Water Revitalization Plan

Stakeholder Advisory Group

Cohort 2 | Meeting #2

October 29, 2025

PHILADELPHIA WATER DEPARTMENT

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- This meeting is being audio recorded to accurately capture meeting minutes.

Meeting #1 Recap

What we covered:

- Introductions
- A WRP refresher and overview of our general engagement strategy
- How PWD plans for and executes WRP projects

What we heard:

- Strong insights about how to inform local communities
- A challenge: how can we get people excited about the WRP?
- Desire to learn MORE about PWD project planning and the "why" behind the WRP

Today's Agenda

Welcome

Community Share Out

WRP Deep Dive: Updating Aging Infrastructure

Breakout Groups

Wrap Up

Today’s Key Learning Outcomes

- Understand the importance of upgrading aging water infrastructure and why outdated systems are less efficient and less reliable

- Learn why and how the WRP is modernizing Philly's drinking water system and be able to share example WRP projects that will help address this issue

Community Share Out

- What have you heard?

Community Share Out

Hopefully, you've had a chance to discuss the WRP with your community since our last meeting...

Let's go around the room and share results from these conversations:

- **Key messages that resonated with your community**
- **Areas where additional clarification/information would be useful**
- **Any challenges you experienced**

Updating Aging Infrastructure and the WRP

- Aging infrastructure in context
- WRP projects highlight
- Breakout group discussion!

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When we say the WRP will "help PWD deliver safe, reliable drinking water"...what do we mean?

Three key benefits of the WRP:

Improving water quality

Updating aging infrastructure

Maintaining reliable water access

Aging Infrastructure

Many of the country's water systems were built decades ago. Aging water infrastructure across the U.S. (and in Philly!) needs upgrading or replacing.

Aging infrastructure is:

- Less efficient and more expensive to operate
- More likely to require emergency repairs
- Ill-prepared to address today's demands (new regulations, climate change, etc.)

The EPA estimates that the nation's water infrastructure needs **$625 billion in investments over the next 20 years.**

PWD

POP QUIZ

Question:

When did PWD first start providing water to Philadelphians?

A 1975

B 1912

C 1854

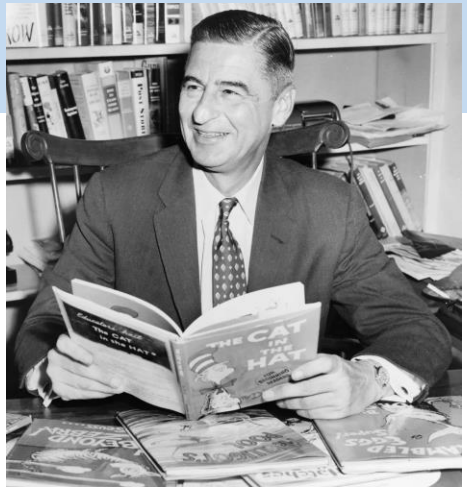
D 1801

Chestnut Hill Pump Station – 1896

The last major improvements to the Chestnut Hill Pump Station were made in 1957. **In 1957…**

Dwight D. Eisenhower was the President of the United States

Bridge on the River Kwai and *12 Angry Men* were released in theaters



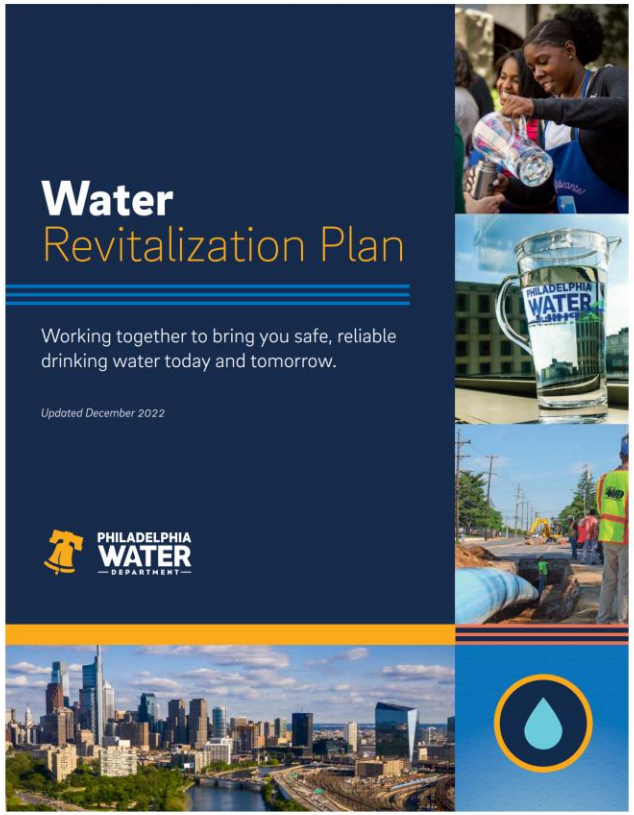
Dr. Seuss published The Cat in the Hat

A McDonald's hamburger cost 15 cents

Water Revitalization Plan

Building reliable infrastructure today for a resilient tomorrow

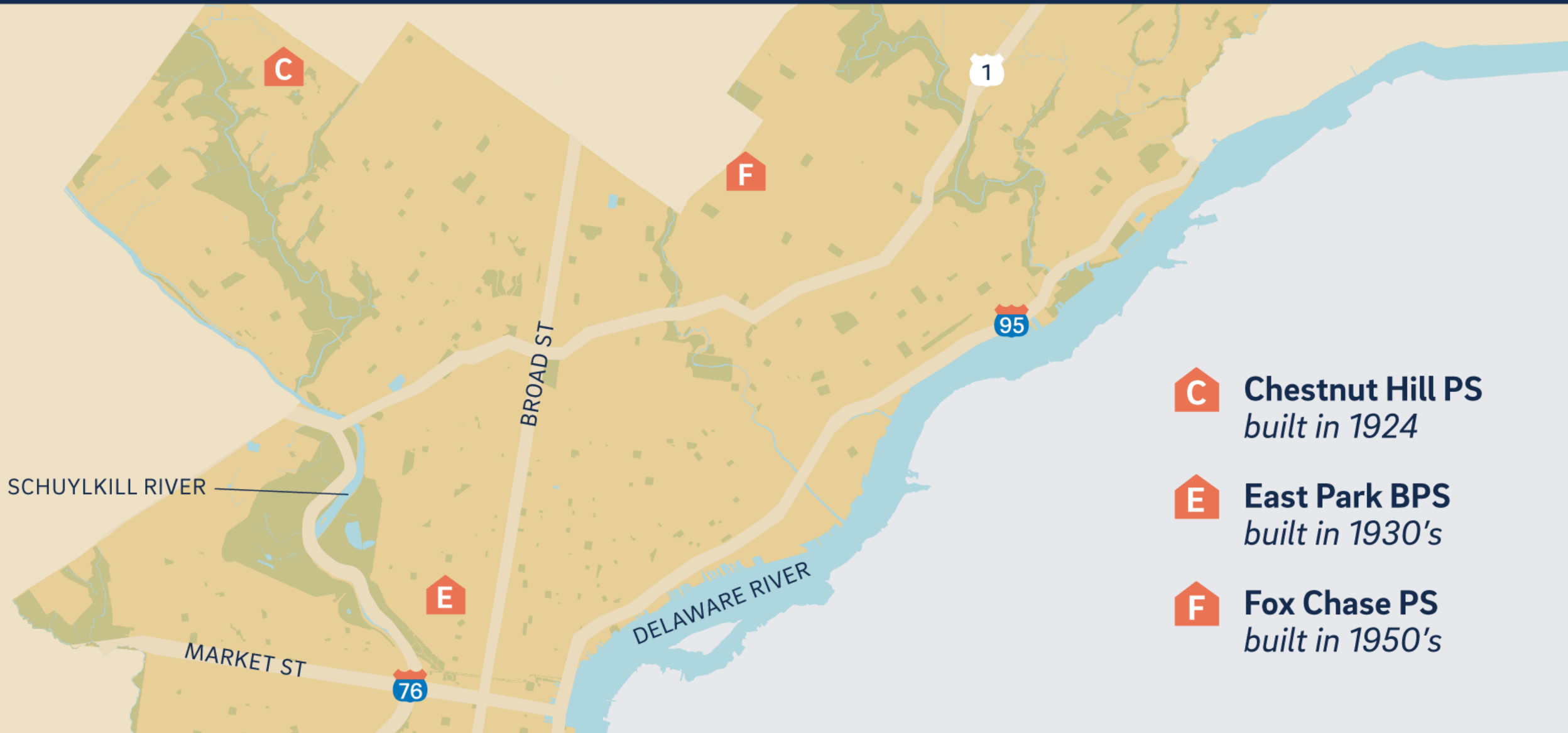
- This plan is the largest investment Philadelphia has made in our drinking water facilities in over a century.
- Multi-decade, multi-billion-dollar investment, to upgrade and expand Philadelphia's core drinking water infrastructure.



Aging Infrastructure requires a big investment that is not always visible.

One goal of the **Stakeholder Advisory Group** and our larger WRP outreach team is to make the “invisible” “visible” and advocate for the value of investing in our water systems.

Three WRP Pump Station Projects on the Horizon



PWD POP QUIZ

Question:

What do pump stations do?

A Move water through the City

B Treat water to a high quality

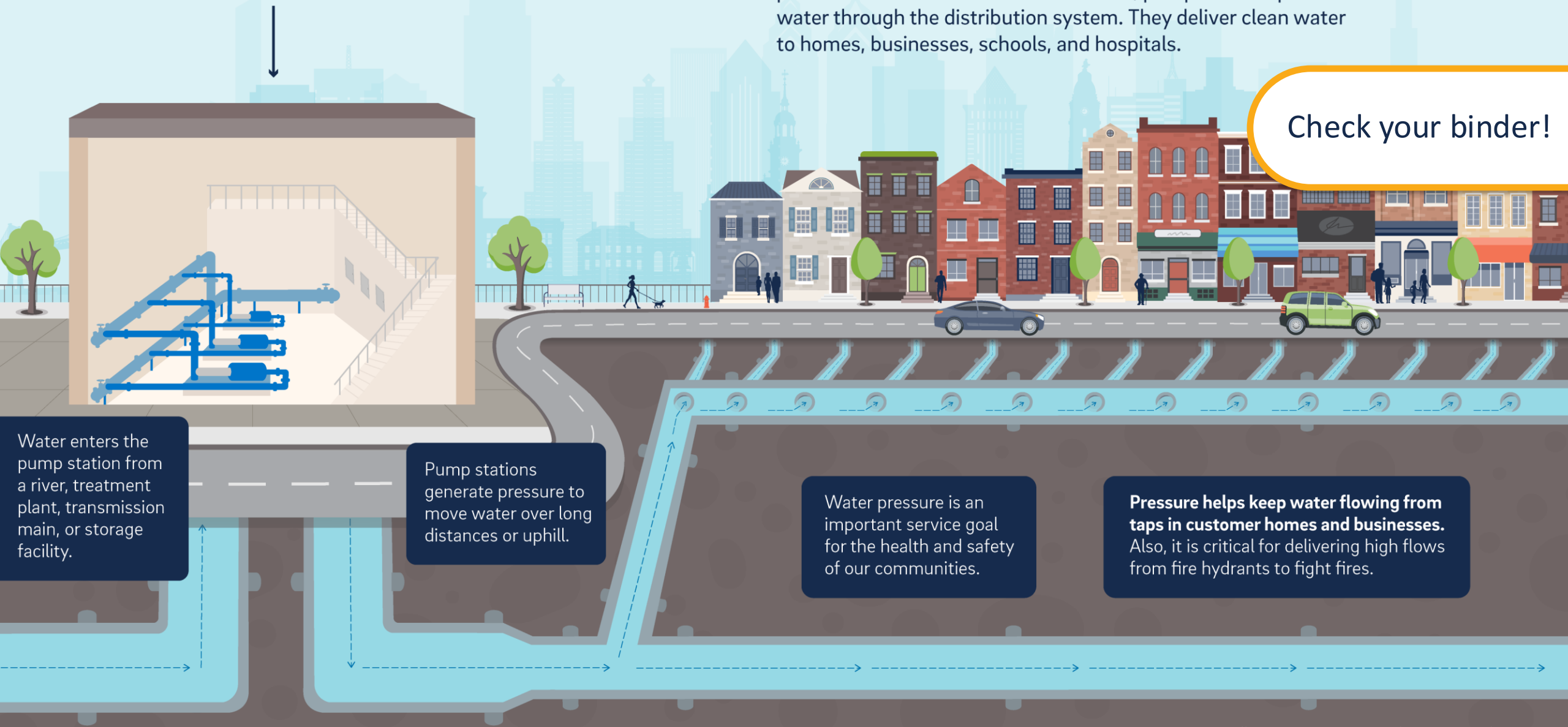
C Carry water to homes and businesses

D Hold water until it is ready for distribution

What is a **Pump Station?**

Pump stations play an essential role for the people in our city. They move water from our rivers to our drinking water treatment plants. After the water has been treated, pump stations push the water through the distribution system. They deliver clean water to homes, businesses, schools, and hospitals.

Check your binder!



Water enters the pump station from a river, treatment plant, transmission main, or storage facility.

Pump stations generate pressure to move water over long distances or uphill.

Water pressure is an important service goal for the health and safety of our communities.

Pressure helps keep water flowing from taps in customer homes and businesses. Also, it is critical for delivering high flows from fire hydrants to fight fires.

For illustrative purposes only. Not to scale.

Outreach Considerations

Questions we ask ourselves:

- *What impacts will the community experience during construction and for how long?*
- *What about once construction is complete?*
- *Who are the project's neighbors and what is the best way of reaching them? What will they care about?*
- *What else about the neighborhood, how it is used, or the community should we consider?*

Channels we may use:

- **Project factsheet and dedicated webpage**
- **Construction letter and postcards**
- **Digital communications**
- **Project signage**
- **Events**
- **Community meetings**

Breakout groups

Each group will be assigned one of three upcoming WRP pump station upgrade projects.

We will brainstorm considerations to inform the project's outreach strategy and messaging.

1. Intro to the Project and Discuss Key Audiences
2. Review Key Project Messages
3. Prioritize Key Project Messages

Time for feedback!

Wrap Up

- For our next meeting
- Digital gift card demonstration

Ahead of Our Next Meeting

Next Meeting: January 28, 2026!
Location: PWD Offices

Brainstorm:

- How can we ***dig deeper*** and expand on the project messages discussed in our breakout groups?
- What additional resources could help your community understand PWD's need to ***update aging infrastructure***?

Be prepared to share:

- Answers to these questions
- Any new questions, comments, or concerns from your community about the WRP

Thank you!

< SCAN for this week's post-meeting survey

water.phila.gov/revitalization

WRPsupport@phila.gov