

CURRENTS

PWSA's Commitment to Drinking Water Quality

How our Operations team fulfills this promise



Valve & Hydrant Specialist Josh Reeves flushes a hydrant in Mount Washington. PWSA services and maintains a network of around 7,500 fire hydrants throughout our service area.

▶ All of us here at PWSA take immense pride in delivering clean, safe drinking water to the more than 500,000 consumers we serve in the region. In a typical day we produce an average of 70 million gallons of drinkable water, but the water treatment process takes longer. From the point where water is drawn from the Allegheny River to the point where it reaches your tap, that process can take up to three days.

Rigorous water quality monitoring and testing and ongoing maintenance of our distribution system ensures the continued delivery of clean drinking water. As you

can imagine, this takes every member of our PGH2O team!

Our Field Operations teams are out in our service area daily maintaining and upgrading our water infrastructure, including pipes, valves, fire hydrants, and water mains. A good example of routine field work that maintains water quality is fire hydrant flushing, something our customers have likely seen in the spring and summer. Flushing ensures that proper flow and pressure is available in our water distribution system, removes sediment, and serves as another water quality checkpoint – our Field crews check the chlorine levels of

the water to ensure it's in an appropriate range.

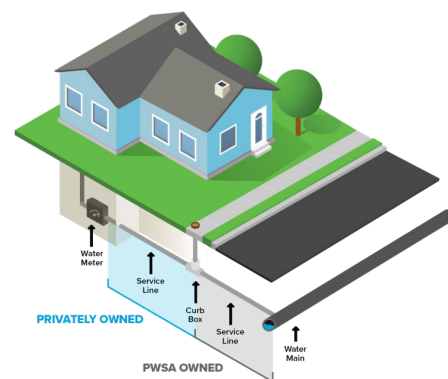
For more information, please view our brief explainer [video](#).

When you see lead service line replacements in your neighborhood, it's likely that work is being undertaken by one of our large contractor partners. While our in-house Engineering & Construction team manages this work, large contractors, who can leverage their size and equipment to perform a greater volume of work across our service area, often execute it.

PWSA's Field Operations team also plays a crucial role here. In fact, since 2016, our Operations crews have replaced 1,558 public lead lines – that's approximately 15% of our total replacements!

This is due to matters of efficiency. When a service line or water main leaks, PWSA's Operations team responds to evaluate the issue and make repairs. If they find the service line to be lead, or if the leaking water main could impact a lead

line during repair, they begin coordinating replacement of that line. That means not only does our team fix the leak that's impacting customers, but they also replace the lead service line, leaving that customer, who just recently had an issue, with a lead-free service line and improved water quality.



A breakdown of pipe ownership and responsibility. The grey portion is the responsibility of the property owner; the blue portion, PWSA.

During water meter inspections or replacements, Operations carefully inspects the private service line as it enters the home and records the pipe's material, which is then provided to the customer and recorded in our system, helping us to plan future investments. Learn more via our new [Water Quality one-pager](#). ♦

Chief Executive Officer Briefing by Will Pickering

2022 Supplier Diversity Report highlights our commitment to contracting with diverse vendors



► PWSA's Supplier Diversity Program reflects our commitment to providing meaningful contracting opportunities for a diverse range of suppliers. Partnering with these businesses helps bolster the local economy and improves the economic vitality of our region.

Our 2022 [Supplier Diversity Annual Report](#) highlights our direct capital spending on minority, women, and disadvantaged business enterprises (MWDBE).

In 2022, we conducted business with 68 MWDBEs, which resulted in \$33,204,821 of our Board-approved contracts being paid to minority, women, and disadvantaged business enterprises.

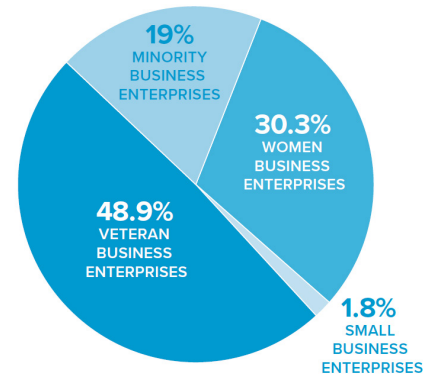
The report also highlights our local and regional impact. Our contracts translate to a nearly \$60 million impact, which helps to fuel our local economy, create jobs, and keep money in our communities.

Connecting MWDBEs to PWSA

If you are a diverse business interested in contracting with PWSA, please visit our [Bids & Opportunities webpage](#).

We're also happy to remind our readers and potential vendors about PWSA's [Supplier Diversity Program Office Hours](#). Vendors are encouraged to schedule time with our Supplier Diversity team to get more information on partnering with PWSA and to have any of their questions answered.

Spend Percent by Certification Type



As we're investing more dollars into our infrastructure, we must also be deliberate about integrating equity and inclusion into how we do business so that everyone benefits. ♦

TEAM PGH20

Employee Spotlight: Water Treatment Plant Support Staff

► *Paramount to the safety and security of your drinking water is our team of water production professionals at PWSA's Water Treatment Plant (WTP). Each day, this group of dedicated employees performs necessary, routine tasks that are essential for maintaining water quality. Rounding out that team is the duo of **Aimee Butch (Office Manager)** and **Danielle Ziencik (Administrative Assistant)**, who are responsible for supporting all departments at the WTP to ensure the continued production of safe, reliable drinking water.*

Why do you like working for PWSA?

• **Aimee Butch:** I love being a part of the process that

results in providing a vital resource for our communities.

- **Danielle Ziencik:** I enjoy being part of a team that's demonstrated its commitment to further improving the quality of our water. You can really see this playing out when it comes to PWSA's work removing lead service lines and upgrading infrastructure assets.

What is the best advice – professional or personal! – you've ever heard?

- **AB:** Get it in an email! Many times your goal can be achieved via email instead of through a meeting. It's also to say that emails record important details that you may need to reference later.



Aimee Butch (left) and Danielle Ziencik (right).

- **DZ:** Two come to mind. 'Be yourself, but make sure you still treat others with respect' and 'There is no goal you can't achieve.'

If you could meet any historical figure, who would that be?

- **AB:** I don't think I could pick just one person. There are too many to list and for many different reasons.

- **DZ:** I would say the queen of comedy, Lucille Ball, since she achieved so many awards and recognitions in her lifetime. She started as a model and later became the first woman to run a major television studio, Desilu Productions, which produced many popular television series, including Star Trek, which I watched when I was growing up. ♦

Know Your Domestic Violence Victims' Rights



► Special protections are available for any applicant or customer who provides PWSA with a copy of a Protection From Abuse (PFA) court order or any other court order that contains clear evidence of domestic violence. Some of these protections include:

- You will not be held responsible for a bill in someone else's name, unless

ordered by a court, district magistrate, or administrative agency.

- PWSA will not send bills or account notices to anyone other than the customer.
- You will be eligible to apply for PWSA's **Customer Assistance Programs**.
- Depending on your income, a special payment arrangement may be available.
- PWSA cannot terminate your water service between September 1 and March 31.
- You will receive additional notice prior to the scheduled termination.
- If PWSA terminates your

water service, it will be restored within 24 hours once payment is confirmed or a medical certificate is accepted.

WOMEN'S CENTER & SHELTER OF GREATER PITTSBURGH (WC&S)

provides free and confidential services for all domestic violence victims regardless of race, gender, sexual identity, or any other factor. Contact WC&S:

- **24/7 Hotline – 412-687-8005**
- Connect with an advocate by texting 412-744-8445 or visiting WCSCanHelp.org (click Chat for Help).
- Visit wcpittsburgh.org

For more information, visit our [Customer Rights webpage](#). ♦

PGH2O IN THE COMMUNITY

Modeling Stormwater Challenges for Kids

► Who doesn't remember the thrill of summer camp as a kid? PWSA was happy to partner with Winchester Thurston to help them deliver on that summer camp experience during water-themed camps – called **Water Wednesdays** – held recently at the Allegheny RiverTrail Park in Aspinwall.

As just one part of this camp, more than 100 young learners experimented with our hands-on EnviroScape model, a 3D depiction of a watershed, complete with miniature houses, streams, a river, and even a water treatment facility.

To illustrate for campers the origins and effects of water pollution, students added color-coded, simulated “sources”

of pollution to the model – fertilizer runoff from a lawn, leaking oil from a car, and combined sewer overflow runoff – and observed the calamity by spraying the model with spray bottles, emulating a rainstorm. The colorful “pollution” sprinkled throughout the town and visibly accumulated in the model's river. We then lamented the fate of the little plastic fish that must live in those waters – and anything or anyone else that relies on that river.

The students were prompted to consider what could be done differently to change



this outcome. In a second experiment, fewer fertilizers and pesticides were added, and rain gardens were created along with other interventions. The result, as the students excitedly initiated the next rainstorm, was a much cleaner river and happier fish.

Thank you to Winchester Thurston for this worthwhile partnership! ♦

Proper Lawn and Garden Care Helps Protect Our Rivers and Streams



Fertilizers help your garden and lawn grow, but nutrients commonly found in those compounds – like nitrogen and phosphorus – can harm our waterways.

When it rains, fertilizer that hasn't been absorbed by your plants is washed into rivers and streams. This can cause excessive algae and aquatic weed growth, reducing oxygen in the water and harming fish and aquatic wildlife.

Follow these tips to protect our waterways, wildlife, and environment:

- Fertilize lawns in the fall to prevent nutrients from washing away during spring rains.
- Don't overapply fertilizer. Before fertilizing at all, measure existing nutrient levels with a soil test.
- If the phosphorus levels in your soil are adequate, select a phosphorus-free fertilizer.
- Select slow-release and organic fertilizers that are less likely to wash away.

For more tips, please visit our [Help Manage Stormwater](#) 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. **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](#).

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