



2016 WATER QUALITY REPORT

WATER QUALITY REPORT FOR THE YEAR 2016

PWSID 6250096

Serving customers in McKean Township and McKean Borough

Dear Valued Customers of the Erie Water Works:

Since assuming operation of Erie's water system in 1992, the Erie Water Works (EWW) has invested more than \$260 million to assure its customers receive the finest water service possible. 2016 marked the end of EWW's 25th year of operation and easily its most successful. Several capital projects were completed including the installation of a new cover and liner at the Sigsbee Reservoir; new water main on East Lake Road and East 38th Street; and the upsizing of the water main along Wagner Avenue. Erie also had one of the mildest winters in its history which provided the foundation for low operating costs and strong water sales. There was a 26% reduction in water main breaks from 2015 to 2016, resulting in decreased lost water and service interruptions. This led to a reduction in expenses for repair materials and overtime costs.

2016 also marked the first year EWW received less than half its payments via the traditional "check in the mail" payment type. As customers continue to utilize electronic payment options, the EWW has made it as easy as possible for customers to pay their bills. EWW also added a new "pay by phone" payment method that has shown impressive usage.

Finally, a great deal has been written about the quality of municipal water service since the water crisis in Flint, Michigan. Water produced by the Erie Water Works has no detectable lead, but the water can pick up lead from water pipes, customer's service lines, and even soldered joints in household plumbing. To protect against any lead or copper leaching into your water, ortho-poly phosphate is added to the water before it leaves the treatment plant. This food-grade additive creates a barrier inside the pipes to insulate the water from any contact with the pipe materials. Years of lead test results have proven this is the most effective way to protect the water from lead and copper contamination from the water treatment plant to your faucet!

Sincerely,

Paul D. Vojtek
Chief Executive Officer / Chief Financial Officer
"World-Class Water, First-Class Service"

Este informe contiene información importante pertinente a la calidad de agua potable en su comunidad. Si tiene dificultades entendiendo su contenido, le recomendamos que, por favor, busque ayuda de alguien que le pueda ayudar a traducirlo o que le pueda explicar su contenido.

The Objective of This Report

The objective of this report is to inform you about the water quality and related services that the Erie Water Works provides to you every day. The mission of the Erie Water Works is ***"to guarantee a continuous, uninterrupted, reasonably priced supply of quality water to its customers, which assures public health while promoting regional stability and future development."*** We want you to know that EWW works continuously to improve the water treatment process. We are committed to ensuring the production and distribution of high quality water to all

of our customers.

The EWW raw water supply is obtained exclusively from Lake Erie. We are fortunate to operate two water filtration plants and pumping stations. Both plants are directly connected to a complex network of distribution lines that supply water to all of EWW's 60,000 plus customers. The older of our two facilities, the Chestnut Street Water Treatment Plant, has an intake that extends 17,641 feet into Lake Erie under 25 feet of water. Our newer facility, the Richard S. Wasielewski Water Treatment Plant, has an intake that is 8,745 feet in length and is submerged under 25 feet of water.

The Protection of our Public Water System: Cross-Connection Control

The Erie Water Works Cross-Connection Control Program is dedicated to protecting the public water system through the elimination of cross-connections. The Cross-Connection Control Program complies with the U. S. Environmental Protection Agency regulations regarding safe drinking water and is required to ensure that contaminated water cannot flow in reverse back into the public water distribution system. The return of any water back into the public distribution system after it enters the customer's piping system is not permitted. A cross-connection is an actual or potential connection between potable water piping and a source of contamination. It is the responsibility of every consumer to protect the public water system and install backflow prevention assemblies or devices at the point that public water is delivered to the customer. Backflow can occur when there is the condition of backsiphonage or loss of pressure. The installation of backflow assemblies are required within all residential buildings having three or more units, and at all commercial, industrial, and institutional facilities. Backflow assemblies must be tested annually and rebuilt every five years by a certified and EWW licensed backflow tester. All residences having less than three units are required to have a residential non-testable dual check backflow device. For additional information on Cross-Connection Control, please email backflowprevention@eriewaterworks.org or call 814-870-8000 ext. 207.

Abbreviations and Definitions

Throughout this document you may find terms and abbreviations that are not familiar to you. To help you better understand these terms we've provided the following definitions:

EW - Erie Water Works

PADEP - Pennsylvania Department of Environmental Protection

CP - Chestnut Plant

WP - Wasielewski Plant

ND - Non-Detects - laboratory analysis indicates that the contaminant is not present at a detectable level.

ppm - Parts per million or milligrams per liter.

mg/l - Milligrams per liter - Denotes one part per million parts. Equivalent to one drop of water diluted in 50 liters of water. A part per million and a milligram per liter are equal.

ppb - Parts per billion - Denotes one part per billion parts. Equivalent to one drop of water diluted in 250 chemical drums.

pCi/l - Picocuries per liter - A measure of radioactivity in water.

ntu - Nephelometric Turbidity Unit - A measure of the clarity of water. Turbidity in excess of 5 ntu's is just noticeable to the average person.

AL - Action Level - the concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

TT - Treatment Technique - A required process intended to reduce the level of a contaminant in drinking water.

MCLG - Maximum Contaminant Level Goal - The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG allow for a margin of safety.

MCL - Maximum Contaminant Level - The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG as feasible using the best available treatment technology.

MRDLG - Maximum Residual Disinfection Level Goal- The level of a drinking water disinfectant below which there is known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

MRDL - Maximum Residual Disinfection Level- The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MinRDL - Minimum Residual Disinfectant Level- The minimum level of residual disinfectant

MGD - Million Gallons per Day

SUVA - Specific Ultra Violet Absorbance

2016 Water Quality Report

ERIE TEST RESULTS PWSID 6250096

Microbiological Contaminants

Contaminant (Unit of measurement)	Location	Violation Y/N	Level Detected	Range	MCLG	MCL	Likely Source of Contamination
Turbidity (ntu)	CP	N	0.133	0.089 - 0.243	(na)	TT	Soil runoff
	WP		0.078	0.049 - 0.279	(na)		
Giardia (cysts/l)	Lake Erie Influent	N	0.093 Jan	ND in other 35 samples	0	Surface Water Treatment = TT	Naturally present in the environment
Cryptosporidium (cysts/l)	Lake Erie Influent		0.091 Nov	ND in other 35 samples			

Radiological Contaminants

Contaminant (Unit of measurement)	Location	Violation Y/N	Level Detected	Range	MCLG	MCL	Likely Source of Contamination
Combined Radium (pCi/l)	CP/WP	N	0.45	ND - 1.03	0	5	Erosion of natural deposits

Inorganic Contaminants

Contaminant (Unit of measurement)	Location	Violation Y/N	Level Detected	Range	MCLG	MCL	Likely Source of Contamination
Aluminum (ppb) (a)	WP	N	ND		50-200	(na)	Erosion of natural deposits; Leaching from rocks and soil
	CP	N	84	66 - 94			
	Dist	N	69	ND - 180			
Arsenic (ppb)	WP	N	1.1	ND - 4.4	0	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
	CP	N	ND				
	Dist	N	0.7	ND - 1.8			
Barium (ppm)	WP	N	0.020	0.017 - 0.022	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
	CP	N	0.025	(b)			
Calcium (ppm) (c)	WP	N	31		(na)	(na)	Erosion of natural deposits
	Dist	N	32	31 - 33			
Chloride (ppm) (a)	WP	N	23.8		250	(na)	Wastewater treatment; runoff from road salting; runoff from agriculture
	CP	N	23.7				
Copper (ppm)	WP	N	0.008	0.005 - 0.010	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
	CP	N	0.001	ND - 0.002			
	Dist	N	0.063	0.007 - 0.220			
Fluoride (ppm)	WP	N	0.56	0.19 - 0.97	2	2	Erosion of natural deposits; water additive which promotes stronger teeth; discharge from fertilizer and aluminum factories
	CP	N	0.63	0.44 - 0.85			
	Dist	N	0.66	0.51 - 0.78			
Iron (ppb) (a)	WP	N	ND		300	(na)	Erosion of natural deposits; corrosion of household plumbing
	CP	N	ND				
	Dist	N	8	ND - 32			
Lead (ppb)	WP	N	ND		0	15	Corrosion of household plumbing systems; erosion of natural deposits
	CP	N	ND				
	Dist	N	0.3	ND - 1.5			
Magnesium (ppm) (c)	Dist	N	8.7	8.4 - 9.1	(na)	(na)	Erosion of natural deposits
Manganese (ppb) (a)	WP	N	ND		50	(na)	Erosion of natural deposits; discharge from metal refineries; runoff from agriculture
	CP	N	ND				
	Dist	N	1.1	ND - 6.1			
Nickel (ppb) (a)	WP	N	1.8	ND - 3.5	100	(na)	Leaching from pipes and fittings; contained in certain food supplements
	CP	N	ND				
Nitrate (ppm)	WP	N	ND		10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
	CP	N	0.30	(b)			
Orthophosphate (ppm) (c)	WP	N	0.25	0.16 - 0.49	(na)	(na)	Water additive used for corrosion control
	CP	N	0.29	0.22 - 0.37			
	Dist	N	0.43	0.33 - 0.57			
Selenium (ppb)	WP	N	1.70	ND - 3.3	50	50	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
	CP	N	ND				
Sodium (ppm) (c)	Dist	N	13	10 - 15	(na)	(na)	Erosion of natural deposits; wastewater effluent; runoff from road salting
Sulfate (ppm) (a)	WP	N	22.0		250	(na)	Erosion of natural deposits; Leaching from rocks and soil
	CP	N	20.5				

Entry Point Disinfectant Residual

Contaminant	Location	Minimum Disinfectant Residual	Lowest Level Detected	Range of Detections	Units	Sample Date	Violation Y/N	Sources of Contamination
Chlorine	CP	0.2	0.36	0.36 - 1.40	ppm	8/16/2016	N	Water additive used to control microbes
	WP	0.2	0.61	0.61 - 1.58	ppm	7/21/2016	N	

Synthetic Organic Contaminants (SOC) - None Detected

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ERIE TEST RESULTS PWSID 6250096 - CONTINUED

Volatile Organic Contaminants (VOC)

Contaminant (Unit of measurement)	Location	Violation Y/N	Level Detected	Range	MCLG	MCL	Likely Source of Contamination
Bromodichloromethane (ppb)	WP	N	6.6	5.8 - 7.3	(na)	(na)	Byproduct of drinking water disinfection
	CP		7.4	(b)			
Chloroform (ppb)	WP	N	9.9	7.7 - 12.0	(na)	(na)	Byproduct of drinking water disinfection
	CP		12.0	(b)			
Dibromochloromethane (ppb)	WP	N	2.9	2.4 - 3.4	(na)	(na)	Byproduct of drinking water disinfection
	CP		2.9	(b)			
Total Trihalomethanes (ppb) (d)	WP	N	19.3	15.9 - 22.7	(na)	80	Byproduct of drinking water disinfection
	CP		22.3	(b)			

Disinfection and Disinfection By Products

Contaminant (Unit of measurement)	Location	Violation Y/N	Level Detected	Range	MCLG	MCL	Likely Source of Contamination
Chlorine (Highest monthly average) (ppm)	WP	N	1.77 (Dec)	1.36 - 1.77	MRDLG = 4	MRDL= 4	Water additive used to control microbes
	CP	N	1.63 (Oct)	1.38 - 1.63			
	Dist	N	1.48 (Dec)	0.27 - 1.48			
Total Trihalomethanes (Highest Running Average) (ppb)	Dist	N	56.5 Nov	25 - 86	(na)	80	Byproduct of drinking water disinfection
Haloacetic Acids (Highest Running Average) (ppb)	Dist	N	21.5 Feb	5.8 - 25	(na)	60	Byproduct of drinking water disinfection
Total Organic Carbon (ppm)	CP/WP	N	1.85	1.3 - 2.3	(na)	TT	Naturally present in the environment
SUVA (ppm)	CP/WP	N	1.17	0.62 - 1.53			Test to determine TOC reactivity

Lead and Copper Study

Contaminant	Action Level (AL)	MCLG	90th Percentile Value	Units	# of Sites Above AL of Total Sites	Violation Y/N	Sources of Contamination
Lead (June)	15	0	ND	ppb	1 of 36	N	Corrosion of household plumbing systems; erosion of natural deposits
Copper (June)	1.3	1.3	0.17	ppm	0 of 36	N	

Microbial

Contaminant	MCL	MCLG	Highest # or % of Positive Samples	Violation Y/N	Sources of Contamination
Total Coliform Bacteria	For systems that collect < 40 samples per month: More than 1 positive monthly sample	0	ND in 37 samples	N	Naturally present in the environment
Fecal Coliform Bacteria or <i>E. coli</i>	Routine and repeat samples are total coliform positive and either is <i>E. Coli</i> positive, OR system fails to take repeat samples following <i>E. Coli</i> positive routine sample, OR system fails to analyze total coliform-positive repeat sample for <i>E. Coli</i> .	0	ND in 37 samples	N	Human and animal fecal waste

Turbidity

Contaminant	MLC	MCLG	Level Detected	Sample Date	Violation Y/N	Sources of Contamination
Turbidity	TT= 1 NTU for a single measurement	0	2	November 14th (WP)	Y	Soil runoff
	TT= 95% of monthly samples < 0.3 NTU	0	98.9%	November (WP)	N	Soil runoff

Total Organic Carbon (TOC)

Contaminant	Range of % Removal Required	Range of Percent Removal achieved	Number of quarters out of compliance	Violation Y/N	Sources of Contamination
TOC	25% (CP only)	19.0 to 44.1%	0	N	Naturally present in the environment
		Alternative Compliance Criteria used when below 25%	SUVA		

(a) Secondary contaminants: guidelines provided for cosmetic reasons. There are no known health risks at the levels provided

(b) Only one sample is required.

(c) Non-contaminants: these ions are present in all water systems and pose no health risk. Rather they contribute to water hardness and taste

(d) This result is the summation of the three VOCs present in detectable quantity

(na) Not Applicable

Explanation of Test Results

Total Coliform: The Total Coliform Rule requires water systems to meet a stricter limit for coliform bacteria. Coliform bacteria are usually harmless, but their presence in water can be an indication of disease-causing bacteria. When coliform bacteria are found, special follow-up tests are done to determine if harmful bacteria are present in the water supply. If this limit is exceeded, the water supplier must notify the public by newspaper, television, radio, or emergency notification by phone. To comply with the stricter regulation, the EWW adjusts and monitors the amount of chlorine in the distribution system regularly. Only one of the 1,506 samples collected in 2016 was found to be positive for Total Coliform bacteria. This sample was collected in October 2016 at the end of a long line and only accounted for 0.8% of the samples that month.

Nitrates: As a precaution, the EWW will notify the Erie County Health department, physicians and other health care providers in this region if there is ever a high level of nitrates in the water supply.

Trihalomethanes: Some people who drink water containing Trihalomethanes (TTHM) in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

Lead: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Erie Water Works is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When

your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the **Safe Drinking Water Hotline at 1-800-426-4791 or at "www.epa.gov/safewater/lead"**.

Turbidity: Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. The Erie Water Works did have one occasion where our turbidity spiked over the permitted limit, due to a flushing of the meter without proper record keeping of the event. We have since reviewed the necessity of proper record keeping in order to prevent that error from occurring again.

Unregulated Contaminant Monitoring Rule 4 (UCMR4): The Environmental Protection Agency (EPA) requires many water systems throughout the country to test for a list of potential contaminants that the federal government may regulate in future years. The Erie Water Works will be putting together a sampling plan this year, and will be sampling for the potential contaminants from 2018 to 2020.

Explanation of Test Results Continued

Educational Information

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity. Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from stormwater run-off, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, stormwater run-off, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, stormwater run-off, and septic tanks.
- Radioactive contaminants can be naturally occurring or be the result of oil and gas production and mining activities.

In order to assure that tap water is safe to drink, EPA and DEP prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA and DEP regulations establish limits for

contaminants in bottled water which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's *Safe Drinking Water Hotline* (800-426-4791).

Additional Safety Precautions

Our system is not required to annually monitor for many contaminants because years of testing have indicated these substances do not occur in our source water. Although not required by regulation, the EWW chooses to continue regular testing for many of these contaminants.

Pharmaceuticals and Personal Care Products:

There is not an official list of pharmaceuticals or personal care products that need to be tested for in the drinking water. The Erie Water Works tested for 117 of the most common potential contaminants in 2016 and like most drinking water systems in the country, we found a few at very small levels (parts per trillion, or ng/L) that the EPA and the PADEP do not consider it a problem. The list of contaminants include: acesulfame-K (artificial sweetener), atrazine (herbicide), azithromycin (antibiotic), cotinine (metabolite of nicotine), DEET (insect repellent), iohexal (contrasting agent used in medical scans), meprobamate (drug to treat anxiety), progesterone (natural hormone), sucralose (artificial sweetener), and TCPP (flame retardant).

Source Water Assessment and Protection Program

The Erie Water Works completed and documented a Source Water Assessment and Protection (SWAP) program in 2003. This program identified any sources of potential contamination that may affect the quality of the drinking water. This program was mandated in 1996 as part of the re-authorized Safe Drinking Water Act (SDWA). The summary SWAP report is available online at www.eriewater.org/what-we-do/reports/ or at the offices of the Erie County Health Department. The report indicates that there are no major potential sources of contamination to our source supply from accidental releases into the environment.

Using Water Wisely

EWW ensures that fresh, clean drinking water is yours to use whenever you need it. Lake Erie provides the Erie Region with an abundant supply of high quality water that can be processed and delivered for your daily use. EWW has sufficient treatment, pumping, storage and distribution capacity to meet the water needs for all EWW customers. However, EWW encourages you to please be a good steward of the environment and always use water wisely.

System Improvements and Water Rates

In order to maintain a safe and dependable water supply, it is necessary to constantly make improvements to the water system. Because some of the costs associated with system improvements may impact the rate structure, periodic rate adjustments are necessary to complete some of the improvements. However, EWW is committed to fiscal responsibility and will establish rates that are both fair and equitable. Since its inception in 1992 as a municipal authority, the Erie Water Works has invested more than \$260 million for system rehabilitation, upgrades and improvements related to ENHANCING OUR REGION'S WATER SYSTEM. Yet, our rates remain among the least expensive compared to other water suppliers in our area and among other large metropolitan areas across the Commonwealth of Pennsylvania. If you use the same amount of water in Fairview, PA (District 1) you pay approximately 1.5 times the Erie Water Works rate. In Pittsburgh and Harrisburg, you would pay nearly 1.5 times the Erie rate; and if you were a customer of Pennsylvania-American Water, you would pay about 2 times the Erie Water Works' rate.

If you take it a step further and think about the price of tap water from the Erie Water Works com-

pared to other common liquids, the Erie Water Works provides life sustaining water at a great value. At the cost of about one penny for two gallons you can refill a 20 oz. bottle of *Aquafina* or *Dasani* bottled water you bought for \$1.58 with Erie Water Works tap water over 2,000 times!



A Distribution Department crew working on a water main break at West 35th Street and Washington Avenue.

Featured Capital Improvement Project

In 2016, EWW invested over \$10 Million into the water system through Capital Improvement projects. Capital projects address water quality improvements, replacing aging infrastructure and safety and security. EWW now has over 76 Million gallons of water storage in the public water system! This storage is used to reduce electrical expenses related to pumping the water, provides adequate water in case of power outages or water main breaks, and provides fire protection to our customers.

EWW operates 17 different storage facilities. They range in size from approximately 500,000 gallons to 34,000,000 gallons. In 2016, EWW replaced the liner and floating cover on the 34 million gallon Sigsbee Reservoir at a cost of \$1.5 Million. It was originally constructed in 1873 of earth, brick, and mortar at a time when the population of the City of Erie was 26,037. The approximate dimensions are 545-feet long by 402-feet wide by 27-feet deep. Located along 26th Street near Sigsbee Street, it still serves as EWW's largest storage facility. When it was first constructed, it was an uncovered, open reservoir. Changing environmental regulations in the 1960's and technological advancements eventually led to the installation of a floating cover. The liner and cover were then replaced in the early 1990's and recently in 2016. The Seaman Corporation manufactured liner and cover is made of a 45-mil thick polyester based geo-membrane that is NSF 61 approved for use with potable water. A 20 - 30 year service life is expected.



BEFORE ---> A panoramic view of the liner and 'center wall' demolition.



AFTER ---> A panoramic view of the completed work with a full reservoir.

Special Information for Immuno-Compromised Individuals

While our water is safe for the vast majority of our customers, some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons, such as those with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants, can be particularly at risk of infections. These people should seek advice from their health care providers.

Guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available by calling the **Safe Drinking Water Hotline** at **1-800-426-**

4791. The EWW routinely monitors for Cryptosporidium and Giardia in our Lake Erie source water. We analyzed 36 source water samples in 2016. One sample was found to have a single Cryptosporidium organism and another was found to have a single Giardia organism. All other samples taken throughout the year did not detect any of these organisms, and we have no evidence of these organisms being present in our finished water. We believe it is important for you to know that Cryptosporidium may cause serious illness in immuno-compromised people. These individuals should seek advice from their health care providers.

Have Questions?

If you have any questions about this report, please contact Ron Costantini, EWW Manager of Administration, at 814-870-8000, ext. 306. The complex nature of water treatment sometimes makes it very difficult to provide an accurate response without first gathering factual information. We prefer your questions be in writing so they can be directed to the proper individual(s). We want our valued customers to be fully informed about our product and services. We encourage you to attend any of our regularly scheduled board meetings. They are open to the public and are held on the third Thursday of every month at 3:00 PM at the John J. McCormick Jr. Administration Building.

John J. McCormick Jr. Administration Building

340 West Bayfront Parkway
Erie, PA 16507
Monday through Friday,
8:00 a.m. to 5:00 p.m.
Phone: 814-870-8000

Mailing Address

Erie Water Works
340 West Bayfront Parkway
Erie, PA 16507-2004



24 Hour Emergency Phone: 814-870-8087. Personnel are on duty 24/7

**Reverse 9-1-1 Can Notify You In An Emergency... Help Us Help YOU.
Please Update Your Contact Information Today at www.eriewater.org**

The Emergency Notification Call-Out System can deliver emergency messages to every landline in Erie County, PA, however, cell phones, TTY/TDD, and Internet phone service require registration. Please visit our website at www.eriewater.org today to make sure our records include your most accurate information. Our website also offers easy-to-use instructions on how to update your information so you can be notified of a water related emergency, water disruption or other emergency that may impact your home.