



NEWSPLASH

News for Customers of the Erie Water Works

Third Quarter 2021

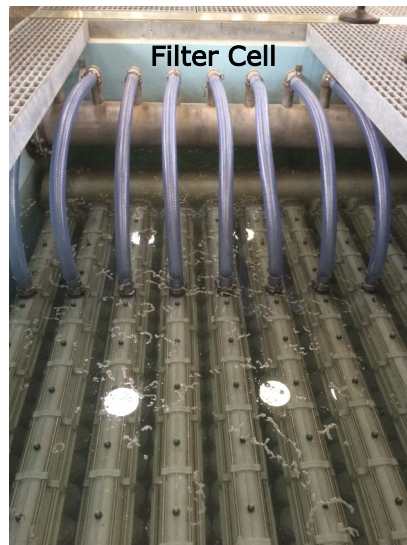
Water Quality is Our Priority

The quality of drinking water has always been a topic of discussion, but after the events in Flint, Michigan, tap water quality and safety quickly got everyone's attention. The failures in Flint put a spotlight on the efforts to remove all sources of lead from drinking water systems in the United States.

More recently PFAS has the attention of water quality specialists. PFAS are per- and polyfluoroalkyl substances that have been identified as a Tier 1 contaminant found in water systems throughout the United States. These man-made chemicals are used to make fluoropolymer coatings and products that resist heat, oil, stains, grease and water. They are used to make clothing, furniture, adhesives and non-stick cooking surfaces. These microscopic plastic spheres do not break down and have been found in rivers, streams, lakes, and wildlife. When found in high enough concentrations, they can be very dangerous. Drinking water systems are required to monitor PFAS and take corrective action if they are found.

The Erie Water Works (EWW) has always monitored our lead levels, with nearly all samples returning undetectable levels. More recently we've been testing for PFAS and to date, sampling has returned undetectable levels as well. With proper water treatment and its state-

-of-the-art ultrafiltration membrane system, EWW continues to deliver the highest quality water possible from a public water supply! We encourage everyone to read EWW's annual water quality report for more information on the quality of your drinking water.



Identifying Erie Water Works Employees

After fifteen months the EWW reopened its Administration Building to customers on June 1, 2021. This final step makes EWW fully operational and back to pre-pandemic status. We've also resumed all collection procedures for non-payment. As a reminder, the EWW will never send an employee to your home or business to collect payment or to request your credit or debit card, banking or social security number.

If an EWW representative needs to visit your home or business for a service related issue, our employees wear an EWW uniform and have I.D. available upon request with their name, photo, and EWW logo. The employee will arrive in an EWW vehicle also marked with our logo. Never allow anyone claiming to work for the "water company" into your home unless you are confident of their EWW affiliation.

While masks are not required for our fully vaccinated employees, they will happily mask up and keep their distance if requested. If you have any questions or reason for concern please call the EWW Customer Service Department at 814-870-8000 ext. 71.



EWW Employee Receives Award

Dave Motherwell, Sr. Manager of Operations and Maintenance, received the **Operator's Meritorious Service Award** from the Pennsylvania section of the American Water Works Association at their annual conference on May 25th. This award recognizes one operator each year for their special performance and compliance with public health standards, plant maintenance, development of new ideas, training, and outstanding achievement beyond normal operating responsibilities. Dave joined the Erie Water Works in 1998 and has been an integral part of our operational excellence in producing world-class water.

Fire Hydrant Tampering



Help keep an eye on YOUR water system! Fire hydrants are to be used by emergency personnel and EWW employees ONLY! Please report any suspicious activity or damage to a hydrant by calling 814-870-8087, 24-hours a day!

Workzone Safety Tips

We finally made it out of the winter months so that means we're entering construction season! EWW crews and contractors work outside in the elements all year round, but when the weather breaks large scale projects commence. If you encounter a work zone that can't be avoided, please follow these helpful tips to keep everyone safe:

- SLOW DOWN!
- Stay alert and pay close attention to signs and flaggers.
- Maintain a safe distance between vehicles.
- Give your full attention to the road. Never text and drive!
- Always buckle up.
- Lastly, please be patient.

It's illegal to drive around "ROAD CLOSED" signs and through a work zone. Drivers are subject to fines and the possible suspension of their driving privileges.

The Erie Water Works 2020 Water Quality Report is now available.

Visit

["www.eriewater.org/wqr/2020wqr.erie.pdf"](http://www.eriewater.org/wqr/2020wqr.erie.pdf)

To have a paper copy mailed to you please call 814-870-8000 ext. 299.

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, check or PayPal.
- 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 01888-4170.
- 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.