



NEWSPLASH

News for Customers of the Erie Water Works

Third Quarter 2018

Government Issues Tighter Standards for Drinking Water

Over the past few years, more and more attention has been paid to public drinking water. The lead problem in Flint, Michigan seemed to be the springboard to new and more stringent federal drinking water regulations, which have now filtered down to the state level and Pennsylvania has joined the effort.

The Pennsylvania Department of Environmental Protection (PADEP) recently enacted a change to the Safe Drinking Water regulations. This new regulation called the Disinfection Requirements Rule (DRR) was put in place to provide an extra level of protection against bacteria in the public's water supply.

The new minimum chlorine level at any point in a public water system is now set at

0.2ppm. Prior to the new regulation, the minimum level of chlorine was 0.01ppm. This increase of twentyfold has required the Erie Water Works (EWW) to reevaluate its treatment and distribution process to assure the new regulations are met or exceeded.

In order to make these changes less noticeable to our customers, EWW has implemented minor incremental increases in the chlorine level used in our treatment process in advance of the new regulations taking effect. This will allow a gradual change over time.

In addition to increasing the chlorine levels during the treatment process, the EWW will be bumping up the chlorine levels at the various injection points throughout its dis-

tribution system. This occurs at the many pumping stations that provide additional pressure in the water system's higher elevations.

Finally, in order to increase chlorine levels in areas that have chlorine levels below the new regulation additional system flushing has been scheduled. The flushing will occur primarily in areas that historically have lower chlorine readings.

These steps have been taken to allow EWW to continue to meet or exceed all local, state and federal drinking water regulations. Our customers deserve the best water possible and the Erie Water Works intends to continue providing it 24-7.

Critical Customers

What is a "Critical Customer" of the Erie Water Works?

The Erie Water Works Critical Customers are defined as consumers or service connections that are critical to health and public safety, demand a large volume of water for economic sustainability, or service a susceptible population, for example:

- First Responder Organizations / Police / Fire / EMTs
- Hospitals / Medical Centers (including dialysis centers)
- Local / Federal Government Facilities necessary for public safety / health
- Nursing Homes / Assisted Living / Homeless Shelters
- State / Local Emergency Management Agencies
- Universities / High Schools / Elementary / Middle Schools / Preschool and Day Care Centers

From time to time, the water supply may need to be temporarily interrupted to allow for emergency repairs or maintenance activities. Knowing where critical customers are and how to communicate with them is important for quick notification in an emergency. If you believe you are a critical customer please email "engineering@eriewaterworks.org". Be sure to include your name, facility address, phone number and describe why the property should be designated as critical.

Have you registered yet?

EWW's new online bill payment system offers customers greater flexibility to view and pay their bills. Visit "www.eriewater.org".

The new, easy-to-use Customer Portal allows you to:

- 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 your profile and payment information for future visits to our website
- 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" or contact the EWW Customer Service Department at 814-870-8000 ext. 71.

Making a Difference in the Community

EWW staff participated in the Great Lakes Children's Water Festival on May 17, 2018 at Penn State Behrend. The goal of the event is to educate fifth grade students about the importance of water, including ground water, surface water, watersheds, water quality and water conservation, through dynamic interactive activities. More than 1,000 fifth grade students from NW Pennsylvania participated in the one day festival. Our group helped students make edible aquifers using ice cream, soda and sprinkles to illustrate how pollution can get into ground water.



2017 Water Quality Report Available Online

The EWW 2017 Water Quality Report is now available on our website:

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

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

Work Zone Safety Tips

EWW's crews and contractors can be found working 24 hours a day in all weather conditions to keep water flowing to its customers. If you encounter a work zone, please follow these helpful tips to keep everyone safe.

- Stay alert and pay close attention to signs and flaggers.
- Maintain a safe distance between vehicles. Don't tailgate.
- Avoid distractions and give your full attention to the road. Never text and drive!
- Always buckle up.
- Expect the unexpected.
- Be patient.

It is illegal to drive around "road closed" signs and through a work zone. Drivers could be subject to fines and the suspension of their drivers license.

Drive Safe! Stay Alert! Stay Alive!

