

Erie Water Works Newsplash

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Dear Erie Water Works Customers,

In July, the U.S. Environmental Protection Agency Acting Assistant Administrator for Water, Bruno Pigott, visited Erie, to highlight the historic investments being made by the Erie Water Works to eradicate lead pipes from the public water system by the end of 2027. The Bipartisan Infrastructure Law (BIL) has provided a once-in-a-generation opportunity for the Erie Water Works to significantly accelerate the replacement of lead pipes. Since 2021, your regional water supplier has aggressively pursued and received over \$39.8M in federal grants and \$9.4M in low interest loans through PENNVEST, with the BIL providing the lion's share.

Our philosophy is simple and steadfast; **GET THE LEAD OUT**. With critical funding in hand, we're eliminating lead pipe 400% faster than we had been. During his visit, Mr. Pigott remarked, "Here in northwest Pennsylvania, I'm excited to see Erie Water Works investing these funds to protect public health and benefit environmental justice communities while creating local jobs and economic opportunity in the process." Pigott added, "The effort to replace 100% of them within five years, it's just remarkable."



From left: Bruno Pigott, EPA; Brendan Linton, Pennvest; Craig Palmer, Erie Water Works; Mayor Joe Schember, City of Erie

Water quality is job #1 at the Erie Water Works, and I'm proud to report our Richard S. Wasielewski Water Treatment Plant received the highest rating, Commendable, during a recent Filter Plant Performance Evaluation performed by the PA Department of Environmental Protection. The assessment is used to determine how effectively water treatment plants remove harmful organisms from source water. These evaluations include an on-site review of operations, equipment, and water quality, along with laboratory analysis of raw and filtered water. Water utilities are then rated as Commendable, Satisfactory, or Needs Improvement. The Erie Water Works is one of just 13% of utilities in the Commonwealth to have a Commendable rating.

Our customers inspire us every day. It's why we're volunteering in the community at events like Asbury Woods Children's Water Festival, Erie County Technical School's Diggers and Dumpers, and the Manufacturer and Business Association's MFG DAY. Erie Water Works is proud to be your regional water supplier, providing World-Class Water and First-Class Service.

Cheers to Water!

A handwritten signature in blue ink that reads "Craig H. Palmer".

Chief Executive Officer

How to Prevent Frozen Pipes

- Keep garage doors closed if there are water supply lines in the garage.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing. Be sure to move any harmful cleaners and household chemicals out of the reach of children.
- When the weather is very cold outside, let the cold water drip from the faucet. Running water through the pipe helps prevent them from freezing.
- Keep the thermostat set to the same temperature both during the day and at night. By temporarily suspending the use of lower nighttime temperatures, you may incur a higher heating bill, but you can prevent a much more costly repair job if pipes freeze and burst.
- If you will be going away during cold weather, leave the heat on in your home, set to a temperature no lower than 55° F.



New Payment Processing Portal Coming Soon!

Effective January 1, 2025, Erie Water Works is excited to begin using a new and enhanced online payment portal, **Resident Access**, which will replace Invoice Cloud. Resident Access will deliver a more modern, user-friendly interface that provides customers easy access to make payments and look up account information.

In addition, the \$2.95 transaction fee for card payments will be replaced with a 3.15% convenience fee. The great news is there are still seven free ways to pay. Learn more at eriewater.org/customer-service/rates-fees.

****Notice to Auto-Pay Customers****

Customers currently set up with auto-pay will have to reregister through the new Resident Access portal at eriewater.org/customer-service/payment-options in January 2025.

Sign-up for Emergency Notifications Today!

EWW's emergency notification system is capable of contacting thousands of customers at once in the event of an emergency, or for planned utility work within EWW's service area. Register at <https://eriewaterworks.onthealert.com>.

Community Corner

Erie Water Works participated in the Diggers and Dumpers event at the Erie County Technical School (ECTS) on September 27th and 28th. Over 1,200 students from ECTS, Fairview and Fort LeBoeuf school districts, and members of the public attended the two day event.

Sponsored by ECTS and Chivers Construction, kids had the chance to get behind the controls of a variety of heavy construction equipment provided by local suppliers, utilities, and contractors. Under the guidance of experienced operators, children dug, pushed, and moved dirt with real machinery.

