

# PWWSA

## July 2014



***Pittsburgh Pipeline Students visit the Membrane Filtration Plant at the Highland Park Reservoir #1***

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# Glotfelty Appointed Executive Director of Allegheny County Parks Foundation

**PITTSBURGH** – The Allegheny County Parks Foundation Board of Directors today appointed Caren Glotfelty as executive director of the organization. The foundation was established in 2007 and works with Allegheny County to improve, conserve, maintain, protect, preserve and restore facilities and open spaces at the county’s nine parks, which encompass more than 12,000 acres. The foundation also supports educational, recreational, natural and cultural activities within the parks.

“The Allegheny County Parks Foundation is delighted that Caren Glotfelty has agreed to become our executive director,” said Board of Directors Chair James Mitnick. “Caren has a love for our community and the Allegheny County park system, and she brings a wealth of skills, experience and leadership. I cannot think of a better person to help lead our foundation into the future. Caren’s unique abilities will strengthen our partnership with Allegheny County and help us to meet our objective of improving the nine county parks for the benefit of all residents.”

Glotfelty served as senior program director of the Heinz Endowments Environment Program for 13 years, where she was responsible for managing a grant portfolio totaling \$8-13 million per year, addressing issues such as community revitalization, environmental health, parks, trails and land conservation. Prior to that, Glotfelty was the Maurice K. Goddard Chair in Forestry & Environmental Resources Conservation at Penn State University for five years, and her work included teaching, research, outreach and leadership on topics and issues related to state and local environmental and natural resources policy.

“Caren’s work is well-known and well-respected,” said County Executive Rich Fitzgerald. “She is a leader in many areas, particularly in environmental and quality-of-life issues, including parks, and I fully expect her reputation to continue to grow in this new role with the Allegheny County Parks Foundation. She is a great addition to the staff, and I look forward to working with her and the foundation board and staff as we continue to improve our nine county parks.”

From 1991 through 1995, Glotfelty served as deputy secretary for water management in the Pennsylvania Department of Environmental Resources, developing and managing all state policy and regulatory programs related to water quality, sewage treatment, stormwater management, and stream protection. Glotfelty holds a bachelor’s degree from the University of the Pacific, as well as a master’s degree in regional planning from the University of Pennsylvania.

“I am very honored to have been selected for this position and grateful for the confidence the foundation board members have in me to help lead this organization and move its mission forward,” said Glotfelty. “I am excited about this opportunity and look forward to jumping in with both feet and assisting the foundation and Allegheny County in reaching our shared goals for the future of our outstanding county park system.”

Since 2007, the Allegheny County Parks Foundation has completed a number of important projects. The South Park Montour Connector Trail was completed in 2013, adding a 2-mile trail that connects to the 52-mile Montour Trail, as well as the 150-mile Great Allegheny Passage, which joins the C&O Canal Towpath in Cumberland, Md., creating a continuous 335-mile trail experience to Washington, D.C. The foundation also conducted master plans for the North Park Lake area and South Park Fairgrounds.

The foundation is currently working with Allegheny County to enhance and improve the North Park Lake Trail, a 5-mile loop used year round by walkers, cyclists, skaters and others. Upgrades to the lake trail are intended to improve safety, while also providing users with an opportunity to explore and experience the park’s varied ecology. In addition, side trails are currently under construction near the “Municipal Row” shelters along Pine Creek, connecting the facilities and providing an alternative walking/jogging path near the lake. Improvements to the Ingomar Road section of the North Park Lake Trail are scheduled to start after Labor Day and will be completed in late fall.

Construction is underway on the South Park Oval, a popular facility that has a half-mile track and also hosts soccer, football and baseball games. Renovations to the oval are slated to be finished this fall. Other ongoing foundation projects include phase one of the Settlers Cabin Park Connector Trail, which will link the park to the 29-mile Panhandle Trail that stretches from Carnegie to Weirton, W.Va. For more information about the foundation’s projects, visit [www.acparksfoundation.org](http://www.acparksfoundation.org).

# PWSA HOSTS PITTSBURGH PIPELINE STUDENTS



*Mike Onyshko helps students with the CCTV robots*

The Pittsburgh Water and Sewer Authority (PWSA) is expanding outreach efforts beyond municipal boundaries through the Pittsburgh Pipeline (Pipeline) program. As one of the founding partners, PWSA has worked to support, improve and expand the Pipeline program for the past five years. Pipeline is a career exploration program for high school students to develop their work ethic, an orientation to union culture and an awareness of career opportunities focused in the water industry in Allegheny County.

There are two components to the Pipeline program: an after-school club, and the summer program. The after-school club meets weekly with 10th -12th grade students at Taylor Alderdice, University Preparatory School, Westinghouse, Imani Christian Academy and Penn Hills. Imani and Penn Hills are new additions for 2014 and both the PWSA and Pipeline are pleased that the program has expanded beyond the City of Pittsburgh. The summer program runs for six weeks and provides additional exposure through site visits and hands on activities to further their exposure and interest in the water industry.

PWSA hosted the 2014 students for two days during the summer program. On June 10, 2014, thirty-five students visited the PWSA Water Treatment Plant located on Freeport Road. Melissa Rubin provided the students with an overview of Operations, Catherine Camp talked about Green Infrastructure and Gina Cyprych presented the history of water treatment in the City of Pittsburgh. After lunch, they toured the Plant with Gina then went to the Laboratory with Kelly Hayes, Faith Wydra and Jay Carroll where they participated in some fun and educational demonstration experiments.

On July 17, 2014, PWSA hosted the same students at the Membrane Filtration Plant in Highland Park. The day began with an introduction by Jim Good and was followed by a hands-on service project. Students labeled sixty catch around the park with "No Dumping" signs. Tom Leech and Mike Dusch demonstrated the CCTV truck and each student took a turn operating the robotic camera, which was a huge hit! Kenny Welsh and Mike Onyshko demonstrated the vector truck and explained how it is used to clean catch basins. Tom Palmosina talked about union jobs and the many opportunities in the water industry and both he and Ron Duray gave tours of the Membrane Filtration Plant. We received very positive feedback and it was a fun day for everyone!



Gina Cyprych demonstrates the filtration process



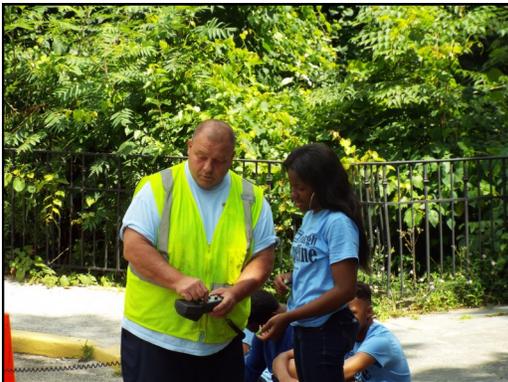
Faith Wydra helps the students make slime



Jay Carroll with a new take on the volcano experiment



Jim Good talks to students in Highland Park



Mike Dusch demonstrates the CCTV robots



Students labeling catch basins



Tom Palmosina leads a tour of the Membrane Filtration Plant



Ron Duray leads a tour of the Membrane Filtration Plant

# PWSA NOW ACCEPTS CASH PAYMENTS AT 7-ELEVEN



The Pittsburgh Water and Sewer Authority (PWSA) provides water and sewer services to more than 300,000 consumers in the City of Pittsburgh and surrounding areas. PWSA customers can now make cash payments at all 7-Eleven locations across the U.S. The new payment option became available July 1, 2014 and provides an added convenience for customers who do not have a checking account, debit/credit card, or are out of town. Customers who prefer to pay cash can choose the location most convenient for them and avoid the hassle of parking in the Strip District.

PWSA accepts several methods of payment, but 7-Eleven is the only location where customers can pay with cash. All other options require a check, money order or debit/credit card including: monthly on-line billing, on-time payment services by web or by phone, Zipcheck (an automated monthly withdrawal service), traditional return envelope options and paying at the customer walk-in center.

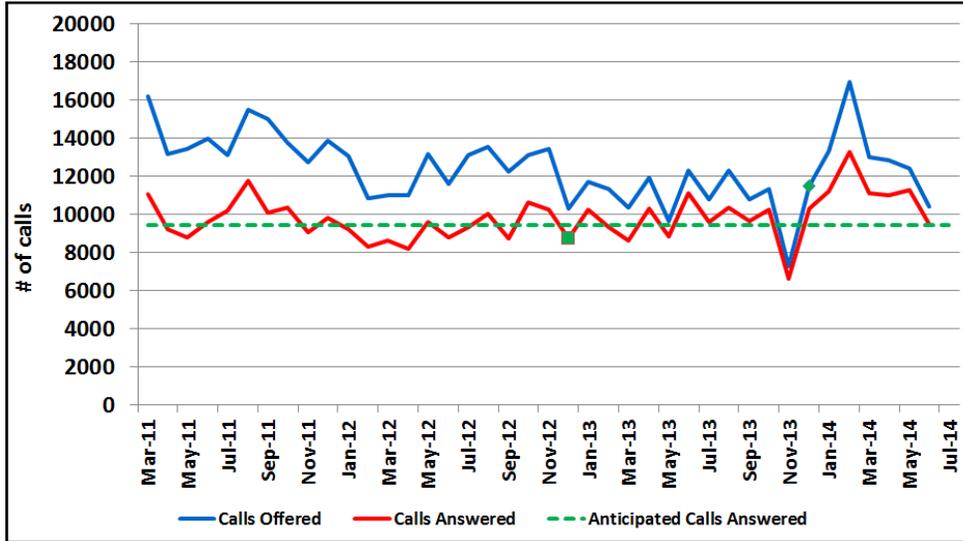
Making payments at 7-Eleven is easy. Customers simply take their PWSA bill to the 7-Eleven location of their choice and tell the cashier the amount they wish to pay. The cashier will scan the barcode on their bill, collect the payment and provide the customer with a receipt.

As with other payment options, customers should allow a few days for payments to be processed. Customers paying at the last minute may want to call Customer Service to confirm that all payment requirements have been met for a restoration of service or to cancel a pending interruption of service.

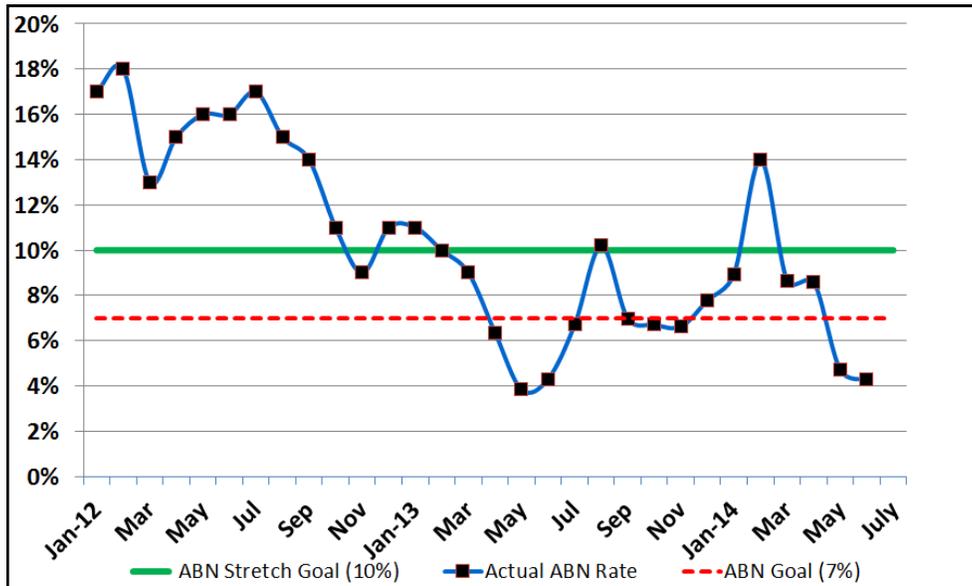
For additional information, customers may visit the PWSA website at [www.pgh2o.com](http://www.pgh2o.com) or call PWSA Customer Service at (412) 255-2423.

# CUSTOMER SERVICE CALL CENTER ACTIVITY

## Incoming Calls and Calls Answered



## 2012-2014 Call Abandonment Rate



# OPERATIONS ACTIVITY



*Please note:* This page is currently under construction and the format will be changing in the near future.

	Dec. 2013	Jan. 2014	Feb. 2014	March 2014	April 2014	May 2014	June 2014
<b>Leaks Repaired</b>							
<i>Water Mains Repaired</i>	36	78	72	43	35	32	23
<i>Service Lines Repaired</i>	32	16	20	23	25	32	16
<b>Hydrants and Valves</b>							
<i>Hydrants Repaired</i>	5	7	18	23	23	21	25
<i>Hydrants Replaced</i>	3	5	3	9	5	8	2
<i>Valves Replaced</i>	2	7	1	7	4	5	2
<b>Meters</b>							
<i>Meters Repaired</i>	10	31	27	33	59	45	116
<i>Meters Replaced</i>	71	112	98	107	118	136	187
<i>Large Meters Replaced</i>	66	39	35	51	21	22	25
<b>Catch Basins</b>							
<i>Catch Basins Repaired</i>	2 P 7 C	1 P 10 C	1 P 15 C	5 P 16 C	7 P 4 C	8 P 1 C	19 P 2 C
<i>Catch Basins Cleaned</i>	0 P 103 C	0 P 39 C	3 P 6 C	5 P 114 C	6 P 173 C	13P 164 C	3 P 259 C
<b>Sewers</b>							
<i>Sewer Lines Jetted</i>	3,237'	1,151'	2'020	2,407'	3,607'	1,920'	15,351'
<i>Sewer Lines Televised</i>	4,868'	3,516'	5,099'	5,234'	8,233'	7,995'	9,471'

## PWSA SEES BENEFIT FROM RECYCLING OLD METERS



The Pittsburgh Water and Sewer Authority received a check for \$21,257 from Greater Texas Metal Recycling Company, Inc. from the residual of scrapping and recycling large meters which were no longer accurate. PWSA sent 300 large meters to Houston to be tested for accuracy. Low performing meters were scrapped and recycled, which is not only environmentally friendly, but also resulted in a cost savings for PWSA!

# MAY 2014 FINANCIAL RESULTS

	Current Month Actual	Current Month Budget	Prior Year Month Actual	Current Y-T-D Actual	Current Y-T-D Budget	Prior Year Y-T-D Actual
<b>Operating Revenues</b>						
Water & Conveyance Utility Revenues	\$ 7,887,177	\$ 8,268,747	\$ 7,654,026	\$ 39,410,808	\$ 40,997,052	\$ 37,336,696
Alcosan Utility Revenues	4,660,250	4,593,131	3,769,894	20,976,710	22,115,434	18,389,716
<b>DISC receipts:</b>	569,725	564,590	489,925	2,715,052	2,790,037	2,368,594
Fees	63,660	164,045	114,789	475,262	820,225	518,203
Misc Other	53,286	77,205	15,208	239,583	386,025	466,245
<b>Total Operating Revenues</b>	<b>13,234,098</b>	<b>13,667,718</b>	<b>12,043,842</b>	<b>63,817,415</b>	<b>67,108,773</b>	<b>59,079,454</b>
<b>Operating Expenses</b>						
Distribution	592,080	618,463	555,487	2,915,296	3,092,313	2,698,883
Water Treatment Plant	1,121,088	1,150,553	1,065,596	5,284,144	5,752,764	5,014,581
Water Quality	53,109	72,613	72,969	262,969	363,063	306,594
Sewer Conveyance	380,039	517,963	423,750	1,976,254	2,589,817	1,927,874
<b>DISC Disbursements</b>	467,196	166,667	449,509	2,857,649	833,333.33	2,445,977
Engineering	214,096	296,690	272,921	1,082,937	1,483,452	1,127,192
Sewage Treatment	3,782,034	4,597,250	3,102,755	19,909,331	22,986,250	19,598,109
General Admin	2,117,460	2,092,572	2,786,546	9,624,698	10,462,867	10,639,067
<b>Total Operating Expenses</b>	<b>8,727,101</b>	<b>9,512,771</b>	<b>8,729,532</b>	<b>43,913,279</b>	<b>47,563,860</b>	<b>43,758,276</b>
<b>Net Income/(Loss) From Operations</b>	<b>\$ 4,506,997</b>	<b>\$ 4,154,947</b>	<b>\$ 3,314,310</b>	<b>\$ 19,904,136</b>	<b>\$ 19,544,913</b>	<b>\$ 15,321,178</b>
<b>Non-operating Cash Inflows/Outflows</b>						
ADD: Interest Income	188	833	484	1,901	4,167	2,559
LESS: Debt Service & Other:						
Bond Debt Svc (Net Trust Income)	3,364,215	2,968,154	2,562,457	21,894,878	21,468,769	20,241,807
Bond Debt Svc Accrued (Fixed Swap)	-	-	-	-	-	-
Pennvest Loan Debt Svc (Net)	258,536	257,135	257,280	1,262,017	1,285,673	1,275,339
Pvest Disburs/(Ln Advances) -Net	710,680	-	317,251	1,183,231	-	399,966
<b>Net Cash Inflows/(Outflows):</b>	<b>\$ 173,753</b>	<b>\$ 930,492</b>	<b>\$ 177,806</b>	<b>\$ (4,434,089)</b>	<b>\$ (3,205,363)</b>	<b>\$ (6,593,375)</b>

# COMMUNITY OUTREACH

**PWSA** PWSA KEEPS YOU HYDRATED

**DRINK AT LEAST 8 GLASSES OF WATER PER DAY**

**UP TO 60% OF THE HUMAN BODY IS WATER**  
The brain is composed of 70% water, and the lungs are nearly 90% water.

**START EACH DAY WITH A GLASS OF WATER**  
Before your morning coffee, drink a glass of water to help replace the fluids lost over night.

**DRINKING TAP WATER SAVES YOU MONEY**  
8 glasses of tap water per day = \$2 per year | 8 glasses of bottles water per day = nearly \$500 per year

**FRUITS/VEGETABLES ARE GREAT SOURCES OF WATER**  
Strawberries, watermelon and tomatoes are 90% water or more!

*PWSA provided customers with hydration tips in the July 2014 Bill Insert*



## Fairywood Community Day (July 19, 2014)

PWSA provided bottled water for Fairywood Community Days. This is an annual event that is well attended by the community.



## South Side Community Days (July 12, 2014)

PWSA provided bottled water for South Side Community Days. As you can see, it was a beautiful day and everyone had a great time!

-end-