

CURRENTS

10,000 Lead Service Lines Relaxed and Counting...

A recap of PWSA's celebration around this critical public health milestone

► Since the 2016 establishment of our award-winning, nationally recognized **Community Lead Response**, PWSA has made great strides getting the lead out of our drinking water system. This kind of critical work around improving public health is a top priority for all of us, and a great responsibility we don't take lightly. After all, removing lead service lines is one of the most proactive ways to reduce lead exposure and provide all our communities with safe, high-quality drinking water.

That's why we're so proud of our most recent milestone: **the removal of our 10,000th lead service line**, celebrated last month with state and local officials, community leaders, and members of our Community Lead Response team in the Hazelwood neighborhood of Pittsburgh.

This accomplishment gets us even closer to our overall goal of removing all lead from our water distribution system by 2026.

All told, PWSA has removed a total of more than 59 miles of lead lines from Pittsburgh's water system and, to date, invested more than \$100 million on the removal of lead lines throughout its water service area. Funding for these efforts has been complemented by PENNVEST and other state or federal sources. Since 2018, PWSA has applied for and received over \$152 million in PENNVEST funding, of which \$19 million has been grants which do not have to be repaid.

These low-interest loans and grants are estimated to have saved ratepayers over \$140 million.

There's a lot of excitement around this achievement, and we want our community to be equally excited about our progress. We've created a **short video** recapping this important milestone, which you can view on **PWSA's YouTube page**. Learn more about the 10,000th lead service line replacement mark in our **press release**. ♦



Pittsburgh Water & Sewer Authority

For a complete list of PWSA's board and community meetings, please visit our **Events & Meetings** page.

Attention Developers: Join Our 2023 Developer's Roundtable

▶ On April 5, PWSA will hold an in-person **Developer's Roundtable** event to discuss updates to our 2023 Developer's Manual.

PWSA's **Developer's Manual** is our go-to guide for developers and the development projects they undertake. It details the development permit application process, requirements for application materials, and the developer's responsibilities. It also outlines important procedures and regulations for developments tapping into a new or existing public sewer or water facility, and for those constructing new facilities to be dedicated to PWSA.

The forthcoming 2023 Developer's Manual will be

submitted to our Board of Directors for review and approval at the March Board Meeting.

Our goal is to continue to share information about the process and adopt a manual that clearly states our policies and procedures. PWSA is committed to continuously updating the Manual as practices, standards, technology, and policies evolve.

Prior to the April 5 meeting, a detailed agenda will be distributed to participants.

The event will be held at our administration office at **1200 Penn Avenue on April 5 from 9 - 10 a.m.**

[Register today!](#) ♦



TEAM PGH2O

ASCE Engineers Week Awards Banquet Roundup

▶ *Last month, three PWSA employees took home awards at the 2022 American Society of Civil Engineers (ASCE) Pittsburgh Section **Engineers Week Awards Banquet**.*

These important recognitions from within our own industry reflect our organization's ongoing evolution in recent years: one focused on modernizing infrastructure, maintaining water quality, and growing talent from within.

PWSA's Director of Engineering and Construction, **Barry King**, was honored with ASCE's **Government Civil Engineer of the Year** award. This accolade was awarded in recognition of his established reputation for professional service,

character and integrity, notable performance, and meritorious achievement, particularly within our Water Reliability Plan projects, including the Highland II Reservoir Liner and Cover Replacement project and our eventual replacement of the century-old Clearwell.



Ana Bennett, Engineering Project Manager, was honored with the **Young Government Civil Engineer of the Year** award in recognition of her technical competence within the field, indications of pursuing

a fruitful career, character and integrity, notable performance on projects like the Volunteers Field Drainage and Regrading Project, and contributions to ASCE's Clean Water Festival celebrating the 50th anniversary of the Clean Water Act.



In acknowledgment and appreciation of his outstanding service to advance the welfare of the people in our community, and in honor of his 40-year career at PWSA and a lifetime of dedication to the

residents of Pittsburgh, **Rick Obermeier** was selected for the **Service to the People Award**. Mr. Obermeier retired from PWSA in January of 2022. His notable achievements include contributing to two small-meter change-out programs, a large-meter change-out program, and the Advanced Metering Infrastructure (AMI) metering system.



Please join us in congratulating Barry, Ana, and Rick on these awards and their dedication to our communities! ♦

Construction Season is Around the Corner

Update your contact information before it begins

► PWSA is preparing for another busy construction season that's soon to be underway. Now's a perfect time to update or verify your contact information so you're alerted to construction activity happening near you.

Easily update your contact info: Visit our [Update Contact Information](#) website or [Customer Advantage Portal](#) to add or remove phone numbers and emails from your account. Tenants renting a property can also add their contact information to stay up to date on work impacting their home. PWSA sends robocalls to notify residents of construction activity, water service outages associated with construction, and community meetings.

We also use robocalls to alert customers to time-sensitive activity impacting water usage like water main breaks and boil water advisories.

If you would like to receive these important notifications, please make sure we have your most current contact information. It only takes a minute and can easily be submitted online using the available forms.

Visit pgh2o.com for more info: To view active or upcoming construction projects happening in your neighborhood, check out our searchable [Project Map](#). You can search by street or neighborhood or enter your address to find projects nearby.

We also post active and upcoming service outages to our website. For the latest activity, please visit our [Service Outages](#) portal.

Talk to a PWSA team member: Call our 24/7 Emergency Dispatch line at 412-255-2423 if you experience a water, sewer, or stormwater emergency.

For information or questions about lead service line projects, contact our Lead Help Desk at 412-255-8987 or by emailing LeadHelp@pgh2o.com.

For other general project questions, contact Construction Communications Project Manager Mora McLaughlin at mmclaughlin@pgh2o.com. ♦

PGH2O IN THE COMMUNITY

Additional Stormwater Resources for Pittsburgh



► Explore the below resources for information about the stormwater fee, the stormwater credit program, customer help, and a web map where you can search your property.

Stormwater Credit Program: Our Stormwater Credit Program offers a discount on the monthly stormwater fee. Property owners choosing to manage stormwater on site may reduce their monthly stormwater charge. Installing stormwater management systems such as a rain garden or an underground

stormwater system on private property are examples of how a private property owner may earn a credit. Learn more information and apply on our [Stormwater Fee](#) website.

Fee Finder Website: Use our searchable map to view the amount of impervious surface on your property and understand your stormwater fee. To use the site:

- Launch the [Fee Finder website](#)
- Enter your address in the search bar and press enter
- Click inside the boundaries of your property to view details about its impervious surface and the number of Equivalent Residential Units (ERU's)
- To determine your fee amount, multiply the number of ERU's

by the stormwater rate of \$7.95 and subtract any credits that may apply.

Disputing the Stormwater Fee: If you have questions about the amount of impervious surface calculated for your property or believe there is a discrepancy, please contact our Customer Service department by calling 412-255-2423 (Press 5).

Visit our [Stormwater Plans](#) website for more information about planning activities currently underway.

Please call PWSA Customer Service at 412-255-2423 (Press 5) or info@pgh2o.com for questions about the stormwater fee or general questions about the credit program. ♦

PGH₂O

WATER WISE

Do you know how to protect your family and home from flooding?

Flooding is the most common natural disaster in the United States. Since spring rains bring an increased risk of stream and river flooding, street flooding, and sewage backups, take the following steps today to prepare.

Make an emergency plan for your household, including pets, so that you and your family know what to do and where to go. Sign up or listen for emergency and weather alerts. Remember: never walk, swim, or drive through floodwaters.

Look up the flood risk for your home. Store important documents and valuables in a safe, dry place. Elevate and anchor critical utilities like electrical panels and propane tanks.

Purchase or renew a flood insurance policy through the National Flood Insurance Program (NFIP). Take photos of your property and do an inventory in case of damage.

Learn more about **Flood Preparedness** on our 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.

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.

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 Usage 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](#).

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Customer Service

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