



Pittsburgh  
Water & Sewer  
Authority

## Focusing on the Future

Pgh2o's Renewal as a “Good” Public Utility

Lawrenceville 9th Ward Block Watch Meeting

August 21, 2018

# Where we've been

*Pittsburgh is a mature northeastern city with old infrastructure*

- *No significant Capital Investments* in 20 years!
- *Limited budgets* for maintenance and upgrades
- *Fix as it fails mentality* (We have some of the best trained and resourceful emergency experts in the world!)
- *Constant leadership changes*
- *Inconsistent regulatory compliance*

# Core Performance Issues Addressed

## Historic Concerns

- *No significant Capital Investments*
- *Limited budgets* for maintenance and upgrades
- *Fix as it fails mentality* (We have some of the best trained and resourceful emergency experts in the world!)
- *Constant Leadership changes*
- *Inconsistent regulatory compliance*

## Current Status

- 5 year Capital Plan of \$1+ Billion approved by Board, and Funded
- Operations Budgets increased by 85% in 2018 to address PUC metrics
- Risk Based Assessment Strategy to select new capital projects and timing
- 2017 Interim Executive Director Now a Permanent PGH<sub>2</sub>O Employee
- New Compliance Team Implementing State of the Art Reporting System

# The Renewal Roadmap

- ✓ Achieved national performance metrics for customer service response and billing accuracy
- ✓ Fulfilling PUC water utility regulations—“we’re OK”
- ✓ Tariff proposal for PUC review and approval submitted July 2
- ✓ Compliance plan to address PUC state statutes and requirements due Sept. 28
- ✓ Renewing water meter program to comply with PUC
- ✓ Installing meters city buildings and uncontrolled uses
- ✓ Governance proposal being developed with city council



# The Renewal Roadmap - PROGRESS

## Customer Service (January – present):

- Steadily billing over 111,000 accounts each month
- Percent of bills based on actual meter readings went from 89% to 93% (by converting estimates to actual readings)
- Emails to [info@pgh2o.com](mailto:info@pgh2o.com) processed within 48 hours – 100%

## Water Quality:

- In compliance and exceeding expectation for: Lead service line replacements, distribution water sampling, chlorine residual, and composite turbidity
- Total Designed Capacity of Green Stormwater Infrastructure YTD: 15 Million Gallons

# The Renewal Roadmap - WATER

- ✓ Delivering water meeting all water quality standards
- ✓ Installing water quality monitors throughout system
- ✓ Established redundant backup production facilities
- ✓ Restoring backup power systems, adding new
- ✓ Highland membrane filtration plant upgrade underway, to be complete fall 2018
- ✓ Lead service line replacements—surpassed the DEP mandate of 1,341 replacements by June 30, 2018, and continue to replace an average of 200 per month.
- ✓ Water treatment being installed to control lead levels

# The Renewal Roadmap - WASTEWATER

- ✓ Removing streams from ALCOSAN to lower cso's
- ✓ 9 minimum controls for USEPA/PADEP compliance
- ✓ STORMWATER division
- ✓ Increased catch basin cleaning and replacements
- ✓ Completed city wide stormwater plan for Pittsburgh
- ✓ Seeking USEPA adoption of green first plan
- ✓ Building “green” infrastructure to reduce flooding

# 2018 Rate Increase

- Why was the rate increase needed?
  - To provide funding for critical infrastructure improvements
  - To provide staffing needed to fully address regulatory compliance
  - To ensure consistent funding for safe, reliable drinking water and sewer systems
- What's going to be different?
  - Commitment to make needed investment
  - PUC oversight to ensure fiscal and operational performance
  - Stable, dedicated management team
  - Staff, private sector consultants, and contractors to implement and deliver needed projects
  - Complete transparency and communication with customers



# PWSA's Customer Assistance Program

- **Bill Discount** – 50% reduction of monthly minimum water and sewer charges through December 31, 2018 for **Low Income Residential customers** who are at **150% or less of the Federal Poverty Level**.
- **Cash Assistance** – Up to \$300 cash grant once every 12 months, beginning April 2018, under the Hardship Program for **Low Income Residential customers** who are at **150% or less of the Federal Poverty Level**. Customers must have made a sincere effort to pay \$150 in the most recent three months (\$75 if over 62 years of age). Customers must also owe PWSA at least \$100 (at least \$50 if over 62 years of age).
- Potentially eligible customers may contact the **Dollar Energy Fund at 1-866-762-2348**.

People in Household	Annual Income Eligibility (150% of Federal Poverty Level)
1	\$ 18,090
2	\$ 24,360
3	\$ 30,630
4	\$ 36,900
5	\$ 43,170
6	\$ 49,440
7	\$ 55,710
8	\$ 61,980
For more than 8 people, add this amount for each additional person	\$ 6,270

# Investing in Infrastructure

- Reducing risks of system failures which impact customers
- Multi-year rate plan reflects need to rebuild water and sewer systems
- 2018 Capital Improvement Budget
- Priority Infrastructure Projects

# Water Quality and Lead

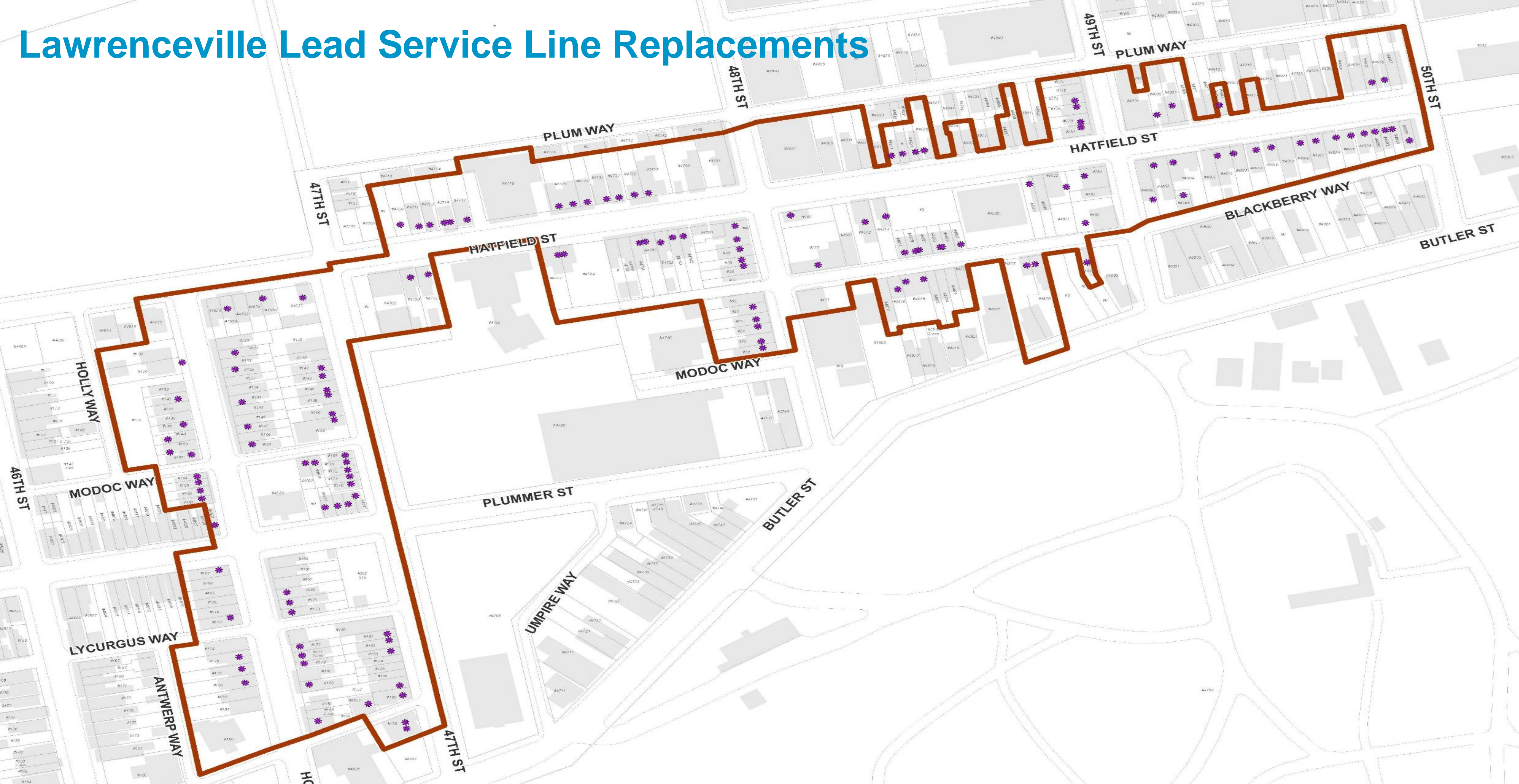
- Is my water safe to drink?
- Corrosion Control
- Lead Line Replacement Program
- Future water main and service line replacement program – searchable interactive map available online at:  
**[www.pgh2o.com/leadmap](http://www.pgh2o.com/leadmap)**



Visit **[pgh2o.com/lead-facts](http://pgh2o.com/lead-facts)** for lead facts and the steps you can take to reduce exposure.



# Lawrenceville Lead Service Line Replacements





# The Path Forward

- Customer Satisfaction
- Compliance with Regulations
- Accurate Metering and Billing
- Infrastructure Reliability
- Protection of Public Health & Environment
- Organizational Performance



# Questions

