nick Droz of Independent Enterprises.

Thank you Bobby, Nick, and Independent for your consistently great work!

Storm Drain Success

Each workday, our storm drain cleaning crews roam the city to remove debris that can block stormwater from entering our sewers. A customer on Claybourne Street in Shadyside reported a blocked storm drain, then wrote us to commend the quality service he received.

"They wasted no time, got the job done, had a friendly interaction with me and the neighbors and went off for the next save," he said. "I want to thank you for attending to this so quickly. It's truly appreciated!"

Keep up the great work, sewer crews!

WHAT PEOPLE ARE SAYING

Sidewalk Satisfaction

A customer residing in the Squirrel Hill neighborhood reached out to praise our partners at Mele & Mele & Sons, Inc. for their work to restore her sidewalk to its original condition following a water main repair.

"The sidewalk is gorgeous and is exactly what we were hoping for. It looks just like the one that was pulled up and they did a fantastic job fitting it," she said. "Mele is an amazing company with the most knowledgeable and polite people. I couldn't be happier."

The customer also thanked PWSA Construction Communications Project Manager, Mora McLaughlin, for her help in facilitating the restoration work.

"You were so amazingly kind, understanding, and responsive," said the customer regarding Mora.

Thanks, Mele and Mora!

PWSA Engages Stakeholder Groups for Stormwater Fee



As part of our continued outreach regarding the proposed stormwater fee submitted to the Pennsylvania Public Utility Commission (PUC), PWSA staff met with several stakeholder groups in May to share details about the fee implementation and gather suggestions.

We met with representatives from the Building Owners & Managers Association of Pittsburgh (BOMA Pittsburgh) on May 4 and representatives from NAIOP Pittsburgh on May 11. On May 20, we hosted a meeting of our Stormwater Advisory Group (SWAG), which includes representatives from community organizations, environmental groups, universities, and businesses.

During all three meetings, we shared specific examples of how the proposed stormwater fee and rate changes would impact properties with varying levels of impervious surface area and drinking water usage. BOMA Pittsburgh and NAIOP Pittsburgh shared ideas for PWSA's direct outreach to their members, while SWAG members recommended ways for PWSA to inform and engage other stakeholder groups. We thank BOMA Pittsburgh, NAIOP Pittsburgh, and SWAG for their continued involvement in our stormwater fee implementation process and their valuable feedback.

Information about the proposed stormwater fee is available at [Pgh2o.com/Stormwater](https://pgh2o.com/stormwater).

PUC Hosts Public Input Hearings on Proposed Rates



Public Input Hearings Regarding PWSA's Proposed Rate Change and New Stormwater Fee

In April of this year, PWSA submitted a \$32.2 million increase in revenue, or a 17.2 percent increase in rates over the course of two years to the Pennsylvania Public Utilities Commission (PUC). This proposed amount includes the addition of a new stormwater fee and new enhancements to customer assistance programs.

This rate request comes on the heels of a historically productive year for PWSA. With an investment of \$122 million in capital improvements, the Authority is renewing critical water infrastructure, replacing lead service lines and aging water mains, constructing stormwater infrastructure, and rehabilitating sewer pipes that are a century old. The stormwater fee that is part of the proposed rates would provide a dedicated funding source to improve stormwater management, build innovative stormwater infrastructure, reduce sewer overflows, and lessen the amount of pollution entering our rivers and streams.

The PUC will use community feedback collected at the input hearings to make their final determination on the level of rate increase they will grant PWSA. The PUC review process can take up to nine months with the Commission considering the request in early 2022. More information about the rate filing is available at [Pgh2o.com/ourwaterfuture](https://pgh2o.com/ourwaterfuture).

The public input hearings will be held telephonically and will take place on the following dates and times:

- Monday, June 28, 2021 at 1:00 PM and 6:00 PM
- Tuesday, June 29, 2021 at 1:00 PM and 6:00 PM
- Wednesday, June 30, 2021 at 1:00 PM and 6:00 PM

You do not need to be an expert to testify. Any testimony, whether supporting or opposing the Authority's request, can be helpful to the PUC's investigation. All testimony given under oath becomes part of the official rate case record.

To testify at these hearings, you must register by no later than June 25, 2021 at noon using one of the following options:

- Contact the Office of Consumer Advocate (OCA) at 1-800-684-6560 to provide your name, telephone number, and the topic of your testimony.
- Visit PWSA's website at [Pgh2o.com/news-events/events-meetings](https://pgh2o.com/news-events/events-meetings), choose the public input hearing and complete the registration form.

If you wish to only listen to the public input hearings, you may use the PWSA link above at any time to join or you can simply dial-in using the following call-in information:

Conference Number: +1 (312) 626-6799

Meeting ID: 897 5883 3506

For more information visit PWSA's website at [Pgh2o.com/news-events/events-meetings](https://pgh2o.com/news-events/events-meetings).

PWSA is a Proud Sponsor of New Allegheny Overlook!



Pittsburgh has a new outdoor space downtown! Opening June 24th, the new Allegheny Overlook — “The AO,” for short — will host a season-long program of live music, theater, dance and comedy. Located on Fort Duquesne Boulevard and the 6th Street Bridge.

Visit downtownpittsburgh.com/alleghenyoverlook to find out more!

New Water Quality Reports Shows PWSA Meeting or Exceeding State and Federal Regulations

2020 Water Quality Report shows PWSA has improved the quality of its drinking water

The Pittsburgh Water and Sewer Authority (PWSA) released its annual Water Quality Report which shows the Authority is meeting and exceeding standards for quality and safety in Pittsburgh's drinking water. The full report is available online at Pgh2o.com/2020WaterQuality.



This [new video](#) highlights our water testing process and the results of the 2020 Water Quality Report.

This annual report outlines the treatment process, the effectiveness of water quality testing, and the results of the various contaminants tested for in the Allegheny River (the source of PWSA's water). Each day, PWSA tests for approximately 100 different chemical and microbial constituents before, during, and after the treatment process and work tirelessly to maximize their reduction and removal from drinking water.

In addition to effective water quality testing, there are several other notable water quality improvements that took place in 2020:

- **Lowest Lead Levels in 20 Years:** In July 2020, PWSA announced that lead levels came into compliance with federal regulatory standards. Testing showed PWSA's lead level to be 5.1 parts per billion (ppb), approximately 10ppb below the state and federal action level of 15ppb, and the lowest lead levels recorded in 20 years.

- **Highland Park Microfiltration Plant:** The Highland Park Microfiltration Plant provides a second layer of treatment to water leaving the open Highland I Reservoir. The Microfiltration Plant was taken out of service in 2017 to meet stricter state water quality standards. It was fully restored and placed back into service last year with changes to improve treatment methods, rehabilitate the microfiltration system, and provide greater security around the Highland I Reservoir.
- **Decreased Turbidity:** Turbidity is a measure of water quality that refers to the cloudiness of water caused by suspended solids in our source water. As the solids are filtered out during the treatment process, turbidity levels become lower. PWSA is seeing the lowest turbidity levels in three years, which is a testament to the effectiveness of the Authority's water treatment process.

Over the next several years, PWSA will implement its Water Reliability Plan, a series of once-in-a-generation projects to renew key components of our water production and distribution systems. These projects, which culminate with the complete restoration of the Clearwell, a large, century old water storage facility, will strengthen our water system, add needed redundancy, and ensure an uninterrupted supply of quality water to our drinking water customers.

PWSA's 2020 Water Quality Report, also referred to as the Consumer Confidence Report, is a requirement of all water systems by the Environmental Protection Agency (EPA). All the contaminants tested for are regulated by the EPA and Pennsylvania Department of Environmental Protection. This latest report shows that PWSA met or exceeded all state and federal regulations.



Media and Press Releases

MEDIA COVERAGE

Hello, AO: Allegheny Overlook concert series to launch with grand opening weekend, *Post-Gazette*

OPDC discusses water bill discounts, stormwater management, Forbes Ave. building demolition, *The Pitt News*

Some Pittsburgh environmental groups are trying to undo a legacy of neglect by prioritizing projects in underserved communities, *Public Source*

Pittsburgh to share its lead water solutions with EPA, other cities, *Post-Gazette*

Flooding concerns along Shadyside streets to be addressed by PWSA, *WPXI*

EPA listens to pittsburgh leaders at roundtable on lead in drinking water, *The Allegheny Front*

PRESS RELEASES

New Water Quality Reports Shows PWSA Meeting or Exceeding State and Federal Regulations, *June 28*

Green Infrastructure Improvement Projects to Launch in North Point Breeze and Shadyside, *June 25*

PWSA Customers are Invited to Participate in PA Public Utility Commission Public Hearings, *June 17*

The Pittsburgh Water and Sewer Authority Publishes Its 2020 Year in Review, *June 1*

Employee Spotlight

The PWSA Water Team looks forward to completing improvement projects for a better water future!



Fully vaccinated members from our Water Team positioned left to right: Senior Manager, Construction, Don Gawne; Engineer III, Shannon Connell; Project Manager, Sonja Svihla; Associate Project Manager, Zach Rinker; Director of Engineering, Barry King; Senior Group Manager, Water Programs, Sarah Bolenbaugh; Associate Project Manager, Brent Lahaie; Associate Project Manager, Bradley McShane; Water Distribution Program Coordinator, Darby Neidig; Associate Project Manager, Anthony Gallina; Associate Project Manager, Rasheed Tunde Ibrahim. Not pictured: Project Manager, Dan Cleary

The Water Reliability Plan is a major initiative to construct a series of once-in-a-generation projects to renew key components of our water production and distribution system. Meet the talented engineers working behind the scenes to implement these important projects to secure our water future.

Sarah Bolenbaugh, Senior Group Manager, Water Programs, oversees an abundance of ongoing initiatives that will accomplish goals detailed in the Water Reliability Plan over the next several years. Her role is to manage capital improvement projects that coincide with a larger vision of a rehabilitated water system.

Dan Cleary, Project Manager, manages multiple water projects at any given time, including projects to rehabilitate large pipes, known as rising mains. The rising mains distribute water from pump stations to reservoirs within our system. His specific project to rehabilitate Rising Mains 3 and 4, which provide water to the Highland Park reservoirs, will ensure there is reliable water service for many of our

customers.

Dan said, "I love the challenge of completing high-level projects and will enjoy seeing the benefits of these projects in the future."

In addition to Dan's efforts, **Bradley McShane, Associate Project Manager**, is heavily involved in projects related to the Water Reliability Plan. Brad previously played a significant role in the Highland II Reservoir cover and liner rehabilitation by processing Request For Proposals (RFP) and sending the project to bid. Brad looks forward to being involved with constructing a new pump station in Highland Park near Mellon Terrace and Negley Avenue.

"I enjoy the challenge of meeting mandated deadlines and communicating internally and externally with coworkers," said Brad.

Sarah notes that PWSA in the past has largely been reactive to issues in our

water system. The goal now is to be proactive and identify areas that need to be rehabilitated and improved. The projects within the Water Reliability Plan will modernize key components of our water infrastructure and create a stronger and more reliable water system for current and future generations of PWSA customers.

"The projects that we are planning and in the process of constructing will have a major impact on our water quality and reliability in the future."

PWSA Senior Group Manager, Water Programs, Sarah Bolenbaugh

Job Postings

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

Laboratory Manager

Water Quality and Compliance

Stationary Engineer

Water Quality and Compliance

Operations Superintendent

Water Quality and Compliance

Plant Operator

Water Quality & Production

Electrician

Water Quality & Production

Security Manager

Water Quality & Production

Project Systems Specialist

Finance

Training & Development Manager

Human Resources

Project Manager

Engineering & Construction

Associate Project Manager

Engineering & Construction

Inspector II

Engineering & Construction

Steamfitter

Field Operations

Plumber

Field Operations

New Hires

WELCOME ABOARD!

Trent Boyce

Plant Operator

Barry Budd

Security Manager

Jeffrey D'Alessandro

Laborer

Justin Hancock

Laborer

Hunter Holloway

Safety Intern

Shaneise Murray

Compliance Analyst

Kirk Shimp

Laborer

David Spaw

Laborer

Visit [Pgh2o.com/careers](https://www.pgh2o.com/careers) to learn more.

Construction Begins on M-29 Outfall Improvements for Four Mile Run



Pictured left: A 14-foot diameter arched pipe makes up the 100+ year old M-29 outfall. Pictured right: M-29 outfall project area between Second Avenue and the Monongahela River at the Hazelwood Green site.

Across about 75 percent of Pittsburgh, stormwater and sewage are collected in the same pipes. This combined sewer system was designed more than 150 years ago to discharge sewage directly to the rivers. When the Allegheny County Sanitary Authority (ALCOSAN) wastewater treatment plant was built in the 1950s, the combined sewers were modified to carry sewage to the plant during dry weather. However, stormwater from heavy rains can still overwhelm the pipe capacity, causing combined sewer overflows (CSOs) of sewage and stormwater at outfalls along the rivers.

The M-29 outfall is the 29th combined sewer outfall along the Monongahela River, as counted from the Point. This outfall collects stormwater and sewage from the Four Mile Run watershed, which encompasses Schenley Park and several Pittsburgh neighborhoods including Greenfield, Hazelwood, Oakland, Squirrel Hill, and the Run.

In early June, we began construction at the Hazelwood Green site to rehabilitate the 100+ year old M-29 outfall.

Our contractors, Independent Enterprises and Allison Park Contractors, are working together to address a structural issue first. Allison Park Contractors will then continue the repairs by lining 450 feet of the 14-foot diameter sewer outfall, installing a new end wall and flap gate on the river, and refurbishing portions of the sewer chamber under Second Avenue.

You may see crews in the area as they work above ground, below ground, and on the river itself. There will be a daily lane closure during the week on Second Avenue with limited detours on nights and weekends. Construction is expected to be complete in fall 2021.

This \$3.6 million investment in Pittsburgh's sewer system will extend the useful life of the outfall, reduce river flow entering the combined sewer system, and begin to reduce backups from the river into the Run neighborhood. The project is partially funded by ALCOSAN's Green Revitalization of Our Waterways (GROW) grant program.

The M-29 outfall work is part of the larger Four Mile Run Stormwater Project, which proposes to slow the flow of stormwater in Panther Hollow Lake and Junction Hollow and construct separate storm sewer pipes from the Run neighborhood to the Monongahela River.

Learn more at [Pgh2o.com/m29outfall](https://pgh2o.com/m29outfall).

Updates to the Stormwater Management Code

If you live within a neighborhood that drains to the Monongahela River, Girty's Run (The Borough of Millvale, Ross Township, and Shaler Township), or Squaw Run (Fox Chapel and O'Harah Township), you may have recently received a postcard from the City of Pittsburgh regarding proposed updates to the Zoning Code and Stormwater Management Code.

Although the Stormwater Management Code applies City-wide, development or redevelopment in areas within these particular watersheds have specific requirements under the Allegheny County's Act 167 Stormwater Management Plan to slow the flow of water during rain events and reduce stream and river pollution.

These rules are currently housed within the Zoning Code (Title 9), but the City of Pittsburgh and PWSA are proposing

to relocate them to the Stormwater Management Code (Title 13) in order to keep most stormwater-related regulations in a single section of code. The Zoning Code requires that all properties in the affected area be notified of this relocation of Act 167 language.

The language relocation is part of a larger Stormwater Management Code update. Development and redevelopment sites across the City of Pittsburgh that meet certain thresholds are required to manage the stormwater that flows off their properties. The overall code updates will improve stormwater management, simplify the code, and allow for more flexibility.

There will be a webinar on Tuesday, July 13 at 2 PM about the proposed code updates. Additional information is available at engage.pittsburghpa.gov/stormwater-code.

2021 Capital Spending

We are committed to investing capital funds into our water program to provide safer and reliable water for our customers!

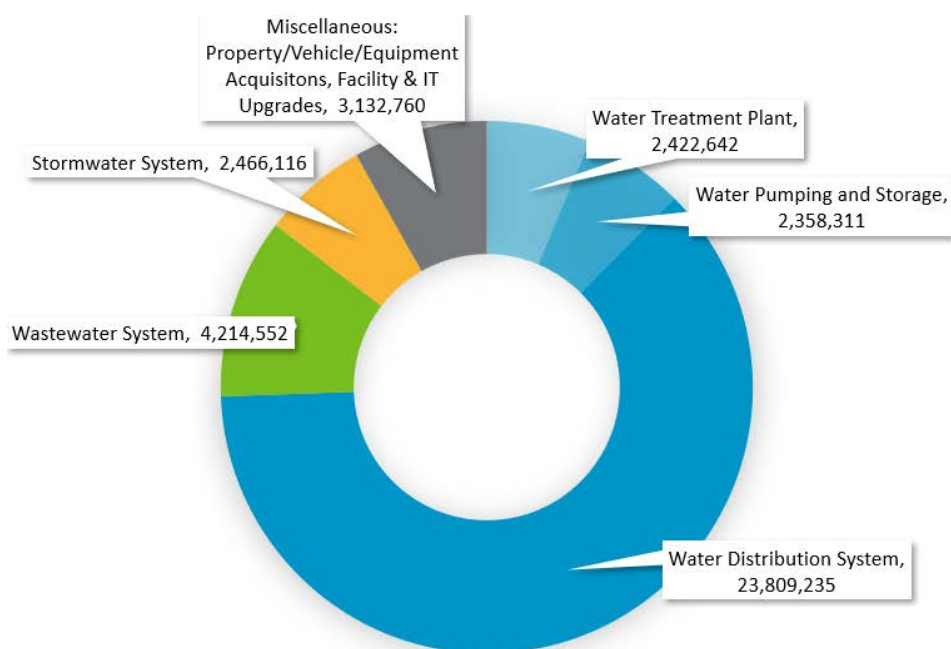


Rising Mains 3 and 4 construction

The Pittsburgh Water and Sewer Authority (PWSA) has invested over \$38 million in our Capital Improvement Plan through June. The five-year plan provides a detailed overview of our infrastructure that will be improved and rehabilitated in the near future. Ongoing projects include removing lead lines, replacing water mains, rehabilitating sewer pipes, and renovating our water, sewer, and stormwater infrastructure. These investments will construct safe, modern infrastructure to provide our customers with high quality water services for years to come.

PWSA is committed to funding our water infrastructure projects and has invested nearly \$24 million to improve our distribution system so far this year. Some of this work relates to projects identified in the Water Reliability Plan, which includes Rising Mains 3 and 4 upgrades, Highland II Reservoir improvements, Water Treatment Plant Pump Station upgrades, Water Treatment Plant Electrical Power and Backup projects, and the Lanpher Rising Main Project. These improvement projects are a series of once-in-a-generation projects leading to the complete restoration of the Clearwell storage facility. The Clearwell is a large storage facility that uses chlorine to kill harmful bacteria in our water. This critical component of our water system will need to be rehabilitated in the near future. The identified Water Reliability Plan projects must be completed before the Clearwell construction.

In addition to the identified projects, our water team is continually repairing lead lines and replacing aging water infrastructure. In the coming months, we will replace water mains in the Hazelwood, Highland Park, Oakland, and Central Lawrenceville neighborhoods. By prioritizing the rehabilitation of aging infrastructure, PWSA can improve the reliability of our water distribution system. As illustrated by the graphic below, we contribute funds to improve our stormwater facilities, sewer infrastructure, and other water treatment and pumping stations.



Capital Spending: 6/9/21



PGH₂O WATER WISE

Stormwater Tip: Bioswales. What Are They?



This cascading bioswale at Centre and Herron in the Hill District is 585 feet long!

Have you heard the term “bioswale” before? If so, have you ever wondered what the difference is between a bioswale and a rain garden? Engineers and landscape architects use the terms “bioswale” and “rain garden” to describe certain types of green infrastructure that are designed to manage rainwater runoff by mimicking nature.

A bioswale is a long channel or trench that has vegetation (such as grasses, flowers, and shrubs) and soil, mulch, or stones to slow down rainwater and filter out pollutants. These pollutants include things like litter, motor oil, and excess fertilizer from lawns. The prefix “bio” refers to the living vegetation, while the root word “swale” means a low or hollow place that is often wet.

A rain garden is a depressed area in the landscape planted with vegetation and designed to collect rainwater, filter out pollutants, and soak the water into the ground. Residents can create simple rain gardens in their yards to help reduce flooding and river pollution.

Although they sound similar, bioswales are designed to slow down rainwater through a curving or linear path, while rain gardens are designed to capture, store, and infiltrate rainwater in a bowl shape.



Stay Hydrated with Safe, High Quality PGH₂O



Your body needs water to function properly. Most people can stay hydrated by drinking water whenever they feel thirsty. However, when summer heat waves strike or a hard workout makes you sweat, remember to drink extra water to make up for fluid loss.

For your hydration needs, you can have confidence in tap water from the Pittsburgh Water and Sewer Authority. Our 2020 Annual Drinking Water Quality Report shows a clean bill of health for the quality and safety of our drinking water. This annual report outlines our treatment process, the effectiveness of our water quality testing, and the sample results of the various contaminants found in our source water – the Allegheny River.

- **More than 100,000 analyses conducted:** Each day, we tested for approximately 100 different chemical and microbial contaminants before, during, and after the treatment process.
- **No test results exceeded federal or state maximum contaminant levels (MCLs):** Our treatment process maximizes the reduction and removal of contaminants from your drinking water.
- **Lowest lead levels in 20 years:** After implementation of an improved corrosion control treatment called orthophosphate, our lead levels came into compliance with federal regulatory standards.
- **Improved secondary treatment of reservoir water:** The Highland Park Microfiltration Plant, which provides a second layer of treatment to water leaving the open Highland I Reservoir, was fully restored to meet stricter water quality standards.
- **Decreased turbidity levels a testament to our treatment process:** We are effectively filtering out the suspended solids found in our source water, producing clearer water or lower turbidity.

Learn more at Pgh2o.com/your-water/water-quality-treatment



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 wastewater bill.

For more information about our programs, including the Winter Shut Off Moratorium, Bill Discount, Flexible Payment Plans, Hardship Grant, and Lead Line Reimbursements, please visit pgh2o.com/CAP or call Dollar Energy Fund at [866.762.2348](tel:866.762.2348).

Neighbors Helping Neighbors

Donate to the Hardship Grant Program online at Pgh2o.com/give.

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](tel:412.255.2423) (Press 5)

Visit our website: pgh2o.com/update-contact-info

Enroll in eBilling

Use our paperless billing and payment portal to receive and pay your bill and manage your PGH2O account from your desktop or phone.

Visit pgh2o.com/ebilling to enroll.

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