

# PWSA

June 2014



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# Get to Know Your H2O!

The Pittsburgh Water and Sewer Authority (PWSA) works hard to provide safe reliable drinking water at the lowest possible cost. No water quality violations in over 30 years!

## The PWSA Water Quality Report is Available Online

[www.pgh2o.com/2013WaterQualityReport](http://www.pgh2o.com/2013WaterQualityReport)

If you prefer to have a hard copy sent by mail, please call Customer Service at (412) 255-2423.

### Stay Informed

Update your contact information and stay informed. It's important that your contact information be up to date so that we can notify you in the event of a water emergency. PWSA encourages all customers to provide updated contact information by going to our website at [www.pgh2o.com](http://www.pgh2o.com) and selecting "Update Contact Info".

## **Caren Glotfelty Receives Lifetime Achievement Award by the Pennsylvania Environmental Council**



May 28, 2014 Caren Glotfelty, PWSA Board Member, retired Program Director for the Environment Program at The Heinz Endowments, and environmental advocate was presented with the Lifetime Achievement Award by the Pennsylvania Environmental Council at their annual awards ceremony. Ms. Glotfelty was honored for guiding environmental policy and investment for more than forty years. Congratulations Caren!





## Lifetime Achievement Award

### Caren Glotfelty

*Few people have had such a far-reaching and long-standing impact on the Western Pennsylvania environment as Caren Glotfelty.*

The imprint of her guidance, understanding, vision and perseverance is evident throughout this region and across the Commonwealth. Her career has been distinguished by the wisdom and passion with which she has guided environmental policy and investment for more than 40 years.

After earning a Masters Degree in Regional Planning from the University of Pennsylvania, Caren spent many of the early years of her career working in Pennsylvania and Maryland state government on land use and water quality policy and planning issues. From 1973-1981, she headed the Pennsylvania Department of Environmental Resources Division of Regional and Local Environmental Planning, and later became Special Assistant for Chesapeake Bay Affairs for the Maryland Department of Health and Mental Hygiene.

She then became the first Deputy Secretary for Water Management in the Pennsylvania Department of Environmental Resources, under Governor Robert P. Casey. Subsequently she held the Maurice K. Goddard Chair in Forestry and Environmental Resources at The Pennsylvania State University, which is dedicated to providing leadership to the public and private sectors on environmental resource policy. She was the first and only woman to hold this position.

In 2000, she was named Senior Program Director for the Environment Program at The Heinz Endowments where she promoted smart growth, clean air and water, environmental health, green building and renewable energy initiatives, parks and trails development, natural areas conservation and sustainable development.

Among her many achievements at the Heinz Endowments was the *Breathe Project*, a multi-channel communications strategy created by Caren aimed at changing public perception about Pittsburgh's air quality. This highly successful program raised public understanding of one of this region's most challenging environmental problems without negatively impacting the image of Western Pennsylvania.

She is a member of the boards of directors of the Pittsburgh Sewer and Water Authority, the Conservation Voters of Pennsylvania, the Funders Network for Smart Growth and Livable Communities, the Great Lakes Protection Fund and Women for a Healthy Environment.

Additionally, she is the co-chair of the Sewer Regionalization Implementation Committee created by 3 Rivers Wet Weather and the Congress of Neighboring Communities to facilitate the transfer of multi-municipal sewer trunk lines from 83 Allegheny County municipalities to ALCOSAN.

Ms. Glotfelty has been honored many times for her career accomplishments, including being named co-chair of Gov. Tom Ridge's 21st Century Environment Commission in 1998. She received a Three Rivers Environmental Award from the Pennsylvania Environmental Council in 2000; the Friend of Pennsylvania award from 10,000 Friends of Pennsylvania in 2004; the Pennsylvanians Lighting the Way award from Gov. Ed Rendell in 2005; the Clifford Jones Conservation Legacy Award from the Pennsylvania Parks and Forests Foundation; Spring Creek Watershed Community Award in 2000; Group Against Smog and Pollution's 40 Environmental Heroes; the Branching Out award from the Women's Group of the American Forest Foundation in 2011, and others.



# 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
<b>Leaks Repaired</b>						
<i>Water Mains Repaired</i>	36	78	72	43	35	32
<i>Service Lines Repaired</i>	32	16	20	23	25	32
<b>Hydrants and Valves</b>						
<i>Hydrants Repaired</i>	5	7	18	23	23	21
<i>Hydrants Replaced</i>	3	5	3	9	5	8
<i>Valves Replaced</i>	2	7	1	7	4	5
<b>Meters</b>						
<i>Meters Repaired</i>	10	31	27	33	59	45
<i>Meters Replaced</i>	71	112	98	107	118	136
<i>Large Meters Replaced</i>	66	39	35	51	21	22
<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
<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
<b>Sewers</b>						
<i>Sewer Lines Jetted</i>	3,237'	1,151'	2'020	2,407'	3,607'	1,920'
<i>Sewer Lines Televised</i>	4,868'	3,516'	5,099'	5,234'	8,233'	7,995'

\* **P = PWSA, C = contractor**

# PWSA AND THE PITTSBURGH BUREAU OF FIRE BEGIN ANNUAL HYDRANT TESTING

June 1, 2014, The Pittsburgh Water and Sewer Authority (PWSA) and the Pittsburgh Bureau of Fire began the annual fire hydrant testing and flushing program which will continue throughout the summer and into early fall.

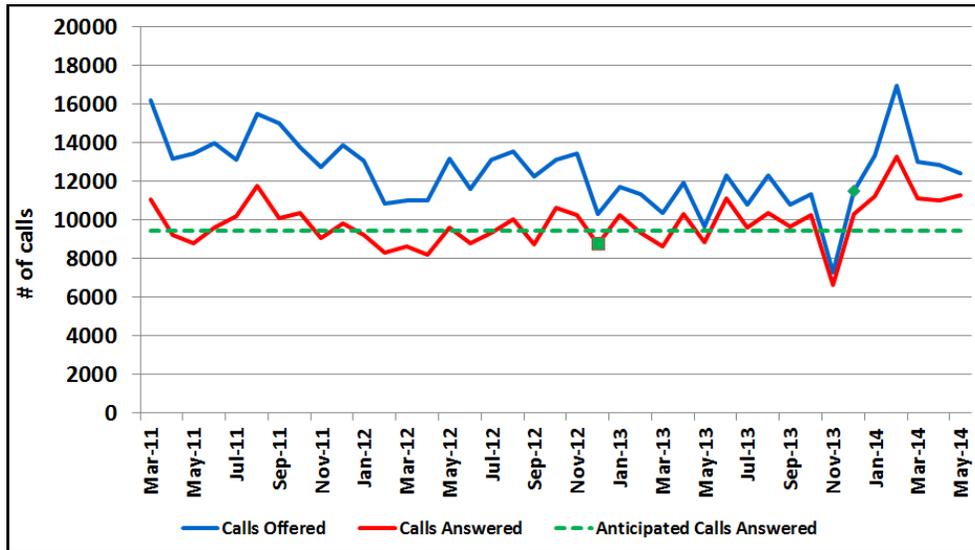
PWSA coordinates with the Fire Bureau to ensure that all 7,200 fire hydrants throughout the City of Pittsburgh are properly functioning. During the testing process, Firefighters and PWSA's Valve and Hydrant crews attach a hydrant gauge to each hydrant and flush a large amount of water through the gauge to ensure adequate water supply, flow and pressure. The testing process only takes a few minutes.

PWSA issued a public notice reminding residents that they may notice a temporary drop in water pressure and discoloration of water. This is normal and caused by harmless silt and deposits. PWSA encourages residents to clear their internal pipes by running cold water for 10 to 15 minutes.

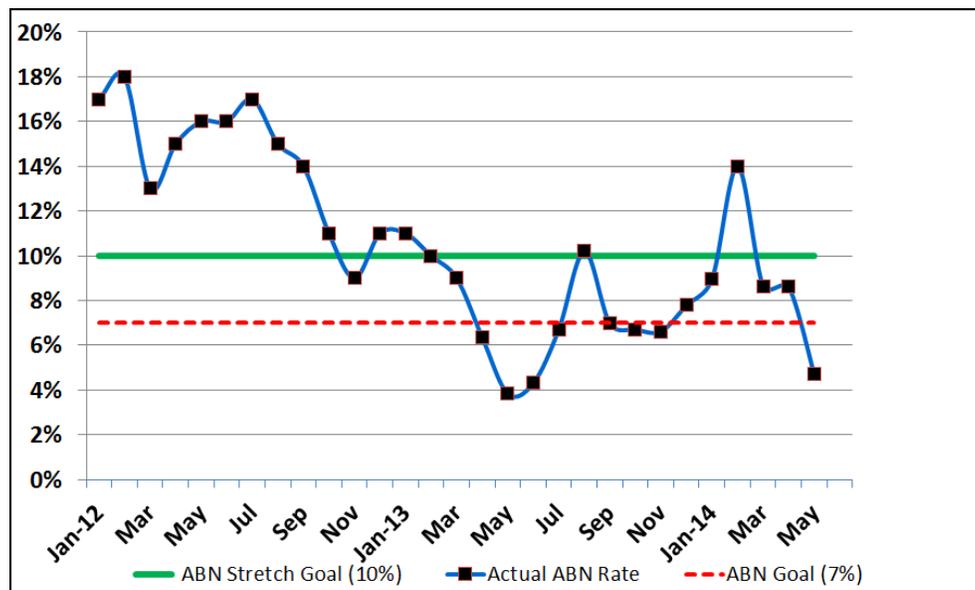


# CUSTOMER SERVICE CALL CENTER ACTIVITY

## Incoming Calls and Calls Answered



## 2012-2014 Call Abandonment Rate



# CUSTOMER COMMENTS

**Date: May 22, 2014**

**Subject: Wonderful Employee**

Back in February I tried several times to update my information thru your website to reflect a new expiration date for my credit card as I utilize electronic bill pay. I made several attempts, I was unsuccessful. I contacted PWSA and spoke with an agent and this person walked me thru the process. Unbeknownst to me, nothing updated.

I then contacted your customer service and spoke with a Melissa Schrepfer. I have to tell you, I cannot say enough about how she helped me get the issue resolved. First with processing the payment so that there was no disruption of service. And again, there were issues with trying to update my profile, credit card info and email address. It took quite some time and she was extremely patient. It did not, however, just stop there. Several days later, she was kind enough to reach back out to me as she noticed the email address again did not update. I updated it again, and it still did not take affect. I pretty much gave up on the email address ever being correct in the system. Today I received another email from her notifying me that she notice it was finally updated. I logged back in and, indeed, it is now correct.

Melissa could have just done what most customer service reps do and just deal with it at the moment, and never look back. She went beyond what most customer reps do nowadays. She actually cared and realized there was a problem that I had been trying to fix it and there was an issue with the system.

Having worked for a parent company of a utility, I know customer service reps can sometimes have their calls "timed" and are expected to meet a quota which is why most don't care and just want to get you off the phone. I am not certain if this is how PWSA operates, but know this, you have an employee who went beyond what most do and treated a customer with respect. I am hopeful that you would share this with her boss, if it is not you, so that they are also aware that she represents you well and takes care of your customers.

Thank you for taking the time to read this.

Carol Montoya

# CUSTOMER COMMENTS

**Water line displacement**

**Date: Friday, May 23, 2014**

Wow. That was awesome (and prompt) customer service! You were very clear on the actions taken, and that you were inquiring as to whether more needs to be done - you made me feel confident that if this ever becomes an issue, I'll be squared away. I actually teach customer service and I want to say - you rock! Please feel free to forward this email to your manager.

Thank you.

~Bill

# APRIL 2014 FINANCIAL RESULTS

		Current	Current	Prior Year	2014	Current	Current	Prior Year
		Month	Month	Month	Current	Y-T-D	Y-T-D	Y-T-D
		Actual	Budget	Actual	Y-T-D	Actual	Budget	Actual
<b>Operating Revenues</b>								
	Water & Conveyance Utility Revenues	\$ 9,180,733	\$ 8,192,627	\$ 8,714,025	\$ 31,539,734	\$ 32,728,305	\$ 29,682,670	
	Alcosan Utility Revenues	4,097,207	4,585,927	4,291,982	16,300,357	17,522,303	14,619,822	
	<b>DISC receipts:</b>	561,383	559,434	465,957	2,145,327	2,225,447	1,878,669	
	Fees	182,541	164,045	85,407	411,602	656,180	403,414	
	Misc Other	25,515	77,205	75,847	186,297	308,820	451,037	
	<b>Total Operating Revenues</b>	<b>14,047,379</b>	<b>13,579,238</b>	<b>13,633,218</b>	<b>50,583,317</b>	<b>53,441,055</b>	<b>47,035,612</b>	
<b>Operating Expenses</b>								
	Distribution	558,398	618,463	519,491	2,323,216	2,473,851	2,143,396	
	Water Treatment Plant	1,180,605	1,150,553	971,738	4,163,053	4,602,211	3,948,985	
	Water Quality	42,161	72,613	60,974	209,860	290,451	233,625	
	Sewer Conveyance	445,658	517,963	354,405	1,596,214	2,071,854	1,504,124	
	<b>DISC Disbursements</b>	800,241	166,667	522,247	2,390,453	666,666.67	1,996,468	
	Engineering	212,200	296,690	273,332	868,841	1,186,762	854,271	
	Sewage Treatment	4,744,443	4,597,250	4,120,333	16,127,297	18,389,000	16,495,354	
	General Admin	2,674,717	2,092,573	2,421,172	7,507,239	8,370,294	7,852,521	
	<b>Total Operating Expenses</b>	<b>10,658,422</b>	<b>9,512,771</b>	<b>9,243,693</b>	<b>35,186,174</b>	<b>38,051,089</b>	<b>35,028,744</b>	
	<b>Net Income/(Loss) From Operations</b>	<b>\$ 3,388,957</b>	<b>\$ 4,066,467</b>	<b>\$ 4,389,525</b>	<b>\$ 15,397,143</b>	<b>\$ 15,389,965</b>	<b>\$ 12,006,868</b>	
<b>Non-operating Cash Inflows/Outflows</b>								
ADD:	Interest Income	408	833	462	1,713	3,333	2,075	
LESS:	Debt Service & Other:							
	Bond Debt Svc (Net Trust Income)	3,356,041	3,350,417	2,447,320	18,530,663	18,500,615	17,679,350	
	Bond Debt Svc Accrued (Fixed Swap)	-	-	-	-	-	-	
	Pennvest Loan Debt Svc (Net)	219,576	257,135	247,225	1,003,480	1,028,539	1,018,059	
	Pvest Disburs/(Ln Advances) -Net	165,133	-	(170,373)	472,551	-	82,715	
	<b>Net Cash Inflows/(Outflows):</b>	<b>\$ (351,385)</b>	<b>\$ 459,749</b>	<b>\$ 1,865,814</b>	<b>\$ (4,607,838)</b>	<b>\$ (4,135,855)</b>	<b>\$ (6,771,181)</b>	

# COMMUNITY OUTREACH

## **Civic Leadership Academy Graduation (May 28, 2014)**

Tom Palmosina attended the Civic Leadership Academy graduation in the City-Council Chambers. This graduating class will be coordinating a stream cleaning event with PWSA at the Saw Mill Run Stream in the West End. This will be the same location as the event we held last year and is planned for June. Last year was a great success with a big turnout. We had several volunteers from PWSA attend and everyone really enjoyed themselves.

## **Larimer Stormwater Workshop (May 28, 2014)**

Katherine Camp and Tracy Hudak were invited to present an overview of the work of the PWSA's Green Infrastructure team for the Stormwater Workshop hosted by the Urban Green Growth Collaborative at the Kingsley Center in Larimer. They described the PWSA's plan to demonstrate the effectiveness of green infrastructure to control stormwater runoff and reduce combined sewer overflows and gave an overview of some current green infrastructure projects.



## **Valmont Community Meeting (May 21, 2014)**

PWSA held a very successful community meeting for the residents of Valmont, Aylesboro and Northumberland Streets in Squirrel Hill. Some of these residents are experiencing sewer back-ups during heavy rain events. We are investing 1.2 million dollars to remedy this issue by separating the lines and increasing capacity. Brenda Smith from Nine Mile Run also attended to provide information on green alternatives.

A DECADE OF SERVICE.



A LIFETIME OF COMMITMENT.

May 2, 2014

Pittsburgh Water and Sewer Authority  
1200 Penn Ave.  
Pittsburgh, PA 15222-4216

Dear caring friend,

Thank you so much for your generous gift of \$400.00 on 04/23/2014 to Wounded Warrior Project®(WWP). I cannot thank you enough for your support of the thousands of truly deserving servicemen and women who have been wounded in our current military conflicts.

Our work begins at the bedsides of injured warriors as they undergo rehabilitation and return to civilian life, but it certainly doesn't stop there. As a result of their injuries, these brave heroes will face greater challenges today finding assistance and jobs that will enable them to provide for their families. Their battle against the long-term affects of combat will continue throughout their lives.

Only with your continued support is WWP able to reach these wounded service members. Through your generosity, WWP provides them with the assistance they need in order to regain their independence and begin rebuilding their lives. You give these injured warriors and their families hope for a brighter future.

Wounded Warrior Project is dedicated to assisting this new generation of injured heroes. These men and women who have served with honor deserve our respect and support. Again, I cannot thank you enough for your partnership with WWP.

Sincerely,

Steven Nardizzi  
Chief Executive Officer  
Wounded Warrior Project

For more information about Wounded Warrior Project, please visit [woundedwarriorproject.org](http://woundedwarriorproject.org).

Thank you for your support of Wounded Warrior Project  
Your contributions may be tax deductible to the extent allowed by law.  
No goods or services were provided in exchange for your contributions.

\*\*\*\*\*  
4999 BELFORT ROAD ★ SUITE 300 ★ JACKSONVILLE, FLORIDA 32256 ★ [woundedwarriorproject.org](http://woundedwarriorproject.org)

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