

**PWSA**

**OCTOBER 2014**

*Aspinwall Pumping Station*

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# REHABILITATING THE CLARIFIERS WITH IN-HOUSE CREWS SAVING \$300K+



Clarifier Room at the PWSA Water Treatment Plant

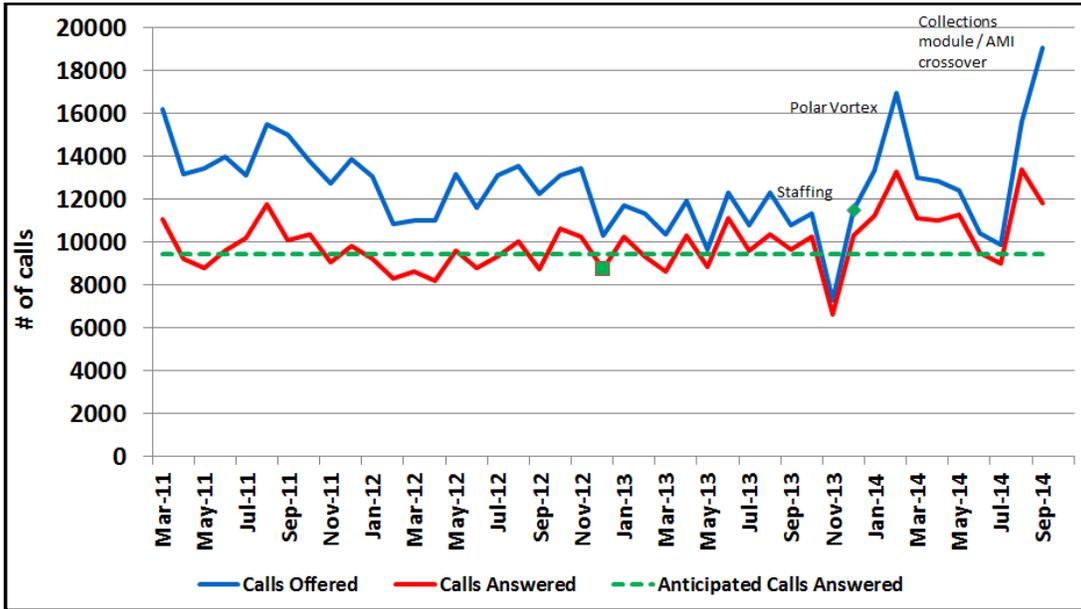
PWSA invested \$600K to rehabilitate the clarifier flocculators at the PWSA Water Treatment Plant in-house with a cost savings greater than 300K. The Clarification Room houses four clarifiers where the flocculation process takes place. Flocculation/clarification is critical to producing safe, clean drinking water to 300,000 consumers throughout the City of Pittsburgh and surrounding areas. PWSA anticipates this project will be 75 percent complete by the end of October.



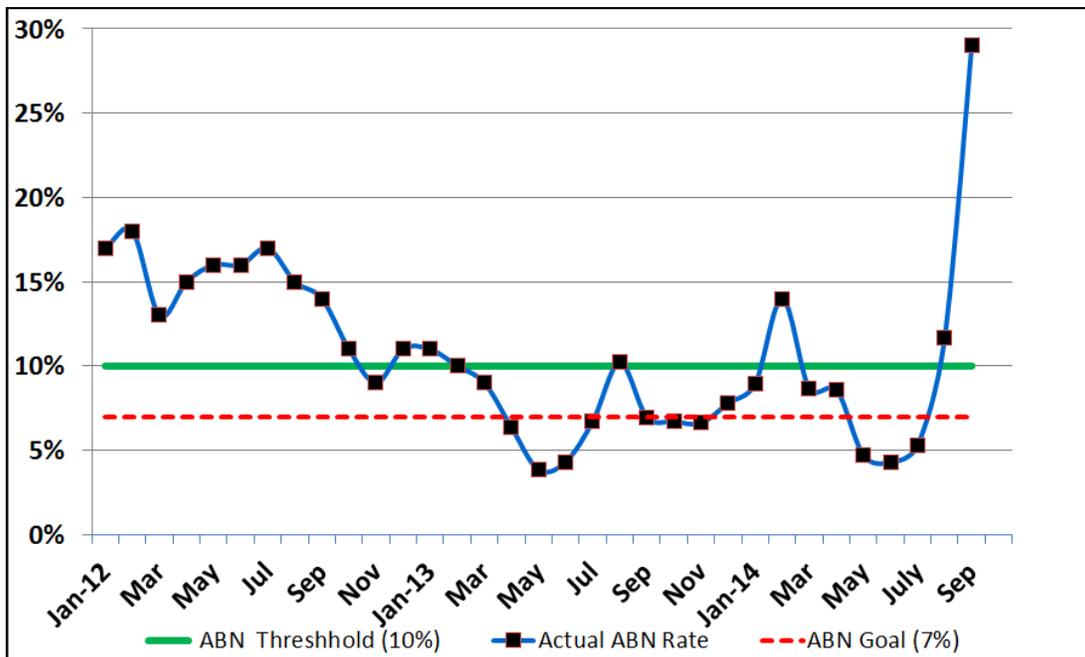
Empty mixing basin (40-feet deep)  
being rehabilitated with new paddles

# CUSTOMER SERVICE CALL CENTER ACTIVITY

## Incoming Calls and Calls Answered



## 2012-2014 Call Abandonment Rate



## CUSTOMER COMMENT

July 22, 2014

Dear Mr. Good,

Just a note to compliment your work force. I live at the corner of Bunkerhill St. and North Highland Avenue. There is a large steel plate covering the underground mechanics of the PWSA.

Heavy traffic causes the steel plate to loosen itself and the noise can keep you awake at night.

It took one call to Glen Fijewski. He immediately sent Dave Hamme to our home. It was fixed that day. A courtesy visit by Dave to let us know it was fixed and a similar call by Glen to make sure all was well.

I have lived here for 44 years, your service has always been prompt and well done.

Many Thanks  
Dm Gasbarro

# OPERATIONS ACTIVITY

	April 2014	May 2014	June 2014	July 2014	Aug 2014	Sept 2014
<b>Leaks Repaired</b>						
<i>Water Mains Repaired</i>	35	32	23	33	16	17
<i>Service Lines Repaired</i>	25	32	16	22	20	17
<b>Hydrants and Valves</b>						
<i>Hydrants Inspected</i>	203	278	438	416	175	448
<i>Hydrants Replaced</i>	5	8	2	5	5	5
<i>Valves Exercised</i>	232	199	268	200	225	201
<b>Meters</b>						
<i>Meters Repaired</i>	59	45	116	172	141	81
<i>Meters Replaced</i>	118	136	187	294	251	206
<i>Large Meters Replaced</i>	21	22	25	16	6	6
<b>Catch Basins</b>						
<i>Catch Basins Repaired/ Replaced</i>	7 P 4 C	8 P 1 C	19P 2C	12P 1C	11 P 11 C	6P 19 C
<i>Contractor Catch Basins Cleaned</i>	171	153	259	287	304	369
<b>Sewers</b>						
<i>Sewer Lines Jetted</i>	15,103'	18,702'	15,351'	14,056'	17,718'	49,467'
<i>Sewer Lines Televised</i>	23,558'	19,602'	26,827'	25,245'	46,336'	75,132'

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

# CUSTOMER COMMENT

**Great work**

**Date: July 25, 2014**

Madam or Sir:

For the past week, your repair crew has been working on the sewer at South 20<sup>th</sup> and Sarah Streets on the South Side, in front of the Brashear Center. Please convey our thanks to those gentlemen who worked incredibly hard to repair a real safety hazard. They completely re-bricked of the sewer basin and did a great job!

Often, public employees are given little respect. The two men who were the primary workers on this project never stopped working. The weather was hot, and the work required one of the men to be in the sewer almost all day. Under these uncomfortable conditions, they got the job done and did it beautifully!

Thanks so much.

Christine Gaus  
Director of Services  
The Brashear Association, Incorporated

***Kudos to Ray McArdle and Rich Wzest!***

# AUGUST FINANCIAL RESULTS

	Current Month Actual	Current Month Budget	Prior Year Month Actual	2014 Current Y-T-D Actual	Current Y-T-D Budget	Prior Year Y-T-D Actual
<b>Operating Revenues</b>						
Water & Conveyance Utility Revenues	\$ 8,903,397	\$ 9,618,598	\$ 7,357,980	\$ 63,084,264	\$ 68,273,944	\$ 58,939,999
Alcosan Utility Revenues	5,037,642	5,076,774	3,624,079	34,135,200	37,144,938	29,030,149
<b>DISC receipts:</b>	534,571	655,818	531,283	4,369,130	4,660,099	3,905,977
Fees	200,711	164,045	113,979	2,060,187	1,312,360	788,709
Misc Other	24,328	77,205	236,801	398,417	617,639	746,689
<b>Total Operating Revenues</b>	<b>14,700,649</b>	<b>15,592,440</b>	<b>11,864,122</b>	<b>104,047,198</b>	<b>112,008,980</b>	<b>93,411,523</b>
<b>Operating Expenses</b>						
Distribution	524,972	618,463	565,256	4,553,127	4,947,701	4,335,730
Water Treatment Plant	1,044,091	1,150,553	887,502	8,160,223	9,204,422	7,836,767
Water Quality	60,382	72,613	66,686	439,147	580,901	491,495
Sewer Conveyance	527,445	517,963	360,852	3,472,724	4,143,707	3,077,834
<b>DISC Disbursements</b>	585,092	166,667	106,841	4,561,355	1,166,667	4,230,960
Engineering	702,499	296,690	600,064	2,688,169	2,373,523	2,196,066
Sewage Treatment	3,512,130	4,597,250	3,135,184	33,367,761	36,778,000	31,489,409
General Admin	1,539,338	2,092,572	2,124,280	15,393,730	16,740,584	16,957,541
<b>Total Operating Expenses</b>	<b>8,495,948</b>	<b>9,512,771</b>	<b>7,846,665</b>	<b>72,636,236</b>	<b>75,935,505</b>	<b>70,615,802</b>
<b>Net Income/(Loss) From Operations</b>	<b>\$ 6,204,701</b>	<b>\$ 6,079,669</b>	<b>\$ 4,017,458</b>	<b>\$ 31,410,962</b>	<b>\$ 36,073,475</b>	<b>\$ 22,795,721</b>
<b>Non-operating Cash Inflows/Outflows</b>						
ADD: Interest Income	177	833	205	3,180	6,667	3,673
<b>LESS: Debt Service &amp; Other:</b>						
Bond Debt Svc (Net Trust Income)	10,010,130	9,193,781	10,990,125	38,463,283	36,598,858	35,994,546
Bond Debt Svc Accrued (Fixed Swap)	-	-	-	-	-	-
Pennvest Loan Debt Svc (Net)	262,160	257,135	255,772	2,038,822	2,057,077	2,050,948
Pvest Disburs/(Ln Advances) -Net	(1,678)	-	(900,545)	1,612,453	-	173,577
<b>Net Cash Inflows/(Outflows):</b>	<b>\$ (4,065,735)</b>	<b>\$ (3,370,413)</b>	<b>\$ (6,327,689)</b>	<b>\$ (10,700,415)</b>	<b>\$ (2,575,794)</b>	<b>\$ (15,419,677)</b>

# Permit Counter 2014 Monthly Summary

2014 MONTH	REPLACE TAPS		REPLACE METERS		CONSTRUCTION METERS		NEW ACCTS TAPS/METERS		HYDRANTS PERMITS		SHUTS & LOCK BOXES		SEWER DEMAND TAP		WATER DEMAND TAP		MAP FEE		2014 TOTAL
	#	\$	#	\$	#	\$	#	\$	#	\$	#	\$	#	\$	#	\$	#	\$	
JANUARY	-	\$0.00	1	\$252.00	6	\$4,989.50	10	\$9,577.50	9	\$4,500.00	3	\$6,005.00	47.00	\$23,500.00	47.00	\$23,500.00		\$35.00	\$72,359.00
FEBRUARY	-	\$0.00	-	\$0.00	1	\$289.00	1	\$175.00	9	\$4,500.00	2	\$4,860.00	-	\$0.00	-	\$0.00		\$35.00	\$9,859.00
MARCH	-	\$0.00	-	\$0.00	2	\$504.00	11	\$8,375.00	9	\$4,500.00	4	\$10,035.00	122.14	\$61,070.00	122.14	\$61,070.00		\$30.00	\$145,584.00
APRIL	2	\$350.00	3	\$722.00	2	\$1,640.00	7	\$5,113.00	14	\$7,000.00	3	\$3,645.00	152.31	\$76,155.00	118.20	\$59,100.00		\$15.00	\$153,740.00
MAY	-	\$0.00	3	\$979.00	1	\$1,399.00	10	\$8,259.50	12	\$6,000.00	2	\$3,645.00	8.47	\$4,730.00	8.33	\$4,660.00		\$3.00	\$29,675.50
JUNE	-	\$0.00	-	\$0.00	2	\$2,079.00	237	\$125,662.50	8	\$4,000.00	2	\$4,860.00	884.93	\$442,465.00	977.59	\$488,795.00		\$70.00	\$1,067,931.50
JULY	-	\$0.00	3	\$722.00	3	\$2,549.00	5	\$3,352.00	12	\$6,000.00	5	\$13,680.00	14.70	\$7,350.00	10.53	\$5,265.00		\$25.00	\$38,943.00
AUGUST	1	\$175.00	1	\$235.00	3	\$2,323.50	54	\$32,145.00	14	\$7,000.00	5	\$6,075.00	117.80	\$59,395.00	109.37	\$55,180.00		\$20.00	\$162,548.50
SEPTEMBER	-	\$0.00	-	\$0.00	2	\$1,430.00	14	\$10,908.00	9	\$4,500.00	8	\$13,365.00	93.58	\$46,790.00	89.31	\$44,655.00		\$50.00	\$121,698.00
OCTOBER	-	\$0.00	-	\$0.00	-	\$0.00	-	\$0.00	-	\$0.00	-	\$0.00	-	\$0.00	-	\$0.00		\$0.00	\$0.00
NOVEMBER	-	\$0.00	-	\$0.00	-	\$0.00	-	\$0.00	-	\$0.00	-	\$0.00	-	\$0.00	-	\$0.00		\$0.00	\$0.00
DECEMBER	-	\$0.00	-	\$0.00	-	\$0.00	-	\$0.00	-	\$0.00	-	\$0.00	-	\$0.00	-	\$0.00		\$0.00	\$0.00
Y-T-D	3	\$525.00	11	\$2,910.00	22	\$17,203.00	349	\$203,567.50	96	\$48,000.00	34	\$66,170.00	1,440.93	\$721,455.00	1,482.47	\$742,225.00		\$283.00	\$1,802,338.50
<b>2014</b>																			

\$1.8 million

# COMMUNITY OUTREACH

**PWSA** THE PITTSBURGH WATER AND SEWER AUTHORITY

**UPDATE YOUR CONTACT INFORMATION AND STAY INFORMED**

- ▶ It is important that your contact information is up to date so that we can notify you about extended water outages, water emergencies, and provide other safety information.
- ▶ Contact information that is inaccurate or out of date can lead to frustrations and wasted time for you, as well as for us.

**HOW DO I UPDATE MY INFORMATION?**  
Call PWSA Customer Service: (412) 255-2423 or Visit our New Website: [www.PgH2o.com](http://www.PgH2o.com)

*PWSA is committed to maintaining and protecting the confidentiality and privacy of our customers and will not share your information with third party vendors.*



PWSA-OCT14Ins

## **October 2014 bill insert**

PWSA customers are encouraged to provide updated contact information allowing us to better communicate with them in the event of an emergency.



## **National Lee Denim Day** (October 3, 2014)

PWSA Downtown office participated in Lee National Denim Day raising \$237 dollars for the American Cancer Society. Employees were encouraged to participate in a dress down day in exchange for a \$5 dollar donation to the American Cancer Society. Congratulations to all involved!

## **StepTrek** (October 4, 2014)

The 14th Annual Pittsburgh StepTrek was held at South Side Park. PWSA displayed drawings highlighting the Green Infrastructure projects planned for the 21st Street Corridor, which PWSA will be collaborating on in the near future.

