



# Erie Water Works Newsplash

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Dear Erie Water Works Customers,

Erie County is finally thawing out from another classic Northwest Pennsylvania winter, complete with over 110 inches of snowfall. Presque Isle Bay froze again for the first time in several years, giving ice fishing enthusiasts a chance to enjoy their favorite pastime. The previous two winters had 52 and 25 inches of snowfall--- a drastic difference. Erie is usually one of the top five U.S. Cities for annual snowfall accumulation. We welcome the snow as it helps replenish our beautiful drinking water source, Lake Erie.

Erie Water Works would like to take this opportunity to thank our customers for their patience as we transition to our new payment portal. Upgrading to a new system is never without challenges, and our Customer Service Representatives are here to help. They have been diligently assisting customers with registering their accounts and getting familiar with the new system. All customers with auto-pay or online account access must register their account in the new payment portal. There is an easy to follow help guide on our website. Visit [eriewater.org](http://eriewater.org) and click the red banner at the top of the page.

The Erie Water Works is the foremost regional water supplier in northwest Pennsylvania and the 814 area code. **TAP 814** is a community-wide campaign to raise awareness about the benefits of tap water and to promote the use of refillable water bottles to avoid the environmental and health consequences of plastic water bottles. Refillable drinking water fountains are becoming more prevalent in public spaces. Erie Water Works branding of highly visible public fountains aims to educate our consumers as to why our Tap Water Is Terrific. A QR code will accompany every **TAP 814** logo, launching the user to [eriewater.org/TAP814](http://eriewater.org/TAP814) where they will learn about our value proposition.



As an anchor institution in Erie County, Erie Water Works benefits the community in many ways, but the most critical is exceptional water quality, the incredible value of tap water, our highly skilled team, a track record of aggressive infrastructure investment, and a focus on the health and safety of our customers! That's why we're excited to celebrate Drinking Water Week May 4-10, 2025. This week-long celebration aims to increase public understanding of water systems, the vital role of safe drinking water, and the dedication of water professionals who work around the clock to keep tap water flowing.

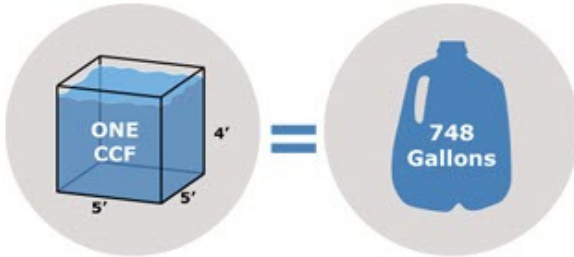
Erie Water Works is proud to be your regional water supplier, providing World-Class Water, First-Class Service®.

Cheers to Water!

Chief Executive Officer

## How many gallons are in a CCF?

A CCF is a unit of measure that equals 100 cubic feet of water. Your water meter measures household use in CCFs. Your bill shows water usage in CCFs. The average home uses 25 CCFs per quarter, which equals approximately 18,000 gallons or 200 gallons per day.



### Open House

Chestnut Pump Station  
359 West Bayfront Parkway  
Saturday, August 16, 2025  
9:00 a.m. - 11:00 a.m.  
Visit the historic "Big Bertha"

## Spring is Here, and So is Construction Season

We finally made it out of the winter months, which means we're entering construction season! Water works 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 traffic signs and flaggers.

The nicer weather also means property restoration work will soon be underway. Water main repairs can disturb sidewalks, driveways, yards, and streets. When this happens, our goal is to restore the property as quickly as possible. Unfortunately, with Erie weather, restoration work stops during the winter. Restoration work is assigned in the order the original work was completed. We appreciate your patience in this matter. Also, if grass restoration is done in your front yard, please make sure to water it regularly!



**The Erie Water Works 2024 Water Quality Report is now available and can be accessed at [www.eriewater.org/resources/wqr2024.erie](http://www.eriewater.org/resources/wqr2024.erie)**

**McKean customers visit [www.eriewater.org/resources/wqr2024.mckean](http://www.eriewater.org/resources/wqr2024.mckean)  
To have a paper copy mailed to you please call 814-870-8000 ext. 299**

## Help us determine the material of your water service line

Every water utility in the Country is working to inventory the water service line on the private property owned by the customer. These records were not previously maintained by the Erie Water Works. Please visit <https://arcg.is/G1v05> or scan the QR code to complete a brief survey about your water service line material. Help us Get the Lead Out!



## Community Corner

Erie Water Works and our employees have a commitment to the community we serve through charitable giving, educational opportunities, and volunteering.

During the holiday season \$1,000 of employee jean day contributions went to the Erie City Mission to support their efforts to transform the lives of men, women, youth, and families in the City of Erie.

Team members also stepped out into the community to decorate the mission and help serve a special holiday meal to guests.