



NEWSPLASH

News for Customers of the Erie Water Works

First Quarter 2019

A Look Back at 2018 Capital Projects

With 2018 behind us, we thought it would be a good idea to share some of the successes the Erie Water Works (EWW) has experienced over the past year.

2018 marked the third full year since EWW purchased the Millcreek Township Water Authority water system. The continued financial success of EWW can be largely attributed to the system expansion experienced with the MTWA purchase in 2015. The "economies of scale" realized as a result of the acquisition have helped to boost EWW's financial performance in 2018. Cost control measures combined with a well-timed refinance of a portion of EWW's 2008 bond issue helped pave the way for the most financially successful year in EWW's 27 year history.

As a result we saw significant re-investment in the water system. One of the more visible 2018 capital projects included a major water main replacement on Peach Street. This involved the replacement of more than 4,000 feet of old cast iron water main between West 26th and Craig Streets.



Peach Street Project

EWW worked with PennDOT on another notable water main replacement project on Interchange Road near the Millcreek Mall. To allow for the planned road expansion, EWW relocated more than 900 feet of 12" and 6" water main. The coordination of the two

organizations was critical to the success of the project and if you go through that area, you will see how much the combined efforts improved the traffic flow around the Mall.

There were a number of other projects completed last year, but there is only so much space in this edition of the Newsplash. For a more comprehensive list of 2018 capital projects, visit our website at www.eriewater.org.

The EWW is looking forward to another successful year in 2019. Please know that EWW will be working diligently to meet the new, more stringent water quality standards which go into effect in April. Rest assured EWW will continue to provide our customers with "World Class Water and First Class Service!"

Bill Pay Options

Customers of the Erie Water Works have several options to choose from when paying their quarterly water, sewer and refuse bills.

- Use Online Bill Pay services through your bank.
- Pay Online at www.eriewater.org using your credit/debit card or check.
- Pay by phone at 1-855-907-3211 using your credit/debit card or check.
- Sign up for auto pay from your checking account or credit card at www.eriewater.org.
- Mail your payment to Erie Water Works, P.O. Box 4170, Woburn, MA 0188-4170.
- Pay in person at 340 West Bayfront Parkway using a credit/debit card, check or cash.
- Drop your payment at one of the outside payment boxes located at 240 West 12th Street or 340 West Bayfront Parkway.



Pictured above is the John J. McCormick Jr. Administration Building located at 340 West Bayfront Parkway. Here you'll find our Customer Service Department employees accepting payments Monday—Friday from 8:00 a.m. to 5:00 p.m.

Making a Difference in Our Community

Each Friday Erie Water Works' employees are invited to wear jeans in exchange for a minimum \$2.00 donation to a local charity. In 2018 jeans day donations raised \$4,827 for four local charities; the Second Harvest Food Bank, American Heart Association, Erie Boys & Girls Club, and Community Shelter Services.

It has become an annual tradition that jeans donations leading up to Christmas are designated to shopping for children we sponsor through Community Shelter Services. This year Santa's helpers went late on a Sunday evening to shop for four children ranging in age from five to fourteen.

In addition to jeans donations, several EWW employees participate in automatic payroll deductions to the United Way. 2018 donations totaled \$5,345.34. The United Way is working hard to reduce poverty in our region by improving community conditions.

The Erie Water Works also has a bottled water program to provide public education and outreach to its customers. The program offers bottled water to non-profit organizations within EWW's service area for community events.

We believe strongly in our community and these are just a few examples of how the Erie Water Works and its employees support worthwhile charitable organizations and events.

GPS Monitoring of EWW Fleet

At the Erie Water Works safety is our highest priority. To improve the safety of the public and our employees the EWW fleet of vehicles is equipped with GPS monitoring. By recognizing unsafe driving patterns we can reduce accidents and traffic violations. GPS monitoring also enables more efficient route planning and provides instant vehicle location in the event of a breakdown. Improvements have been recognized in fuel efficiency and better driving habits. Vehicle maintenance issues are identified in real time with alerts that notify our fleet managers when a vehicle requires repairs or maintenance. GPS tracking also enhances the accountability and productivity of our drivers.



It's Time to Prepare Your Home for Winter

When temperatures are consistently at or below 32°F pipes in your home may be vulnerable to freezing. Here are some preparation tips to help you deal with Erie's frigid weather.

- * Eliminate sources of cold air near water lines by repairing windows, insulating walls, closing off crawl spaces and eliminating drafts near doors.
- * Allow a small trickle of water to run overnight to keep pipes from freezing. The cost of the extra water is minimal compared to the cost to repair a broken pipe.
- * Open cabinet doors to expose pipes to warmer room temperatures to help keep them from freezing.
- * If your pipes freeze apply heat to the frozen pipe by warming the air around it. You can use a hair dryer, space heater or hot water.



If water is not restored and neighbors are experiencing the same problem it could be a water main break and customers should call the Erie Water Works 24-hour emergency number 814-870-8087.