



# NEWSPLASH

News for Customers of the Erie Water Works

Second Quarter 2023

## Erie's Drinking Water is Safe

Consumers have always been interested in the quality of their drinking water. Interest piqued in 2015 when high levels of lead were found in the Flint, Michigan public water supply. Public outrage resulted in a nationwide effort to remove all sources of lead from public water systems.

The concern over a safe water supply hit the news again recently, with this emergency much closer to home. On February 2, 2023, 53 cars from a Norfolk Southern train derailed in East Palestine, OH. Five of the train cars were carrying hazardous materials (vinyl chloride). Several cars burned for two days which released hydrogen chloride and phosgene gas into the air. There was also evidence the chemical got into a nearby stream. Evacuations were ordered and bottled water was distributed to the affected residents.

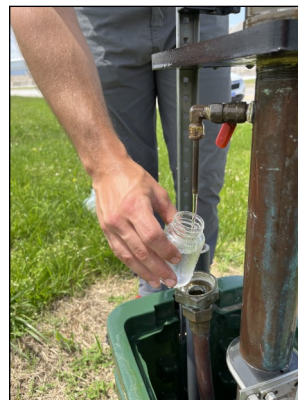
The Erie Water Works (EWW) received several inquiries from customers concerned if Erie's water supply may have been impacted by the accident.

The derailment occurred south of the Great Lakes Basin, meaning the affected stream runs naturally to the south and would not make its way to EWW's source water, Lake Erie. There is no indication that Lake Erie or its watershed have been impacted. Furthermore, raw water samples taken on February 27, 2023 show no indication of contamination from the East Palestine train derailment. The



testing EWW regularly performs would identify any changes to our source water should they arise.

EWW treats and distributes about 25 million gallons of water through 775 miles of water main to more than 220,000 people every day. The quality of the water is closely monitored by EWW Laboratory staff comprised of a Water Quality Manager, three Chemists, a Field Sampling Technician, and a Flushing Technician. This quality control takes place throughout the water treatment process, as well as throughout the piping network of the EWW water distribution system. EWW staff works hard to ensure its customers receive the highest quality water possible through continuous monitoring of the water from our treatment facilities to your tap.



**The Erie Water Works 2022 Water Quality Report is now available!**

**Visit: "[www.eriewater.org/wqr/2022wqr.erie.pdf](http://www.eriewater.org/wqr/2022wqr.erie.pdf)"**

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

## Spring is Here, and So is Construction Season

We finally made it out of the winter months, which 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 SLOW DOWN and pay close attention to signs and flaggers.

Property restoration work will also be underway soon. Most water main repairs made by EWW can disturb sidewalks, driveways, yards, and/or streets. When this happens our goal is to restore the property as quickly as possible. Unfortunately, with Erie weather, restoration work stops for the winter. Restoration work is typically assigned in the order the original work was completed. EWW appreciates your patience in this matter. Also, if grass restoration is done in front of your property please make sure to water it regularly.



## Attention Millcreek Customers!!!

Millcreek Township is streamlining the billing process for trash and recycling services. Starting in April 2023, charges for refuse collection will be listed as a line item on the quarterly Erie Water Works bill.

The consolidated bill does not affect the contracted amount paid, nor does it affect the contracted hauler. The billing change will make the process more efficient.

If relevant, please update any automatic payments to reflect this change.

The unlimited refuse collection service is listed as \$93.09 quarterly in the contract for 2023. To report a missed trash, recycling, leaf collection, or general questions about trash service please contact Waste Management at 814-833-1111 ext. 133. Residents can also file an online request with the township at [www.millcreektownship.com](http://www.millcreektownship.com) by selecting: "Report a Concern". For BILLING ONLY questions regarding trash and recycling services, contact Erie Water Works at (814) 870-8000 ext. 71. For any further questions regarding the change, please contact Millcreek Township at 814-833-1111.

## \*PLEASE REGISTER NOW\*

EWW Emergency Notification System

["https://eriewaterworks.onthealert.com"](https://eriewaterworks.onthealert.com)

## 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](http://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](http://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.  
*Please note EWW's business hours are 8:00 a.m. - 4:30 p.m.*
- Drop your payment in one of the outside payment boxes located at 240 West 12th Street or 340 West Bayfront Parkway.