

CURRENTS

Highlighting Our Successful 2022 Community Lead Response

▶ As stewards of a vital natural and public resource, PWSA is committed to providing safe and reliable drinking water to the communities we serve. We're pleased to announce that our most recent round of testing – conducted between July and December of 2022 – shows **lead levels at 5 parts per billion (ppb), well below the state and federal action level of 15 ppb.**

PWSA's water has remained in compliance with federal lead regulations since 2020 and, since the 2016 establishment of our Community Lead Response program, PWSA has replaced nearly 10,000 public lead service lines and more than 6,800 private lead service lines at no direct cost to customers.

2022 Accomplishments

We launched a variety of targeted lead removal programs in 2022. In addition to water main replacement programs, which focused on areas with a high concentration of lead service lines, we also launched the **Priority Lead Line Replacement Program**, a unique effort to replace lead lines at all daycare facilities and any homes that submitted a lead test kit with elevated results. Made possible by a \$4.7 million funding package from PENNVEST, the program

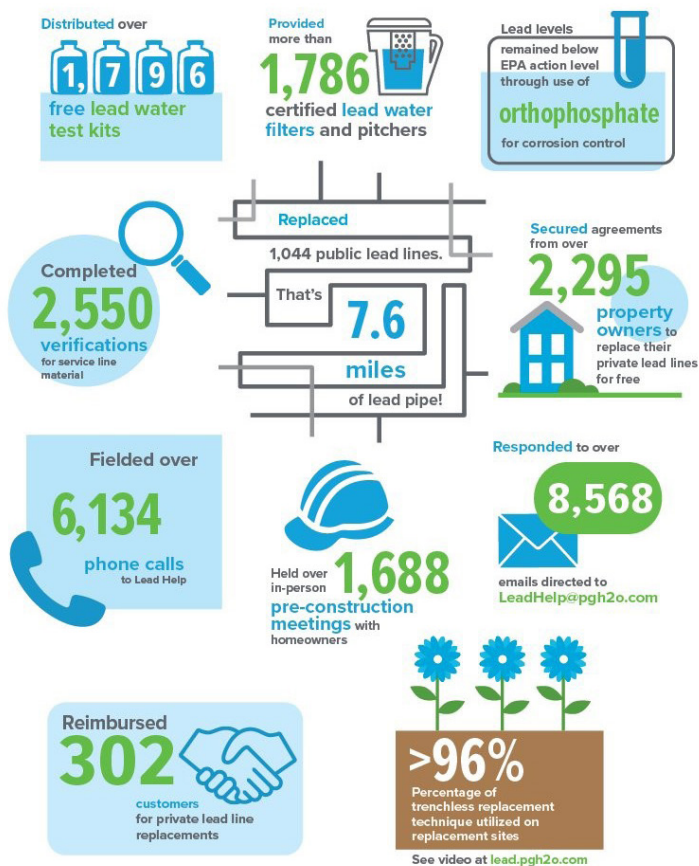
included the following:

- Service line material investigations at 180 daycare facilities within PWSA's water service area.
- 19 lead lines found and replaced at daycare facilities. All daycare facilities within PWSA's service area are now free of lead lines.
- 306 replacements at homes with elevated lead test kit results.

We also continued replacing lead lines through the \$17 million Neighborhood Lead Line Replacement Program, an effort funded by the American Rescue Plan Act of 2021, granted to PWSA through the City of Pittsburgh. Thus far, the project has completed work in Elliott, Crafton Heights, North and South Oakland, East Allegheny, the North Shore, Bloomfield, and East Liberty replacing any lead lines found within a given work area. Hundreds of lead lines have been replaced by this program already, and work will continue into 2023, providing replacements free of charge to our customers. Since its inception in 2016, PWSA has invested approximately \$270 million in PENNVEST funding alone to replace lead lines and upgrade water infrastructure for thousands of our customers.

2022 BY THE NUMBERS...

Updated January 2023



For more information, please read our full [press release](#). ♦

That's not all! Next up, CEO Will Pickering reflects on his recent visit to the White House to discuss nationwide efforts to remove lead from water and other sources.

Chief Executive Officer Briefing by Will Pickering

Community Lead Response Acknowledged by Biden Administration



► In late January, I had the distinct pleasure of joining U.S. Vice President Kamala Harris, Assistant Administrator of the Environmental Protection Agency (EPA) Radhika Fox, federal officials, and water industry leaders in Washington D.C. for a summit to discuss national efforts to permanently remove lead from water and other sources. The overall purpose of the event was for

the White House and EPA to announce several initiatives to increase resources and assistance for communities across the country to address this important public health priority. PWSA was included because of the progress we've made replacing nearly 10,000 lead services lines since 2017.

Developing a program like our Community Lead Response

does not come without logistical and financial challenges. On the panel, I joined several other water utility leaders to share how PWSA has taken advantage of funding from the Bipartisan Infrastructure Law and other state and federal funding sources. We also discussed the commitment to engage with community stakeholders and make investments based on equity and public health by prioritizing high-risk communities.

As more utilities across the country prioritize lead line removal, we'll continue to share our experiences and learn from other utilities across the U.S. In addition to participating in the White House Summit, PWSA

joined the Biden-Harris "Get the Lead Out Partnership." This diverse group of governments, utilities, advocacy groups, and companies is committed to public health- and justice-based principles of lead service line replacement. By participating, PWSA affirmed its commitment to fully fund the removal of lead service lines and to not perform partial lead line replacements. This approach ensures safer drinking water for all.

Please read the remainder of this issue for more lead-related information, news around what PWSA has done and will continue to do to "get the lead out," and essential resources we've made available for our customers. ♦

TEAM PGH20

Employee Spotlight: Dominique Nunley

► *Our Senior Lead Help Coordinator – **Dominique Nunley** – leads PWSA's Lead Help Desk, the team responsible for answering customer inquiries around lead and maintaining open communication with those who are having service line replacement work done. Alongside her team of Lead Program Customer Assistants and Field Liaisons, Dominique works closely with PWSA's Engineering and GIS departments and external contractors performing lead service line replacement in the field to create a smooth experience for our customers.*

What are your favorite challenges to tackle? My team and I always strive to exceed

the expectations set for us. I'm interested in closely observing our manual processes to find more automated solutions, which often help to eliminate mistakes. No matter the specific role, each member of the Lead Help Desk has a unique role to play in helping our customers.

What sort of impact do you hope to have in your community? Improving water quality and making Pittsburgh a safer place to live, work, and play. I'm proud to be involved in making a significant impact in the communities of Pittsburgh.

What do you enjoy doing outside of work? I enjoy traveling and I especially love traveling as a family. I like to try new things, whether that's

a new restaurant, activity, or experience.

What's something that recently made you smile? I can say that I smile quite often. My family at home always keeps a smile on my face, even after a rough day. Family and friend chats and sharing stories and jokes keep a constant smile on my face.

What's the oddest/weirdest/funniest fact you know? I don't know if this is odd, weird, or funny but I think it's interesting – peanuts are used to make dynamite.

What's the best advice you've ever heard? Two pieces of advice: "Make results not excuses" and "Trust God's process."



If you have questions about lead in drinking water, or if you're interested in learning more about our various programs, contact the PWSA Lead Help Desk at [412-255-8987](tel:412-255-8987), LeadHelp@pgh20.com or visit our [Community Lead Response](#) website. ♦

Next Water Reliability Plan Project Launches

► This winter, we embarked on the second phase of projects within our [Water Reliability Plan \(WRP\)](#), a series of once-in-a-generation projects that will modernize our water distribution system and provide customers with more secure and reliable water services.

Upon completion, the [Highland Pump Station and Rising Main Project](#), a \$47 million investment, will replace the existing pump station and the surrounding large diameter water mains, or what we refer to as “rising mains.” These are the pipes that carry water to our customers.

Work began in December with preliminary sewer upgrades in the area that will facilitate

the rest of the project. Phase I will construct new water mains leading from the Highland II Reservoir and from the pump station out into the system.

Phase II, beginning in spring of this year, will include demolition of the old 4-million-gallon-per-day (MGD) pump station and construction of a new, 56 MGD station that will serve thousands of Pittsburgh residents and serve us for at least 30 more years. These new pieces of infrastructure will add resiliency and redundancy to our water system for years to come. Construction on both phases of work are anticipated to be complete in 2025.

The launch of this project comes off the heels of the



Crews work in large sewer trench on Mellon Terrace

recent reinstatement of our Highland II Reservoir, another key project in our WRP.

To read more about this project and other WRP efforts, please visit our [Water Reliability Plan](#) webpage. ♦

PGH2O IN THE COMMUNITY

Request PWSA at Your Next Community Meeting

► All of Pittsburgh’s neighborhoods want and deserve safe, reliable water at a fair and affordable rate.

Here at PWSA, we’re hard at work making necessary upgrades to our water system and doing all we can to provide the highest level of service at a reasonable cost. Many of these needs and interests vary by neighborhood, and meeting face-to-face with our customers can help find solutions and prioritize projects.

Our team of dedicated water professional and public servants is always available to attend community meetings and events to share information and answer questions with our community. If we haven’t met

with your community group or neighborhood association yet and you would like to schedule a presentation, please visit our [Request Us at an Event](#) website.

We’d enjoy the opportunity to speak to your group! ♦



Coming Soon!

PWSA has replaced nearly 10,000 public lead service lines since 2016. On Friday, February 24, we’ll hold a special celebration in recognition of the replacement of our 10,000th public lead service line. We estimate we’re more than halfway to our goal to replace all lead service lines.

*Stay tuned following the February 24 event for a recap of that celebration. In the meantime, this issue of Currents highlights recent accomplishments of our **Community Lead Response** and resources available to our customers. Visit the other articles or [lead.pgh2o.com](#) for more information.*

PGH₂O

WATER WISE

Essential Lead Resources for our Community

We’re committed to providing you with safe, clean drinking water.

PWSA water customers interested in lead service line replacement can visit our [interactive project map](#) to see if their street is slated for replacement in the future. For those who wish to replace their private-side lead service line proactively, they may apply for PWSA’s **Lead Line Reimbursement Program**, which reimburses customers up to 100% of eligible costs when they work with a private plumber.

PWSA also provides resources like discounted **lead pitchers and filters** and **free lead test kits**.

For more information, including educational resources on lead, frequently asked questions, and other news, please visit our one-stop lead shop on our **Community Lead Response** website.

If you have questions about lead in drinking water, or if you’re interested in learning more about the various programs we offer, you can also contact the PWSA Lead Help Desk at 412-255-8987 or LeadHelp@pgh2o.com.



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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