

APRIL 2026

Newsletter



LETTER FROM BOB

Hello fellow Municipalities and Authorities,

I hope this newsletter finds you well. Across the Authority, 2026 is shaping up to be an exciting year. West View Water Authority has partnered with Service Line Warranties of America (SLWA), an independent company that offers optional protection plans for water service lines that connect homes to our system, as well as interior plumbing and drains. This program is designed to help homeowners prepare for the potential cost and inconvenience of unexpected home repair emergencies.

I hope you enjoy this newsletter and find the information helpful and useful.

Sincerely,

Bob

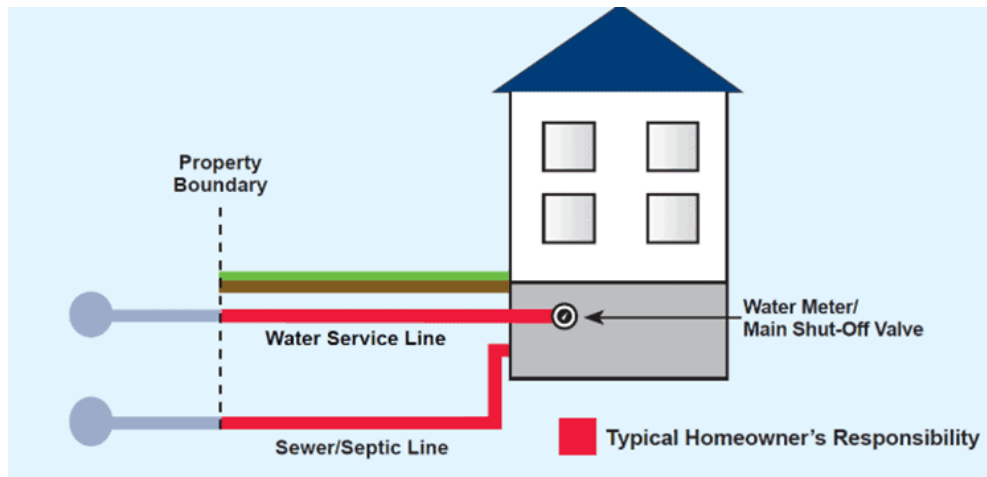
Robert J. Christian
Executive Director

CUSTOMER SERVICE

by: Michele Garvey
Office Manager

Optional Home Service Line Protection Now Available

West View Water Authority has partnered with Service Line Warranties of America (SLWA), an independent company that offers optional protection plans for the water service lines that connect your home to our system and your interior plumbing and drains. This program is designed to help homeowners prepare for the cost and inconvenience of a home repair emergency.



Understanding Your Responsibility

Many residents are not aware that they are responsible for the maintenance and repair of the water lines on their property that connect their homes to our system. These repairs are not covered by West View Water Authority, and most basic homeowners insurance policies do not cover repairs needed due to normal wear-and-tear.

An Optional Solution

To assist homeowners, we have partnered with SLWA to make available voluntary service plans. Key features of the program include:

- **No Cost to West View Water Authority:** The program is offered at no cost to West View Water Authority, and no public funds are used to administer it.
- **Voluntary Enrollment:** Participation is completely optional. We are making these plans available as a potential solution for residents. Declining to enroll in the program will not affect your utility service.
- **Convenient Service:** Plan holders have access to a 24-hour repair hot-line to schedule a covered repair. SLWA will dispatch a local, reliable contractor to handle your covered repair.
- **No Deductibles:** The plans from SLWA have no deductible or service fees on covered repairs, and repairs are guaranteed for one year.

CUSTOMER SERVICE

by: Brianne Albert
Senior Clerk



PAYMENT OPTIONS

One of the primary responsibilities of our General Office Clerks is processing customer payments. We offer a variety of convenient payment options to meet our customers' needs. These services are provided for both our water customers and West View Waste Water customers.

Customers can submit payments by mailing them to our P.O. Box, paying online through our website (either as a one-time payment or by enrolling in recurring payments), or through their bank's online bill pay service, including WEX payments. Payments can also be dropped off in person at our office or mailed directly to our physical location at 210 Perry Highway.

Each payment method follows a slightly different process, but all are ultimately handled and posted by our Computer Room Clerk. Payments received through our website and P.O. Box are downloaded and processed each morning to ensure timely account updates.

Throughout the day, clerks also assist customers over the phone, by processing payments using a bank account or credit card information. Customers also have the option to receive an emailed receipt and can request enrollment in automatic (recurring) payments for an added convenience.

WEX payments, which are initiated through a customer's bank and forwarded to us as a credit card transaction, are processed similarly to phone payments but do not involve direct customer interaction.

For payments received by mail or in person, a clerk verifies the account information and prepares a payment stub if one is not provided, ensuring accuracy before processing.

Our team is committed to making the payment process as smooth, secure, and efficient as possible for all our customers. As always, our team is here to assist with every call we receive and help in any way we can. WVWA offers a variety of convenient payment options, giving our customers the flexibility to choose what best fits their lifestyle.

DISTRIBUTION DEPARTMENT

by: Michael Megahan
Distribution Superintendent

As we now approach the beginning of spring and all the emergency water issues are hopefully winding down, we have time to reflect on the past few months. Our crews were faced with a challenging long cold spell of weather that resulted in many main breaks. In just the first two months of 2026, crews repaired 170 main breaks. The authority employees endured extremely cold temperatures, many times falling below zero degrees. They worked endlessly to get consumers back in water. To add to an extremely busy start to the year, our crews also had to deal with 34 frozen service lines. To thaw out a service line, crews needed to dig down to the water service line at the curb box, then disconnect the service line to verify which side is frozen. If verified frozen on WVWA side, a device called a “Steam Jenny” is used to thaw the line by converting the water inside the machine into steam, to thaw the services.



Steam Jenny

DISTRIBUTION DEPARTMENT

During this busy time, our equipment was continuously being calibrated for various types of maintenance issues. Several pieces of equipment and tools were replaced.

Here are some examples:

2 Honda powered ditch pumps, 3 Wacker ground tampers, 125 new traffic safety cones and a Magie Magnetic locator. For spring, 3,000 blue marker flags have been purchased for locating lines.



Honda pump



Tamper



Safety Cone



Magie Magnetic Locator



Marker Flag

PRODUCTION DEPARTMENT

by: Mike Jenkins and John Brunette
Plant Operation Supervisors



Happy spring from the West View Water Production Department

The Beaver County Water Treatment Plant has been selected again to receive an Area Wide Optimization Program (AWOP) award. This is our 4th consecutive AWOP award. The AWOP Awards are given to water plants that have demonstrated outstanding efforts towards filter plant optimization and exceptional turbidity performance. These awards are given annually during the Pennsylvania Rural Water Association (PRWA) Conference in State College, PA. To be eligible for an AWOP Award, a water plant must meet Pennsylvania's Combined Filter Effluent (CFE) Turbidity Optimization Goal, have a Commendable Rating on the most recent Filter Plant Performance Evaluation (FPPE) report, and be in good standing with the department regarding treatment plant violations. The awards recognize the water plants' commitment to maintaining high water quality standards and their efforts to optimize their treatment processes.

PRODUCTION DEPARTMENT

BCWTP received an overall “Commendable” performance rating for its ability to remove and inactivate waterborne pathogens through optimized filter plant performance. The Commendable ranking in the FPPE program indicates that a filter plant has met or exceeded the optimization goals set by the Department of Environmental Protection (DEP). This ranking is a measure of the plant's ability to remove disease-causing organisms and ensure the safety of drinking water. The Commendable ranking is part of a system that evaluates filter plants based on their performance in removing microscopic pathogens, including Giardia and Cryptosporidium, which are among the more difficult pathogens to remove and inactivate.

The Commendable ranking is a significant achievement for filter plants, as it reflects their commitment to maintaining optimal performance and protecting consumers from waterborne diseases. It is a benchmark for the industry and a testament to the effectiveness of the FPPE program in promoting safe drinking water quality.

BCWTP began a new process of removing and processing lagoon sludge. Dredging of the BCWTP lagoons was previously done by an outside company. We were unhappy with the methods used and believed we could do a better job and save the Authority money by doing it ourselves. Using a diesel powered pump, we have been removing sludge from our lagoon and processing it ourselves through our gravity thickeners and belt press. The process had been working great and we expect to handle all lagoon cleaning in house from now on.

PRODUCTION DEPARTMENT

The Neville Island Water Treatment Plant has completed several important upgrades and welcomed new team members this month. The North Shore 3 high service pump rehabilitation was successfully completed and returned to full operational service, and the Filter 14 valve replacement was finalized, allowing the filter to be placed back into full operation. In addition, we are pleased to welcome Brad Osborne as a new operator at the Neville Island Water Treatment Plant. We are also excited to announce that Jeremy Niemiec has joined the team as Lab Supervisor; although Jeremy has been working at the plant for the past seven years through ESL/PACE, we are happy to officially welcome him as a member of the West View Water team.

In February, West View Water Authority conducted its 1st quarter sampling for Total Trihalomethanes (TTHMs) and Haloacetic Acids (HAA5), which are disinfection byproducts formed when chlorine interacts with naturally occurring organic materials in source water. To mitigate these byproducts, the Authority has implemented several proactive measures, including the installation of mechanical mixers, aerators, and ventilation system (TRS) in storage tanks. These systems help remove disinfection by-products from the distribution network. Additionally, the use of a water age tracking program and an aggressive tank turnover strategy has ensured that TTHM and HAA5's concentrations remain consistently below the PADEP's maximum contaminant levels (MCL). These results reflect the dedication and expertise of our plant operations teams.

As we move through the year, the West View Water Production Department looks forward to continuing this positive momentum and delivering another successful year. Our team is committed to continuous improvement, strong operational performance, and providing reliable, high-quality drinking water to the communities we serve.

by: Bob Hutton
Engineering Manager

Waterlines

Year 2026 seems to be flying by with the end of quarter 1 here already. The Engineering Department continues to identify and implement many projects focused on improvement, expansion, maintenance, and repair of the Authority's infrastructure.

Waterline construction continues from the winter months as we strive to complete system upgrades as part of our commitment to various municipalities who are actively coordinating with us around their paving program schedules. Waterline replacements/installations within the Town of McCandless, Ben Avon Borough, and Ohio Township are ongoing or nearing completion.

Grant funding has been awarded for two upgrade projects within the northern service territory that will support the distribution system's ability to move the larger volumes of water being produced at the Beaver County WTP. Multiple other CIP sites are currently in the design phase and the demand by developers for new installation remains steady.

Additionally, WVWA continues to drive projects targeting the removal of lead services on both the public and private sides. Much of this construction will be visible in the Ohio River Boulevard communities and in our southern service areas of McKees Rocks, Stowe and Kennedy.

Treatment Plants and Storage Tanks

The 8th year of the WVWA Water Storage Tank Maintenance and Asset Management Program is underway with renovation to the Spray Reservoir upcoming.

Rehabilitation of the Neville Island WTP high service pumps is complete. Service is complete on one of the two pumps at the Spray Booster Station with the 2nd pump at the Spray Booster Station and additional pumps at Bellevue Booster Station scheduled to begin in the upcoming months.

Neville Island WTP new roof construction is expected to be complete in quarter 2 after being placed on hold due to the winter weather. We are also planning to facilitate the roof assessment of other WVWA-owned structures for capital planning purposes.

Our Board of Directors recently awarded the contract for rehabilitation of the pavement surfaces at the Neville Island WTP and South Shore Distribution Center. Construction is expected to start sometime in April with completion planned by/before end of summer.

Finally, the NIWTP, BCWTP, and auxiliary sites will be undergoing other various maintenance operations over the coming months to allow WVWA to continue providing quality service to its ratepayers and consecutive customers at large. Our success at these projects is a culmination of the coordinated team effort with all departments at WVWA, the municipalities in which we operate, its customers, and the members of our Board who support these efforts.

FIELD SERVICE DEPARTMENT

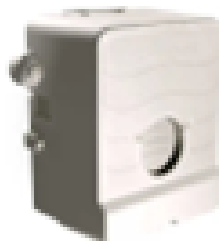
*by: Jason Flaherty,
Asst. Service Manager*

Hello friends,

Whew—what a winter that was! Record-breaking temperatures and record-breaking snowfall really put the Field Service Department through its paces this year. We saw higher-than-average call volumes and a surge in service requests for main breaks, frozen service lines, and “no water” calls. The extreme conditions took their toll on pipes, manpower, and systems across the board. But the whole organization stepped up big time—departments across the board handled the influx with professionalism and grit! Thank you! Now that spring is here, we’re turning our attention to warmer days ahead. We remain focused on advancing the Lead Service Line replacement program while moving forward with several additional projects.

MXU Endpoint Replacement Project


The MXU replacement project is now in full swing. The servicemen will be out working overtime to replace these aging units. With the addition of extra daylight during the evening hours, we have added evenings along with Saturdays. This schedule will run all the way into the fall. Please check the website for additional details. www.westviewwater.org



FIELD SERVICE DEPARTMENT

Backflow Prevention

The Backflow department is busy preparing for the spring season. In addition to the annual backflow test notifications, we are getting ready to mail out over 2,500 notification letters and test forms to all our irrigation customers. Irrigation backflows must be tested by the due date regardless of them being used this season or not. The Authority is bound by state and federal laws to make sure these tests are conducted. To remove the irrigation system backflow and suspend annual testing, please see the website or contact the Backflow department. The work also continues with the IT department on a new backflow management system. This is an upgrade from the older 400 system to the newer Tyler system. There is much more to go, but I would like to thank Tina and the IT department for the progress they have made.


BACKFLOW TEST AND MAINTENANCE REPORT FORM

PLEASE COMPLETE THE WVWA SECTION WITH ANY INFORMATION AVAILABLE

Name _____	Account # _____	Service # _____
Address _____	Contact _____	Telephone # (____) _____
City _____	State _____	Zip _____ Municipality _____
Device Type _____	Serial # _____	Size _____" Test Due Date ____/____/____
Manufacturer _____	Model # _____	Meter Association _____

INSTRUCTIONS TO APPROVED TESTERS: Failure to complete this form accurately will result in rejection of the test form and possibly result in water service termination. **NO OTHER FORM WILL BE ACCEPTED**

Please visit us at www.westviewwater.org for instructions and information on backflow installation and testing. The Backflow (Cross Connection) Program page can be found under the Customer Information drop down menu.

Static Line Pressure: _____ PSID	Check Valve #1	Check Valve #2	Differential Pressure Relief Valve
Initial Test of Device Date ____/____/____	<input type="checkbox"/> Leaked <input type="checkbox"/> Closed Tight PSID (RPZ) _____	<input type="checkbox"/> Leaked <input type="checkbox"/> Closed Tight	<input type="checkbox"/> Opened at _____ PSID <input type="checkbox"/> Did not open
Maintenance of Device (Describe Repair) Date ____/____/____	<input type="checkbox"/> Cleaned <input type="checkbox"/> Repaired Material Used _____	<input type="checkbox"/> Cleaned <input type="checkbox"/> Repaired Material Used _____	<input type="checkbox"/> Cleaned <input type="checkbox"/> Repaired Material Used _____
Changed or New Device Installed (must be tested on line)	<input type="checkbox"/> DC Size _____ Model _____ Serial _____ Manuf. _____	<input type="checkbox"/> RPZ Size _____ Model _____ Serial _____ Manuf. _____	
Final Test of Device Date ____/____/____	<input type="checkbox"/> Closed Tight PSID (RPZ) _____	<input type="checkbox"/> Closed Tight	Opened at _____ PSID

REMARKS: _____

TESTER CERTIFICATION* (MUST attach a copy of your ASSE certification)
I hereby certify the above data to be correct and that the above backflow prevention assembly is in proper operating condition.

Tester (signature): _____ Cert. Expiration: ____/____/____
Tester (print): _____ Cert. No: _____
Company Name: _____ Telephone: (____) _____
Test Kit Used: _____ Date Gauge Calibrated: ____/____/____
(Test Kit)

Please EMAIL of the completed form to: backflows@westviewwater.org

Website Form Rev 02/25

INFORMATION TECHNOLOGY

by Mark Pollini

Information Systems Manager

West View Water Authority takes its responsibility seriously to protect not only the water it delivers, but also the systems used to manage its customers as well as treat, monitor, and distribute it. Over the past year, our IT department has been engaged in a comprehensive review and strengthening of the Authority's cybersecurity practices. This work has included professional penetration testing, security policy reviews, and vulnerability assessments, all with the goal of ensuring that our technology infrastructure is as resilient as possible against the threats faced by public utilities today.

As part of this initiative, the Authority brought in an independent cybersecurity firm to conduct both internal and external pentests. A pentest is an authorized attempt to break into our systems the same way a real attacker would. The external test came at us from the outside with no prior access. The internal test used an Assumed Breach approach, starting with a foothold already inside the network to answer a harder question: if someone got in, how far could they go, and would we detect them? On top of that, a vulnerability assessment was run to automatically scan all networked devices for known software, firmware, and configuration weaknesses. Where the pentest tells us what an attacker could actually do with a vulnerability, the assessment gives us a broader inventory of everything that needs attention. The results of all three efforts validated the strength of our existing defenses and configurations while giving us a clear list of improvements, many of which have already been completed.

Cybersecurity is always a game of cat and mouse, and passing pentests does not mean we stop improving. We have to keep pace with the way threats continue to evolve.

INFORMATION TECHNOLOGY

The Authority has also made significant investments in its core technology infrastructure. New server hardware and a new all-flash dedicated storage platform have been deployed to improve the performance and reliability of the systems that support day-to-day operations. These improvements ensure that our technology can keep pace with the growing demands placed on a modern water utility and provide a solid foundation for the new applications and services we continue to develop.

One such application currently in final testing is a new Backflow Prevention program developed in-house by our IT department in conjunction with the Field Service department. Backflow prevention is a critical component of maintaining safe drinking water, as it protects the public water supply from potential contamination caused by unintended flow reversals in customer plumbing systems. The new program will allow the Authority to more effectively manage device records, track testing compliance, and communicate with customers regarding their backflow prevention requirements.

The Authority, being a water utility, is considered critical infrastructure, and with that designation comes a heightened responsibility to remain vigilant in all areas of operations and technology. West View Water Authority is committed to continued investment in the systems, security practices, and applications that allow us to deliver reliable, safe water service to our customers. We appreciate your continued trust and are always working to improve the service we provide.

Board Welcomes New Member and Reappoints Chairman

At the January 21, 2026 Board of Directors meeting, a swearing-in ceremony was held for new member Bryan Kircher, who was approved by Borough Council on January 5, and for Dennis Watson, who was reappointed as Chairman. Mr. Watson has served as Chairman since 2008. Mr. Kircher was appointed to serve a term through December 31, 2029, and will serve as Assistant Treasurer. Mayor J.R. Henry administered the oath of office.



Observed Holidays



Friday, April 3rd



Monday, May 25th



Friday, June 19th (Clerical only)

OUR STAFF

Robert J. Christian, Executive Director

Richard Shearer, Service Manager

Michele Garvey, Office Manager

John Harvey, Distribution Mentor

Matt Donovan, Distribution Manager

John Balewski, Manager of Operations

Robert Hutton, Engineering Manager

Mark Pollini, Information Systems Manager

Susan Polanowski, Finance Manager and Controller

Phillip Evankovich, Safety and Emergency Operations Manager

Michael Witherel, Human Resources Manager

Customer Service Department

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