



NEWSPLASH

News for Customers of the Erie Water Works

Fourth Quarter 2021

Water main break highlights benefits of customer notification system

A 12-inch water main along Cooper Road in Harborcreek Township broke unexpectedly in late July resulting in a four day boil water advisory. The break occurred in the area of Wintergreen Gorge near Four Mile Creek. The first indication of a problem was the rapid decrease of water in a nearby storage tank discovered by EWW's operations team that monitor the water system 24-7. Unfortunately, no one witnessed or reported the leak, so it took some quick thinking and investigation by our Distribution Department to identify the source of pressure loss and isolate the break.

Most water main breaks do not result in a boil water advisory requiring public notice. However, the reduction in water pressure caused by the severity of the break created an environment for potential water contamination in an area affecting about 1,300 customers. After multiple water samples were tested and met all regulatory standards, the boil water advisory was lifted. Fortunately no contamination was present.

436 customers successfully received a call from our customer notification system, though almost 900 calls were placed. The system can

deliver important messages to every landline in Erie County. However, if you prefer to be contacted via cell phone, TTY/TDD, or Internet phone service you must register the appropriate number on the EWW website. By registering your mobile number (or other preferred device you carry with you) you can be notified of a water related emergency in your area. The notification system's caller ID will display "ErieWaterWorks" and 814-870-8087, and will leave a detailed voicemail message if the recipient doesn't answer.

Please help us help you by adding or updating your contact information today! Our goal is to communicate more efficiently and effectively with our customers when time is of the essence.

To register, update your information, or add additional contact information please go to: <https://eriewaterworks.onthealert.com>.



Richard S. Wasielewski Water Treatment Plant Phase III Renovations

Work started on Phase 3 of the Richard S. Wasielewski (RSW) Water Treatment Plant project. Originally constructed in 1932, the Phase 3 facility improvements will restore the structural and architectural elements of the Plant, add a new state-of-the-art laboratory, and update electrical and HVAC systems in order to modernize the buildings.



Winter is Coming!

Tips to Winterize Your Home

- Insulate pipes in unheated areas, such as attics, crawl spaces and basements.
- When below-freezing weather is forecasted, open cupboard doors in the kitchen and bathrooms. This allows these pipes to get more heat from inside your home.
- If you leave home for several days, put your furnace on a low setting. This may not prevent freezing pipes but it can help.
- Let a slight drip of water run when temperatures dip below freezing.

Having trouble paying your utility bills?

There are resources available if you or someone you know is having trouble paying their water bill.

- Erie County Care Management - 1601 Sassafras Street, Erie, PA 814-923-5512
- St. Martin Center - 1701 Parade Street, Erie, PA 814-452-6113
- Erie Water Works Customer Service Department - 340 West Bayfront Parkway, Erie, PA 814-870-8000 ext. 71.

EWW Awarded \$6.5M Grant

For more than 10-years the EWW Distribution Department has been removing lead goosenecks from the water distribution system. Lead goosenecks were used to connect a customer's service line to the public water main. These short pieces of pliable pipe (usually between 2 ft. - 4 ft.) were phased out around 1946 when EWW began requiring copper service lines.



In late July, EWW was awarded a \$6.5M grant from the Pennsylvania Infrastructure Investment Authority (PENNVEST) to remove lead piping in EWW's water system.

While EWW's corrosion control program has kept our lead test results well within the maximum levels allowed, eliminating all sources of potential lead contamination is the best way to protect our customers. The grant will accelerate the process by funding the removal of approximately 1,300 lead goosenecks.

Customers in the affected project area will be notified before work begins.

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