

# CURRENTS

## PWSA Celebrates Lead Line Removal Efforts

Special event highlights 2022 prioritized replacement of lead service lines, including at daycare centers



Since the establishment of PWSA's industry-leading Community Lead Response program in 2016, we've replaced 8,883 public lead service lines and 5,846 private lead service lines. This multi-year investment in our water quality has been made, in part, through state and federal funding that is estimated to have saved ratepayers more than \$140 million.

National voices have cited PWSA as a model for how to prioritize and execute on these important efforts that protect our communities, public health, and the environment. In recognition of the progress made to-date, and to highlight some future program focuses,

PWSA celebrated its lead line removal programs alongside local and federal government officials and community leaders on April 20 in the Highland Park neighborhood of Pittsburgh.

A key focus of this event was to highlight PWSA's **Priority Lead Service Line Replacement Project**. Through this initiative, which we plan to complete by the end of 2022, the Authority will replace all lead service lines at daycare facilities and locations with an elevated lead test kit result. This \$4.7 million PENNVEST-funded effort will improve water quality for some of our most at-risk populations, including young children and homeowners in our service area.

Joining PWSA's CEO Will Pickering were Congressman Mike Doyle, U.S. Environmental Protection Agency Office of Water Assistant Administrator Radhika Fox, US Water Alliance CEO Mami Hara, Pa. Department of Environmental Protection Secretary Patrick McDonnell, Pa. Public Utility Commission Chairperson Gladys Brown Dutrieuille, and other community leaders, many of whom you see pictured at left.

While **lead levels** across our distribution system are within compliance, thanks in part to the continued use of orthophosphate, there may still be locations in our service area that experience higher lead levels. PWSA reviews all locations where the free lead test kit results are elevated. We reach out to our customers to conduct additional testing to better understand the cause of elevated lead at their particular location. During our Priority Lead Service Line Replacement Project, we will also begin the replacement process.

Our Priority Lead Service Line Replacement Project is only one of several lead line replacement

efforts currently underway. Other **programs** include:

- The Water Main Replacement Program, which prioritizes upgrading aging water mains with high concentrations of lead service lines, funded by a \$26 million PENNVEST package.
- Our Neighborhood Lead Line Replacement Program, which will replace all lead lines in a neighborhood, funded by a \$17 million allocation from the American Rescue Plan Act.
- The Lead Service Line Reimbursement Program, whereby tenants or homeowners can proactively replace their private lead line with a private plumber and get reimbursed by PWSA.

With the passage of the Bipartisan Infrastructure Law, which includes increased funding for water infrastructure, we hope to continue these efforts – and more – and transform Pittsburgh's water system to protect public health and the environment.

# PWSA Hosts Community Meeting for Homewood’s Fuchsia Way Sewer Reconstruction Project

A productive community conversation that began last summer moves to construction

On March 23, courtesy of Baptist Temple Church, PWSA hosted members of the community for an informative overview of our [Fuchsia Way Sewer Reconstruction Project](#), which kicked off this month.

At the meeting, residents had the opportunity to learn more about the project and ask questions of representatives from our Executive, Engineering, Lead Help, and Public Affairs departments.

As part of this project, PWSA will replace the sewer and

water mains located within Fuchsia Way. The Wilkesburg-Penn Joint Water Authority (WPJWA) will also replace the water main located within their service area.

The full scope of work includes:

- Full reconstruction of sewer mains, manholes, and storm drains
- Partial replacement of private sewer laterals per property owner approval
- Full replacement of PWSA

and WPJWA water mains

- Replacement of identified lead service lines
- Restoration of street and impacted sidewalks

This project is the culmination of a productive community conversation that began at a community meeting last summer. Residents from parts of Race and Monticello Streets described sewer-related issues they were experiencing. Since then, with the help of data gathered from residents



through a community survey and information provided during one-on-one conversations, we’ve come up with a solution that will improve the reliability of water and wastewater services in this neighborhood.

## TEAM PGH2O

### Employee Spotlight: Mora McLaughlin



PWSA’s **Mora McLaughlin, Construction Communications Project Manager**, was recently recognized with an **Emerging Leader Award** at the WaterNow Alliance’s Tap Into Resilience Summit. Congratulations, Mora! For this month’s Employee Spotlight, we sat down with her to learn more about her award and PWSA career.

**Tell us more about your role at PWSA.** In my role, I work with

our Engineering & Construction team to communicate about upcoming water and sewer projects that will impact our communities. I coordinate solutions for customers who have questions or issues, and I assist the Public Affairs team in accomplishing our strategic communications goals.

**Can you tell us more about your Emerging Leader Award?**

I received this award for my contributions to PWSA’s industry-leading [Community Lead Response](#) initiative, our program to remove lead lines and improve water quality in the system. I’m proud that my work has a direct impact on peoples’ lives in my community. Removing lead lines

helps residents now and for generations to come. The lead line replacement process runs so smoothly for residents too, thanks to the hard work of the whole team.

**Why do you like working for PWSA?**

I really enjoy learning about the history of Pittsburgh through the lens of our water and sewer systems! And through my work in Public Affairs, I get to meet people from every corner of the city, which not many people have the opportunity to do though their jobs.

**What sort of impact do you hope to have on PWSA?**

My goal is to always leave customers with a positive

impression of PWSA and what we do. I just hope that the work I do in the community enforces the importance of investing in our water and sewer systems.

**What are your favorite challenges to tackle?**

I like to help customers through complex issues and make them feel like they are being prioritized. I also like to handle these customer-facing concerns for our Engineering staff so they can focus on implementing our capital program to the best of their abilities.

**What do you enjoy doing outside of work?**

I enjoy hiking throughout Southwestern Pa. with my boyfriend, cooking, and reading!

## PWSA Holds Construction Inspector Training



PWSA Chief Environmental Compliance & Ethics Officer Frank Sidari presents to Inspectors.

As part of our commitment to safety and professionalism on our jobsites, PWSA recently held annual Construction Inspector Training for all Construction Inspector Consultants who oversee our project sites. A Construction Inspector Consultant is a member of a project team –

independent of the utility and construction firm – responsible for ensuring safety and compliance during construction. They familiarize themselves with the project documents and industry standards for safe construction sites to ensure projects are implemented correctly.

This training involved instruction for those working on water, sewer, green stormwater infrastructure, catch basin installation, and paving and asphalt jobs. There were additional breakout sessions for Inspectors who manage projects involving lead service line replacement, as PWSA has strict and specific standards for how this work is conducted. Some of the topics presented included compliance and ethics, safety, and field data entry.

To learn more about the construction projects taking place across our service area, please visit PWSA's [Projects & Maintenance](#) website.

### 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. Be sure to also 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.
- Check 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.

Please visit our [Stormwater Fee](#) website to learn more about stormwater control and PWSA's Stormwater Credit Program.

## DEVELOPMENT REPORT

## Register for Our Business Development Series

PWSA will hold a virtual, four-part Business Development Series aimed at providing information to small and minority-owned business owners, developers, consultants, engineering firms, and contractors regarding PWSA services and regulations.

Each educational session is designed to bring awareness to recent policy updates, new regulations, long-standing requirements, available resources, and technology processes to make our systems and procedures easier to navigate. Sessions will be held virtually from 9 - 11 a.m. on a bi-weekly basis beginning May 11 and ending June 25.

The Business Development Series will cover the following topics:

- **May 11:** The Future of Stormwater and the Stormwater Fee
- **May 25:** Do I Need a PWSA Permit? Demystifying the Development Permit Process
- **June 8:** Maintaining Your Business: Backflow Device Testing, Dye Testing, and Other Maintenance Tips
- **June 25:** Procurement and Contracting: How to Work with PWSA

**PGH<sub>2</sub>O** Pittsburgh Water & Sewer Authority presents  
**2022 Business Development Series**

PWSA's 2022 Business Development Series is aimed at helping small and minority business owners, developers, consultants, engineering firms, and contractors learn more about our key functions that impact their operations. Participants can join one session or all four. Sessions are virtual and run from 9-11am.

**REGISTER**

<p><b>May 11</b></p> <p>The Future of Stormwater &amp; the Stormwater Fee for Business Owners &amp; Developers</p> <p>Learn more about the updated stormwater regulations, the new monthly stormwater fee, and what you can do to reduce the fee.</p>	<p><b>May 25</b></p> <p>Do I need a permit? Identifying the Development Permit Process</p> <p>A beginner's introduction to our developer's internal, the development process, and how to use our permitting software.</p>	<p><b>June 8</b></p> <p>Maintaining Your Business: Backflow Device Testing, Dye Testing, and Other Maintenance Tips</p> <p>All things water and sewer for business and building owners. Attend to ensure you have a backflow-free system.</p>	<p><b>June 22</b></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>
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EMAIL: JORDAN.TREASTER AT JTREASTER@PGH2O.COM WITH ANY QUESTIONS!

Interested parties are invited to visit our [Events & Meetings](#) website to learn more about this series and to register. Participants can join all four sessions or only those they specifically wish to join.

## 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 call Dollar Energy Fund at **866.762.2348**.

## Neighbors Helping Neighbors

If you can, consider donating to our [Hardship Grant Program](#).

## Enroll in eBilling

Convenient and easy to use, our online billing and payment portal ensures timely delivery of bills and payments.

**New enrollees who also enroll in the autopay feature on our [website](#) will receive a one-time \$5 discount on their bill.**

## 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.**

## Track Water Usage!

Monitor your water use in real time and set customized, automated usage alerts. You can even authorize multiple users, such as tenants, to receive usage alerts. Setting usage alerts can help detect costly water leaks on your property. To sign up:

- Visit [PGH2O.com](#) and click on Pay a Bill.
- Select “Check Usage.”
- Enter your email address and click the link provided in an email that you will receive from the portal.
- Type your full 14-digit account number and meter serial number.
- Add your cell phone number to receive important alerts via text message and create a password.
- Use your email address and password to log in.
- Tour the portal, and set usage thresholds for email and/or text alerts.

## 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)

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

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

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Pittsburgh, PA 15222

**Customer Service**  
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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