



# NEWSPLASH

News for Customers of the Erie Water Works

Second Quarter 2018

## System Rebuilding Continues

The Erie Water Works (EWW) is continuing its efforts of rebuilding the water system infrastructure that is responsible for delivering water service to more than 62,000 homes and businesses in NW Pennsylvania. 2018 will see the initiation of the final phase renovations to the Richard S. Wasielewski Water Treatment Plant, EWW's primary water filtration facility. Construction is expected to begin in the 3rd quarter and last approximately 15 months. EWW's Cherry Street Pump Station is also receiving a full overhaul. With construction beginning late 2nd quarter

and lasting approximately 10 months. This project includes the installation of new pumps, electrical gear, backup power, and chlorination facilities to this critical system component.

Construction on a water main replacement project on Peach Street from West 26th Street to Craig Street will begin in mid April and last approximately 6 months. Please be aware traffic delays will occur but access to local businesses will be maintained.

Finally, with the recent installation of a state-of-the-art fiber optic network, the SCADA (Supervisory Control

and Data Acquisition) system currently in place to control the water system from a central location, is being upgraded to a more robust system that will provide increased control and improved monitoring of all EWW water system facilities.

From new water mains, to pump station renovations, to overall building improvements, the EWW continues its ongoing efforts to provide for its customers "World-Class Water, First-Class Service". This goal can only be accomplished with sound and reliable water system infrastructure.

## Erie Water Works Implements a More Advanced Online Bill Pay Service

The EWW is pleased to announce the launch of its new online bill payment service through Invoice Cloud, offering customers greater flexibility to view and pay their water bills online.

**Go to [www.eriewater.org](http://www.eriewater.org) to re-register or get started.**

The new, easy-to-use Customer Portal provides customers with quick access to their account to view bills, check their account balance, make payments and enroll in paperless billing.

Online Bill Pay Highlights include:

- View and pay your bill online with a credit/debit card or e-check
- Schedule payments for a later date or set up Auto-Pay
- Make a one-time payment without registering
- Securely store profile and payment information for future visits
- Enroll in paperless billing and get bills via email
- Receive an email notification when your bill is ready before the due date and after making a payment
- Pay by text - sign up to get text notifications about your bill and have the option to pay by text message

If you have any questions, please send an email to "[portalsupport@eriewaterworks.org](mailto:portalsupport@eriewaterworks.org)" or contact the EWW Customer Service Department at 814-870-8000 ext. 71.

Drinking Water Week | May 6-12, 2018



We depend on our drinking water supply daily - but where does that water come from?

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 62,000 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 EWW encourages you to get to know your local water source, so together, we can protect and preserve it.

Protecting our water source now ensures we have a sustainable drinking water supply in the future.

2017 Water Quality Report Available Online

The EWW 2017 Water Quality Report (also referred to as the Consumer Confidence Report) is now available on our website:

["www.eriewater.org/wqr/2017wqr.erie.pdf"](http://www.eriewater.org/wqr/2017wqr.erie.pdf)

The annual water quality report provides important information about the quality of your drinking water.

To have a paper copy of the water quality report mailed to your home please call 814-870-8000 ext. 299.

Call before you dig!

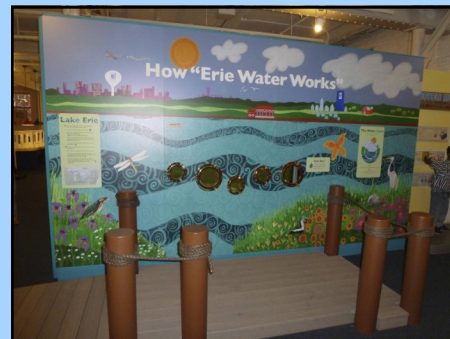
The EWW supports the PA One Call System. We're thankful for the service they provide and encourage all residents, engineers, designers, excavators and homeowners to dial 8-1-1 at least three business days in advance of any excavation project such as planting a tree, installing a mailbox post, building a deck or swimming pool or replacing a driveway.



Know what's below.  
Call before you dig.

Making a Difference in the Community

In 2011, the EWW commissioned Hadley Exhibits of Buffalo, New York to design and build an interactive exhibit at the ExpERIENCE Children's Museum located at 420 French Street, Erie, PA. The exhibit teaches young children about where water comes from in the Erie Region. A special Thank you to Dr. Richard and Janine Dreyfus for their contributions to this wonderful exhibit.



Visit ["www.eriechildrensmuseum.org"](http://www.eriechildrensmuseum.org) for more information.