

CURRENTS

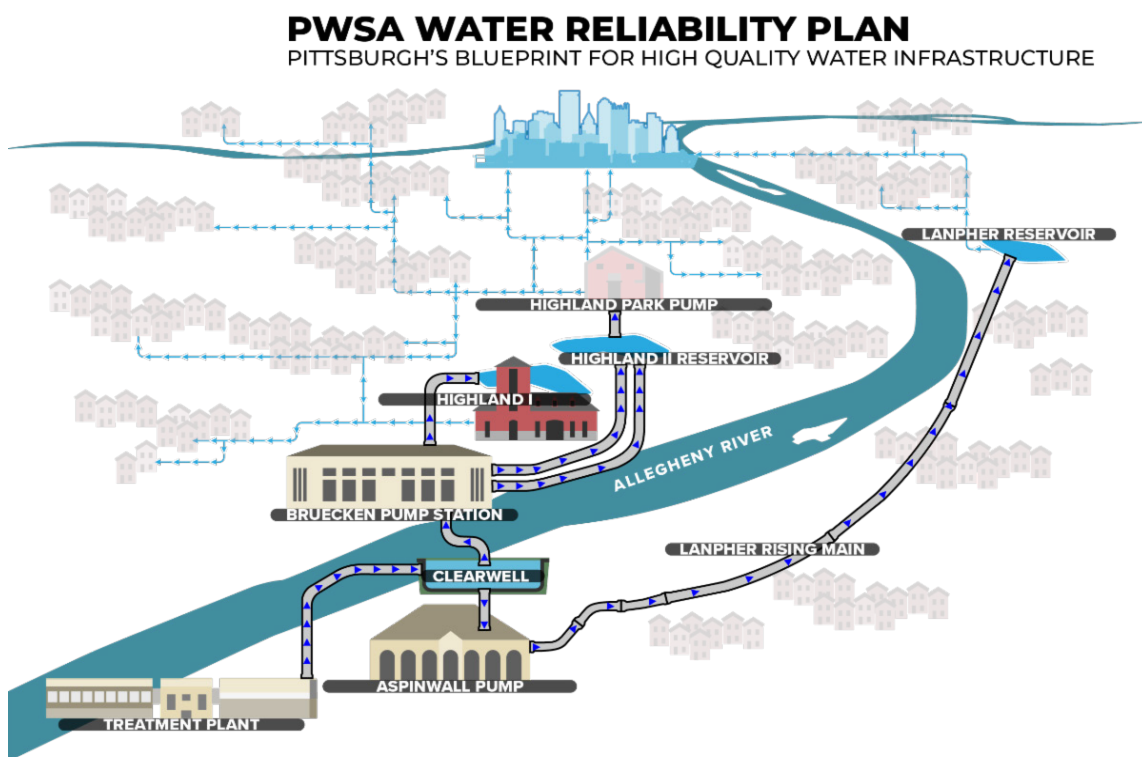
PWSA Completes First Water Reliability Plan Project

Highland II Reservoir Returns to Service After \$24 Million Upgrade

► PWSA recently reinstated its 125 million-gallon covered reservoir after replacing the liner and cover. This nine-month project, the largest of its kind in North America in 2022, ensured the reliability and security of the reservoir, something that will play a key role in the [Water Reliability Plan](#).

Constructed between 1897 and 1903, the [Highland II Reservoir](#) supplies water to portions of Squirrel Hill, Downtown, South Side, and West End, making it a crucial part of our water distribution system. PWSA drained the reservoir, removed the previous materials, and installed a new liner, floating cover and supplemental equipment, like rainwater removal pumps. This work will add 25 more years of service to the structure and improve its reliability as other Water Reliability Plan projects take place.

The Water Reliability Plan culminates with the complete restoration of the century-old Clearwell. This structure, located at the Water Treatment Plant, in Aspinwall, puts treated water in contact with chlorine to kill any bacteria and pathogens in the water, making it safe to



drink. Because this is a singular feature of our system, alternate clearwells, like the Highland II Reservoir, will be established while it is taken offline for work.

The [Rising Main 3 Rehabilitation](#), which revitalized a large-diameter pipe that moves water into the Highland Park Reservoir system, was the first Water Reliability Plan project completed this year. Work is already underway on

the next phase of projects. In late 2022, PWSA began constructing the [Rising Main 4 Rehabilitation and Replacement](#) project and in 2023 will begin constructing the [Highland Reservoir Pump Station and Rising Main Replacement](#). As these projects come to completion, construction of the remaining projects will begin in sequential order. These include the [Aspinwall and Bruecken Pump Station Improvements](#),

the [Lanpher Rising Main Construction](#), Lanpher Reservoir Improvements, Clearwell Bypass Project, and Clearwell Replacement.

Please watch our cool and informative video about this project [here](#). To learn even more about the Water Reliability Plan and the history of Pittsburgh drinking water system, visit our [Water Reliability Plan website](#). ♦

Chief Executive Officer Briefing by Will Pickering

How PWSA supported public health and water quality in 2022



► Happy 2023, Pittsburgh!

Each day in 2022, PWSA produced an average of 65 million gallons of water for the approximately 500,000 people we serve in the region. That's enough to fill about 812,000 bathtubs *per day*.

Getting that water from the Allegheny to our treatment plant and to our customers is no small order, but one that's essential to maintain and further improve water quality and protect public health in our region. With that, I'd like to recap some 2022 achievements around those twin pillars of protecting public health and improving water quality.

Our July 2022 round of lead testing shows lead levels well below the state and federal action level of 15 parts per billion, our fourth consecutive round of testing where lead levels are in compliance. Since 2016, we've replaced more than 9,800 public lead service

lines. We also began adding orthophosphate – a food-grade additive that creates an anti-corrosive barrier between the lead pipes and the water flowing through them – to reduce lead levels.

Speaking of water quality testing, we performed about 2,500 routine tests per month at our treatment plants and about 1,500 routine tests per month at various points of the distribution system. These tests monitor interconnected components of our water distribution system to ensure our water is meeting all regulatory standards.

Our Operations group met our annual regulatory performance

commitment to inspect and flush a third of our fire hydrants months ahead of schedule. This is important to ensuring proper flow and pressure is available in our distribution system and helps to remove sediment to maintain water quality. Operations also exercised more than 5,000 valves across our service area.

We have a lot of optimism in what the next few years holds for PWSA and our community. If you see any of our crews in your neighborhood performing this essential work, please be sure to say hello or ask them more about the work they're doing. After all, we're here to serve you. ♦

TEAM PGH20

Employee Spotlight: Felecia (Lisa) Daniels

► *Lisa Daniels, hired towards the end of last year, is our new 1200 Penn Avenue Receptionist. Let's learn a little bit more about her and her role here at PWSA.*

Tell us more about your role. I'm responsible for greeting and helping customers and visitors as they come into the main lobby of 1200 Penn Avenue. Since our in-person Customer Service and bill pay counters there are closed, I provide to them our Customer Service phone number, explain to them ways they can pay their bill, or – if they are here to pay a bill – direct them to our bill payment box in the lobby. This is the only way customers can currently pay their bill in-person at 1200 Penn Avenue, and I

like to remind everyone that the lobby there closes at 3 p.m. each weekday. We also have some helpful literature available noting where else customers can pay their bills.

I also support Executive Administration by helping to prepare for Board Meetings, writing Board letters and communications, welcoming them to the office on the day of a Board Meeting, and collecting, sorting, and delivering mail.

What made you decide to join PWSA? As a PWSA customer myself, I've had to call Customer Service in the past for help with my bills. Everyone I spoke to was always so friendly and helpful, and I began to see myself as someone who could

work for an organization like that. I kept my eye out for current openings, applied for this role, and got hired myself!

Tell us more about your work history. I've held mostly administrative and secretarial jobs because, in these roles, I feel as though I can be personable and actually help people. In the past, I've worked at organizations like UPMC, Carnegie Mellon University, and AAA. I also spent many years as a caregiver for my husband, something that was challenging but ultimately rewarding.

What do you enjoy doing outside of work? I really enjoy hanging out with my six grandchildren, all of whom live in the area. We do a lot



of different things: go to the movies, visit indoor trampoline and water parks, travel to the beach, and much more!

Anything else to add? Customers are encouraged to call our Customer Service team at [412-255-2423](tel:412-255-2423) and **press 5** with any questions. ♦

PWSA Completes Six Stormwater Projects

► Last year, PWSA completed six stormwater infrastructure projects to help protect Pittsburgh residents, our neighborhoods, and our rivers and streams from the impacts of too much rain.

The six projects were constructed in Shadyside, Squirrel Hill, South Oakland, Carrick, and Point Breeze North, where excess stormwater runoff often impacts public health, safety, and the environment. They will help to address some of the most prevalent stormwater challenges, including neighborhood flooding, basement sewage backups, and diminished water quality in Saw Mill Run.

The new stormwater systems



Clockwise from top left: Maryland Avenue, Woodland Road, Wightman Park Phase Two, Volunteers Field, Lawn and Ophelia, and Thomas and McPherson projects.

feature innovative green solutions constructed above and beneath the ground to effectively manage stormwater runoff. Above the surface, plants, soil, stones, and permeable pavers help to slow, capture, and filter rainwater

while beneath the surface, underground storage systems, constructed of gravel, pipes, or modular tanks, hold back rainwater from overwhelmed sewers then slowly release it after a storm passes. [Read more.](#) ♦

PGH2O IN THE COMMUNITY

Share Your Thoughts: Stormwater Strategic Plan

► PWSA will be encouraging customers and the Pittsburgh community to review and provide comment on the [Stormwater Strategic Plan](#). Released before the holidays, our intention is to provide ample time for review of its recommendations and approach to stormwater management.

The Plan is the first phase of a long-term planning effort to address local stormwater challenges. It considers prevalent issues, such as neighborhood flooding and basement backups, while also looking through the lenses of equity and environmental justice.

The Stormwater Strategic Plan

is aspirational and should be viewed as a strategic step towards stormwater management. PWSA intends to use the Plan recommendations to eventually design and implement specific projects that meet a determined level of service to manage stormwater quantity at a rate PWSA customers can afford. As such, this plan presents a strategy to be used in reaching our final goal of delivering cost-effective and environmentally compliant stormwater service.

The Plan builds off past planning efforts by using climate data, previous regional studies, community input, and best practices by our peer utilities to provide recommendations that look at

stormwater through the four lenses of: **localized flooding**, **water quality**, **equity**, and **opportunity sites** to address one of our region's most challenging problems.

In the coming months, we'll be organizing a series of workshops to provide the Pittsburgh community and stormwater stakeholders with an opportunity to ask questions and share input regarding our ongoing stormwater planning and implementation. Look for more information on our [Events & Meetings](#) webpage.

To access downloadable copies of the Plan or to provide public comment, please visit our [Stormwater Strategic Plan](#) website. ♦

PGH₂O

WATER WISE

Keep Ice at Bay

De-icing salts lower the freezing point of water on the pavement, which melts or prevents the formation of ice. De-icing salts can improve safety, but they also contain chemicals that can damage nearby plants, soils, and infrastructure. When these chemicals are carried away by melts to our rivers and streams, they can harm water quality and wildlife. Just one teaspoon of salt can pollute five gallons of water! Follow these tips when de-icing to reduce pollution:

- Before salting, clear snow and ice.
- Apply salt sparingly on icy patches, leaving about three inches between salt grains. Focus on areas with high foot traffic.
- If there is salt left on the pavement after thaws, sweep it up.
- Minimize use of sodium chloride (rock salt), calcium chloride, and potassium chloride. They release high amounts of chloride when dissolved in water. Instead, consider using magnesium chloride products.
- To curb salt use, mix in beet or pickle juice.
- To increase traction, sprinkle sand with or without salt. Sweep up the sand later so that it does not clog storm drains or pollute rivers and streams.

Learn more [here](#).

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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Penn Liberty Plaza 1
1200 Penn Avenue
Pittsburgh, PA 15222

Customer Service

T 412.255.2423 (Press 5)
info@pgh2o.com

Emergency Dispatch

T 412.255.2423 (Press 1)
Available 24/7