

**INTERIM EXECUTIVE DIRECTORS REPORT
June 2016**

The only significant issue on this month's statistical report relates to sewer scoping and follow-up cleaning. Equipment needed in both these areas was not available for all of part of the month due to maintenance issues, including manufacturer recalls. The PWSA Operations staff is looking at ways to restore levels in this area. Our years-to-date numbers are ahead of 2015, but this issue still needs to be resolved.

The Customer Service statistics continue to improve with decreased call wait times and abandonment rates. In fact, for the first week of June, the abandonment rate was only 2 percent and the wait time 38 seconds. June billings are in process and on schedule.

Later this month we will issue bills for the sewer-only customers in the South Hills. These customers have not been billed this year, so we are including a special payment arrangement giving customers from three to six months to bring the account current, without the application of penalties. We will also make arrangements to extend this period based on individual requests. Letters explaining the plan are being sent with the bills to the customers, and robo calls will also be made.

Elected officials in City government were given talking points in Q&A format to assist with any questions resulting from this billing, and Customer Service has set up a separate call queue with experienced staff assigned to respond.

The \$2.9 million waterline replacement project in Upper Lawrenceville is underway. Like Phase 1, the project is being coordinated with other utilities. It is the first project under our new procedure with respect to lead service line replacement. Out of the first 38 properties where service lines were exposed, 16 had lead lines. We are implementing the procedures outlined last month to give property owners the chance to change out their lead lines before restoration takes place.

On Saturday, June 11, crews responded to a major 16-inch water main break on Second Avenue Downtown, which required shutting a major section of the road to all traffic. The line was a service line feeding the Allentown tank, so no customers were impacted; however, the roadway was significantly undermined. PWSA Operations and Engineering responded promptly, replaced the line, monitored the flows to the tank, and marshalled the on-call contractor to restore the road, which was reopened for bus traffic Monday morning and to all traffic on Monday around 6:00 pm.



Fortunately, Second Avenue is a city street and DPW personnel were on-site to approve the restoration. It was a job well done by all, and is another example of the “things you do not see” with a cost of over \$150,000.

This month, the Authority published its 2015 water quality report, which is available on-line at www.pgh2o.com, and in printed format upon request. Information has been included in the report on all aspects of the Authority’s continuing efforts to deliver a high-quality product.

I would be pleased to respond to any questions you may have.

Sincerely,

David L. Donahoe
Interim Executive Director