

# CURRENTS

## PWSA Receives Prestigious AQUARIUS Award from the U.S. EPA National award recognizes Community Lead Response



Members of our AQUARIUS award-winning team are all smiles helping to protect public health.

► PWSA is proud to be the recipient of the U.S. Environmental Protection Agency’s (EPA) annual AQUARIUS Recognition, awarded to us for our work replacing lead lines through our Community Lead Response. The recognition, made possible through a nomination from the Pennsylvania Infrastructure Investment Authority (PENNVEST), recognizes our commitment, at a national level, to protecting public health and drinking water safety.

Our Community Lead Response, created in 2016, has concentrated on providing community resources and education on the dangers of lead in drinking water, optimizing the water treatment process to reduce corrosion

of lead lines, and replacing all residential public and private lead lines in the system.

This award recognizes the replacement of 3,400 public and 2,800 private lead lines through funds received from the EPA’s Drinking Water State Revolving Fund (DWSRF), the \$49 billion federal-state partnership dedicated to protecting America’s public health.

Through PWSA’s long-standing partnership with PENNVEST, low interest loans and grant money has made it possible for PWSA to more aggressively fund lead service line replacements year over year. Low interest loans obtained through the state revolving fund model offer lower interest

rates, which save customers millions of dollars over the lifetime of the loan as compared to funding through municipal bonds, while the use of grants provides funding that does not need to be repaid.

To receive this esteemed recognition, PENNVEST’s nomination highlighted lead service line replacements funded by the DWSRF and described how our program:

- Addressed the most serious risk to human health
- Is necessary to ensure compliance with the Safe Drinking Water Act
- Assisted systems most in need, on a per household basis, according to state-determined affordability criteria

The Community Lead Response met three of the five tenants of excellence that are part of this award:

- **System Partnerships:** PWSA has worked directly with thousands of homeowners across Pittsburgh to replace lead lines on private property and has relied on the support and expertise of the Community Lead Response

Advisory Committee to develop an equitable response to lead in drinking water.

- **Environmental and Public Health Protection:** PWSA worked tirelessly since 2016 to reduce lead levels, replace a mandated number of lead lines annually, and bring the water system back into state and federal compliance.
- **Innovative Financing:** By pursuing low-interest PENNVEST loans and all available grant dollars, PWSA can provide free lead line replacements to customers. The work is implemented using an affordability analysis that ensures neighborhoods with the highest risk and greatest financial need receive priority.

Our dedicated Community Lead Response team, including our Lead Help Desk Team, liaisons, and construction managers, work every day to educate customers on the benefits of lead line removal and make them aware of all potential impacts of construction. PWSA is proud to have replaced over 10,000 public and over 7,000 private lead lines, putting it over halfway to the goal of replacing all lead in the system. ♦

# Register for Our 2023 Business Development Series

<p><b>May</b> 9</p> <p>Meet the Team: Water and Stormwater Projects</p> <p>Get to know the PWSA Engineering Project Managers leading critical water and stormwater projects.</p>	<p><b>June</b> 6</p> <p>Maintaining Your Business: Backflow Device Testing, Dye Testing, and Other Maintenance</p> <p>All things water and sewer for businesses and building owners AFTER you move into a brick and mortar.</p>	<p><b>July</b> 11</p> <p>Procurement and Contracting: How to Work with PWSA</p> <p>Meet with our Procurement team to get more information on how to participate in our contracting opportunities.</p>	<p><b>August</b> 8</p> <p>PWSA's Customer Service Portal</p> <p>Explore tools and resources within PWSA's new customer service portal.</p>
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► PWSA will hold a four-part **Business Development Series** designed to provide information to small and minority-owned business owners, developers, consultants, engineering firms, and contractors regarding PWSA services and regulations.

Each educational session will bring awareness to recent policy updates, new regulations, long-standing requirements, available resources, and technology processes, helping our attendees easily navigate our systems and procedures.

Sessions will be held in person on a monthly basis at PWSA's Administrative Office (1200 Penn Avenue) from 9 - 11 a.m. (with exceptions noted below) beginning May 9 and ending August 8. Those interested in attending may join all sessions or only those they wish to join. The series will cover the following topics:

**May 9: Meet the Team: Water and Stormwater Projects**

**Note: 8:30 - 10:30 a.m.**  
Get to know the PWSA Engineering Project Managers leading these critical projects.

**June 6: Maintaining Your Business: Backflow Device Testing, Dye Testing, and Other Maintenance**

All things water and sewer for

businesses and building owners after you move into a brick and mortar.

**July 11: Procurement and Contracting: How to Work with PWSA**

Meet our Procurement team and get more information on how to participate in our contracting opportunities.

**August 8: PWSA's Customer Service Portal**

Explore tools and resources within our new Customer Advantage Portal.

Please visit our **Business Development Series** page to register. Please contact Jordan Treaster, Development Coordinator, at [jtreaster@pgh2o.com](mailto:jtreaster@pgh2o.com) with questions. ♦

## TEAM PGH2O

# Employee Spotlight: Lindsey Pawlos

► PWSA's new Human Resources Specialist, **Lindsey Pawlos**, is responsible for managing a broad range of HR functions at the Authority. From conducting new employee orientation to maintaining employee records to administering our broad range of benefits, she is an HR professional in the truest sense, helping to ensure a healthy, happy, and safe workplace for all PWSA employees from day one.

**What made you decide to join PWSA?**

My professional career history is largely in manufacturing and robotics, so working for a publicly owned and operated water utility is a new challenge.

I was excited to join an organization like PWSA – one so focused on and dedicated to serving our region's communities – because I myself wanted to be part of that service-oriented mission. I'm really excited to get down to business, challenge myself to grow into this role and in my career, and be a trusted point of contact for all our employees.

**Can you tell us a bit more about your professional and educational history?**

I graduated from Robert Morris University with a bachelor's degree in Business Administration and Management and then began my HR career with a refractory manufacturer. I then

held roles for more than five years with food and beverage and hospitality organizations before accepting my most recent pre-PWSA role as People Operations Specialist for a transportation, logistics, and supply chain robotics technology company.

**What do you enjoy doing in your free time?**

I have an almost 5-year-old Goldendoodle named Kobe, who loves walking on the Panhandle Trail – an abandoned railroad corridor that's been converted to a bicycle and walking trail – or going to the dog park. I also enjoy spending time with my family and friends, playing bingo, and trying new restaurants with my fiancé.



**What's the weirdest fact you know?**

It's impossible for one to hum while holding his or her nose. The reason? When you hum, you're actually exhaling, but with both your nose and mouth closed no air can escape. ♦

# Stewart Ave. Stormwater Project Update

► PWSA recently visited the Carrick neighborhood to share project updates on the **Stewart Avenue Stormwater Improvements Project**. Upon completion, this project – being undertaken in partnership with the City of Pittsburgh – will address stormwater flooding issues in the area. The primary goals are to:

- Reduce overland flooding within the project area, including the roadway, properties along Stewart Avenue, and backyard flooding.
- Implement stormwater best management practices to reduce peak sewer flows and achieve downstream flood reduction benefits.



- Design the proposed infrastructure with long-term maintenance considerations as a priority.

We will build approximately 3,000 feet of new storm sewers, improve roadway drainage into storm drains, and build a green infrastructure system, thanks

to critical collaboration with the Shaare Torah Cemetery.

Final designs are wrapping up this summer and the project will go through the public bidding process. Construction is anticipated to begin in spring of 2024. ♦

## PGH2O IN THE COMMUNITY

### Attend a Stormwater Conversation Near You!

**Stormwater Conversations**  
**ATTEND ONE NEAR YOU!**

Register via QR Code or at [pgh2o.com/events-meetings](http://pgh2o.com/events-meetings)

► PWSA's Stormwater Conversations are underway!

Residents who attended the first three workshops shared their candid, firsthand experiences with stormwater and are asking good questions about the strategic planning initiatives underway.

**There's still time for you to join the conversation!**

The sessions will be broken into three sections, giving participants time to exercise a variety of their thinking muscles via facilitated conversations, group sharing, and more.

If you are interested in joining any of the remaining sessions below, please register on our **Events & Meetings** webpage or scan the QR code in the image to the left.

- **Northside:** Tuesday, May 16 at the Brighton Heights Healthy Active Living Center from 6 - 8 p.m.
- **Hazelwood/Four Mile Run:** Tuesday, May 23 at the Hazelwood Healthy Active Living Center from 6 - 8 p.m.
- **Central (Hill District, Downtown, Strip District, Oakland):** Tuesday, June 6 at the Elsie H. Hillman Auditorium from 6 - 8 p.m. ♦

### Spring Cleaning for Green Infrastructure

Green infrastructure – like rain gardens, rain barrels, and permeable pavers – mimic nature to capture, store, and filter stormwater and help protect the environment. Many property owners in Pittsburgh have installed green solutions to reduce stormwater runoff from their roofs, driveways, or parking lots.

If you have green infrastructure on your property, follow these deep-cleaning tips to prepare for spring rains:

- Remove any trash, leaves, sediment, weeds, or invasive plants.
- Remove dead stalks or spent flower blooms on perennial plants and replace any dead plants.
- Inspect soil and mulch depth and quality and replace if necessary.
- Inspect stormwater inlets and outlets, and repair or replace if necessary.
- Inspect and clean rain barrel tanks and fittings.
- If you have a downspout diverter, switch it over to route water to the rain barrel.

To learn about stormwater control practices that may be eligible for a credit reduction on your stormwater fee, please visit our **Stormwater Fee** website.

## Customer Assistance Programs

Our Customer Assistance Programs are designed to provide financial relief for income-qualified residential customers who are having difficulty paying their PGH2O bill. These programs are managed by our **PGH2O Cares team**, a group of education and outreach professionals dedicated to working directly with our most vulnerable customers to bolster enrollment in our Customer Assistance Programs and identify ways to reduce water usage.



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 our [Customer Assistance Program](#) page or contact the PGH2O Cares team at 412-255-2457 or [cares@pgh2o.com](mailto:cares@pgh2o.com).

## Additional Assistance Programs

Additional assistance programs are offered separately from PWSA's Customer Assistance Programs.

The **Pennsylvania Housing Assistance Fund (PAHAF)** provides financial assistance to eligible homeowners to help cover water and wastewater charges. Please visit their [website](#) or call 888-987-2423 for more information and to apply. **Please note: PAHAF has temporarily paused accepting new applications. Please check their website periodically for more information.**

The **Allegheny County Sanitary Authority (ALCOSAN) Clean Water Assistance Fund** is available to eligible residential customers. It is administered by Dollar Energy Fund. To learn more and apply for assistance, visit the [Clean Water Assistance Fund](#) page.

## Neighbors Helping Neighbors

If you can, consider donating to our [Hardship Grant Program \(www.pgh2o.com/give\)](#).

## Enroll in eBilling

Convenient and easy to use, our [online billing and payment portal \(www.pgh2o.com/ebilling\)](#) ensures timely delivery of bills and payments.

## Track Water Use

Visit our [Customer Advantage Portal](#) to track water use in real time and receive alerts when there's a spike in water use.

## 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.

### TO UPDATE YOUR CONTACT INFO:

**Call PWSA Customer Service:**  
**412.255.2423 (Press 5)**

**Visit our [Update Contact Information portal](#).**

## 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 on our [News & Events](#) page.

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

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

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

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

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Pittsburgh, PA 15222

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T 412.255.2423 (Press 5)  
[info@pgh2o.com](mailto:info@pgh2o.com)

**Emergency Dispatch**  
T 412.255.2423 (Press 1)  
Available 24/7

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