

CURRENTS

Trusting Your Tap

Recent reports validate that your water quality remains high

► Here at PWSA, we understand the importance of providing transparent information around the quality and safety of your water. In fact, about 9 out of 10 respondents to our most recent customer satisfaction survey noted that they feel it's important PWSA keeps them informed about their drinking water quality and our role in protecting public health.

On that front, today we have some great water quality news to share. This summer, the University of Pittsburgh Water Collaboratory and Women for a Healthy Environment released a report, [Measuring Up: Grading drinking water quality, affordability, and transparency practices in Allegheny County Water Systems.](#)

PWSA earned high marks across the board, receiving the highest possible mark of "Best Practice" in all Water Quality categories. Those categories noted that PWSA is employing best practices across our [Lead Service Line Replacement program](#) and that we are in compliance with state and federal drinking water regulations.

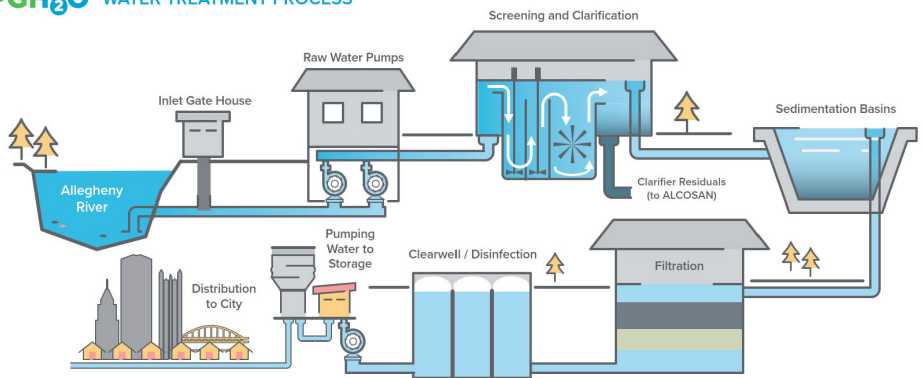
In June, we released our annual [Water Quality Report](#). The

2022 report found that PWSA meets and exceeds all regulatory requirements for safe, clean drinking water.

Each year, PWSA performs over 100,000 tests for microbial contaminants, inorganic contaminants, pesticides and herbicides, organic chemical contaminants, and radioactive contaminants. These contaminants can be found in nature or as a result of human activity. **Everything that was tested fell inside the EPA's acceptable range and there were no violations.**

PWSA also reported the lowest recorded levels of lead in decades. The latest round of testing found 3.4 parts per billion, well below the EPA action level of 15 parts per

PGH₂O WATER TREATMENT PROCESS



billion and the **lowest number recorded in more than 20 years.** To date, PWSA has replaced more than 10,500 lead service lines across our distribution system. We also recognize the effectiveness of adding orthophosphate, a food-grade additive, to the treatment process in 2019 as an important turning point in significantly reducing lead levels.

With lead levels firmly in compliance, PWSA has turned its attention to the [Water Reliability Plan](#). This series of once-in-a-generation projects strengthens and adds redundancy to large components of our water

pumping and distribution system. With the first projects completed and the second phase under construction, PWSA continues to transform the water systems our customers rely on. These projects, when complete, will provide customers with reliable, high-quality water service for current and future generations of customers.

PWSA customers can have every confidence that the path we are on today will secure safe, high-quality water services for years to come. For more information about drinking water quality and the investments we are making today, please visit our [Your Water](#) website. ♦

Our new fact sheet, [Is My Drinking Water Safe?](#), provides a snapshot of our water treatment process and explains the rigorous monitoring and testing procedures we follow to ensure your drinking water is of the highest quality.



Pittsburgh Water & Sewer Authority

For a complete list of PWSA's board and community meetings, please visit our [Events & Meetings](#) page.

Calling All Diverse and Qualified Engineering Firms

Register for our upcoming on-call engineering services event

► Over the next five years, PWSA has budgeted approximately \$1.8 billion to be put towards critical capital improvement projects and infrastructure upgrades. To help us deliver on these critical investments, we often complement our own in-house engineering expertise by partnering with private engineering firms.

Every few years, we solicit firms for what we call on-call engineering services. In use, this is a pool of qualified professional and technical engineering firms capable of completing various capital improvement projects on an “as needed” basis. This streamlined practice reduces the time it

takes to procure essential services to complete work in our communities, all while further building our network of expertise.

It also provides an opportunity for small and diverse businesses to gain experience working on government contracts, thereby growing their capacity in that space.

Qualified engineering firms interested in partnering with PWSA on this kind of work are invited to join us on **Wednesday, November 15** for an informational session. In addition to learning more about the procurement process, those in attendance will hear from a panel of consultants who've



worked with PWSA in this capacity. PWSA's next on-call engineering services contract will be released for bid in 2024.

MWDBE firms and those that fall under our [Supplier Diversity Program](#) are especially encouraged to attend and will be given priority registration.

Learn more and register on our [Events & Meetings website](#).

We hope to see many like-minded firms at Schenley Skating Rink this November! ♦

TEAM PGH2O

Employee Spotlight: Lisa Harris



► **Lisa Harris** has held a variety of roles at PWSA since joining our team nearly 15 years ago. Her current role of **Truck Driver**, though, is one of her favorites, and the career she always hoped to pursue. After all, it runs in the family – her great-grandfather started a local trucking business a century

ago, and ever since she's had an affinity for the machines that ultimately help us deliver clean and safe drinking water to those we serve.

Tell us more about your role. I'm primarily responsible for

hauling away dirt excavated from construction sites, delivering it to Brilliant Yard, and then backfilling those areas. I also help maintain the dump truck I drive each day, performing safety checks when I arrive and before I leave work. When someone on the team needs help in other capacities,

I'm always happy to jump in.

What sort of impact do you hope to have at PWSA?

To serve as an example for other women, especially those working in this kind of field. Early on in my career I learned what it meant to stick up for myself – not an easy thing sometimes, but something I felt it was my responsibility to do in order to help pave the way for the next generation of female Truck Drivers.

Can you tell us a feel-good story from the field?

I once delivered a water buffalo to one of our neighborhoods and noticed an elderly couple in their doorway. I offered to fill up some water jugs for them, but they didn't have any,

so we found something we had on-hand, filled it up, and delivered it to them. They were so grateful that they cried!

What is the best advice you've ever heard?

Do any job to the best of your ability.

What do you enjoy doing outside of work?

Spending time with my family.

What was your first job?

My first PWSA job was as a Field Technician out of our Warehouse in the Strip District. I've also worked at the Water Treatment Plant and at our Howard Street facility on the Northside. ♦

Customer Assistance Program Pilot Announced

► Upholding our core value of equity, we're pleased to announce the launch of a pilot Customer Assistance Program: **the Line Repair and Water Conservation Pilot Program.**

Under this pilot program, a professional plumber will work directly with income-qualified PWSA customers to repair water leaks and install water-saving devices in their homes. In tandem, our PGH2O Cares team will help enroll those customers in our **Customer Advantage portal**, where they can receive future leak alerts and browse water conservation strategies to help them save water and money.

The services of the pilot program are performed by a certified plumber and include:

- Repairing leaks on exposed plumbing
- Replacing failing showerheads with low-flow devices
- Replacing failing toilets with water-saving models
- Installing up to two water efficient faucet aerators

Customers within PWSA's drinking water service area, which includes Pittsburgh and Millvale, earning 150% of the Federal Poverty Level are eligible for this program.

PWSA has dedicated \$324,000 towards this program, which provides funding to assist potentially 239 income-eligible customers. PWSA will evaluate the success of this

Household Size	Income Limit
1	\$21,870
2	\$29,580
3	\$37,290
4	\$45,000
5	\$52,710
6	\$60,420
7	\$68,130
8	\$75,840
For every additional person, add \$7,710	

pilot, and, in collaboration with our regulators, will determine opportunities to make it a permanent part of our Customer Assistance Programs.

For more information or to apply, visit our **Customer Assistance Programs website**, email cares@pgh2o.com, or call us at 412-255-2457. Learn more by reading our [press release](#). ♦

PGH2O IN THE COMMUNITY

Connecting at Mayor Gainey's City in The Streets

► This summer, Pittsburgh came alive with vibrant community engagement and fun thanks to Mayor Ed Gainey's inaugural City in the Streets initiative. This series of events, held at six neighborhoods across Pittsburgh, connected local government and municipal authorities – like PWSA – to the people they serve.

This in-person engagement with individual residents and our community is invaluable, giving us a chance to better understand the needs of those we serve, identify ways to further improve our outreach and education efforts, and connect with like-minded organizations to spot collaboration opportunities.



PWSA representatives pose for a photo with Mayor Ed Gainey in Arlington.

PWSA was thrilled to participate in these exciting events, which gave us an additional opportunity to provide our customers with important information around drinking water quality and our suite of Customer Assistance Programs. We also had some fun, leading educational stormwater

demonstrations and activities for all the curious, young (or young-at-heart!) scientists.

We're grateful for the chance to connect with our community on a deeper level to create a stronger, more vibrant Pittsburgh for all! ♦

Preventing Illicit Discharges



Rainwater and snowmelt carried through the Municipal Separate Storm Sewer System (MS4) discharges directly to waterways. In MS4 areas, what enters a storm sewer will continue to our rivers, harming local water quality, wildlife, and more.

Any unauthorized discharge from our MS4 system that is not composed entirely of stormwater is an illicit discharge and is prohibited. Follow these guidelines to prevent illicit discharges:

- Never dump vehicle fluids, household chemicals, paint, animal waste, car wash soap, litter, grass, leaves, or fats, oils, and grease into storm drains.
- Contact us regarding sanitary, restaurant waste, or industrial wastewater lines connected to the storm sewer system.
- Only the following uncontaminated water sources are permitted to enter a storm sewer: dechlorinated fire hydrant and water line flushing, lawn watering, uncontaminated groundwater, residential car rinsing (no cleaners), and HVAC condensate.

Report illicit discharges via our **Report an Issue Form**.

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 own Customer Assistance Programs. Please see below for a listing of available programs.

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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