



**Water** Revitalization Plan

# Stakeholder Advisory Group

Meeting #3

January 31, 2024



**PHILADELPHIA**  
**WATER**  
— DEPARTMENT —



# Disclosure Statement

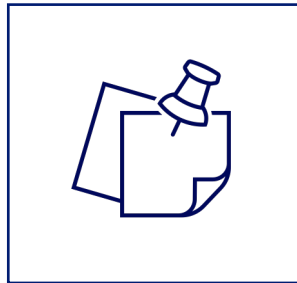
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- This meeting is being audio recorded to accurately capture meeting minutes.



# Meeting Overview and Objectives



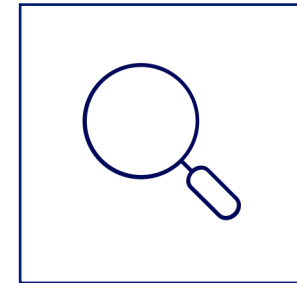
Welcome  
Remarks from  
Commissioner  
Hayman



Community  
Outreach  
Updates



SAG Members  
in the  
Community



SRX Project  
Updates



Wrap Up





**Water** Revitalization Plan

# Special Welcome to Commissioner & CEO Randy Hayman, Esq.

Remarks

# Welcome, PWD Commissioner and CEO Randy Hayman, Esq.



- Appointed to Philadelphia Water Department in June 2019
- 15+ years experience as general counsel at two major water utilities – District of Columbia Water & Sewer Authority and Metropolitan St. Louis Sewer District.
- St. Louis born but roots for the E-A-G-L-E-S!!



# Community Outreach Updates

- Meeting #2 Recap / Survey Results
- Quarterly Newsletter
- Community Listening Sessions Updates
- SAG Members in the Community

# Quick Recap of Meeting #2 Survey Results



- Six responders
- Encourage participation from all meeting attendees in order to better inform content for future SAG meetings as well as upcoming Community Listening Sessions

# Outreach Ideas to Consider – What We Heard

## Media/Communication Ideas

- Multiple rounds of communication
- Local publications
- Paper mailers/notices in mailboxes and telephone poles
- Traffic advisories - Route 1 ramps
- Distribute materials at schools, businesses, and public libraries
- 3D Model of SRX – display at schools, libraries, RCO meetings
- Bus stops signage, SEPTA ads
- Radio
- 1-800 number and dedicated email address
- Translation services
- Digital media/social media
- Educational material aimed at children

## Key Messaging Themes\*

alternative drinking water supply  
upgrading service  
updated water infrastructure  
long term clean safe water  
improved water quality and service reliability  
climate resilience  
water accessibility  
21st century water revitalization

\*Built from interactive word cloud activity





# Coming Soon: Quarterly Newsletter!

- First issue to hit the presses March 2024
- Featuring updates on the Water Revitalization Plan, Introduction of SAG Members & Announce Spring 2024 Community Listening Sessions

## Help Name the Newsletter!

- Top 5
  - The Pipeline [Your connection to updates on Philly's water revitalization]
  - Revitalization Report [A Water Revitalization Plan Newsletter]
  - Tomorrow's Tap Today [Investments in Philly Water]
  - Behind the Tap [The Future of Philly Water]
  - Flowing Forward [Philadelphia's Water Future]



# Quarterly Newsletter Sneak Peek!



## Dropping in: Your Quarterly Newsletter!

Read our quarterly newsletter to stay up to date on the [Water Revitalization Plan](#) and what it means for the Philadelphia community.

[Learn more about the WRP >](#)



## Thank You for Signing Up—Welcome to the World of Water Revitalization in Philadelphia!

Our [Water Revitalization Plan](#) will help ensure all Philadelphians have access to safe, reliable drinking water for generations to come. We'll keep you up to date as we continue to advance the plan.



Looking for more information about how PWD maintains, treats, and delivers hundreds of millions of gallons of safe, clean water to 1.6 million people every day?

Read the latest [Water Quality Report](#) to get the whole story of how water from Philadelphia's rivers is sourced, treated, tested, and piped to your home.

*The Philadelphia Water Department supplies drinking water, wastewater, and stormwater services to customers within the City of Philadelphia. The Department also has one wholesale water contract and 10 wholesale wastewater contracts with entities outside the City. Learn more at [water.phila.gov](http://water.phila.gov).*



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# Community Listening Sessions Updates

## Winter 2024

- Two Virtual Meetings
- One In-Person – Discovery Center in Strawberry Mansion

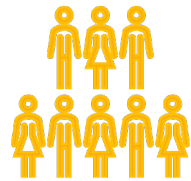
## Spring 2024

- One Virtual Meeting
- In-Person Meetings Around the City (Up to 10)

**Our team is still actively working on securing dates and locations. Please send any suggestions you have our way. Things to consider:**



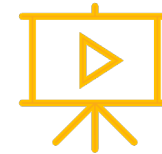
Accessibility



Capacity for  
30+ people



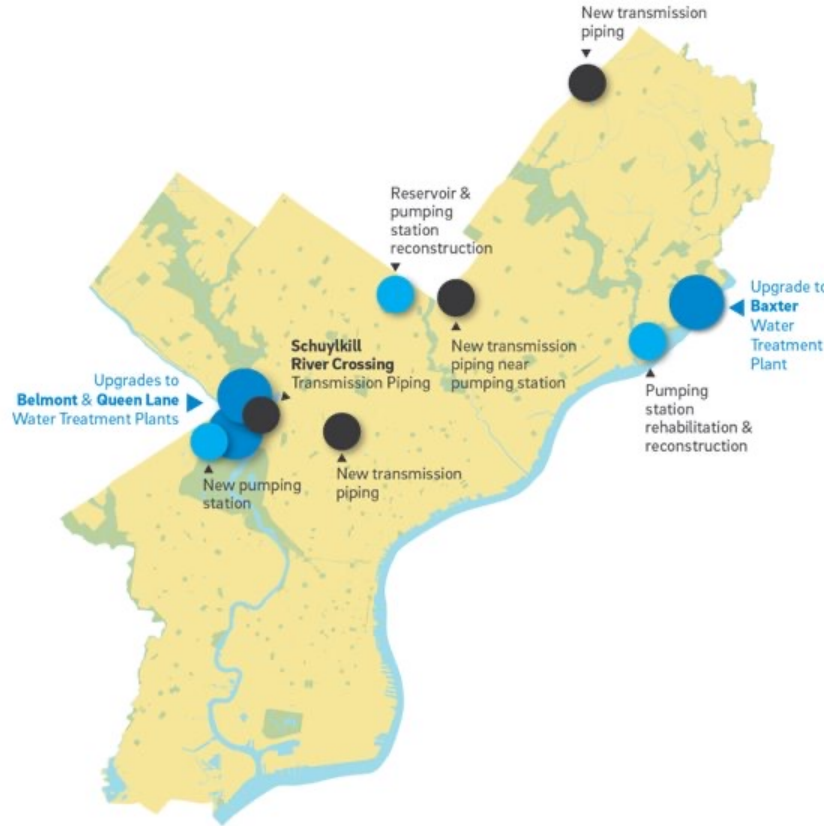
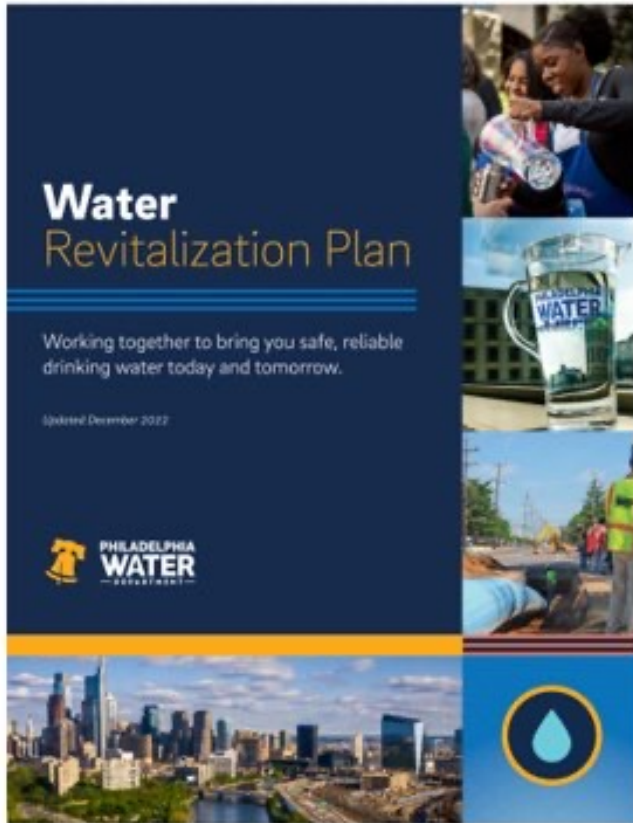
Proximity to  
public transit



Equipment

# Community Listening Sessions Updates

What We'll Cover During Winter & Spring 2024 Sessions



Philadelphia Water Department Core Services:



What We Do

- [Customer Responsibility Diagram](#) – review which components of PWD’s system are the department’s responsibility and which are the homeowner’s.
- [Projects & Construction Page](#) – find the latest information about our ongoing efforts to improve water infrastructure.

Additional Learning

- [Our Drinking Water Disinfection Steps](#) – explore the treatment practices that allow us to consistently exceed EPA drinking water standards.
- [2022 Drinking Water Quality Report](#) – dig into a complete overview of the current state of Philadelphia’s drinking water.
- [Water Revitalization Plan Overview](#) – preview our 25-year plan to ensure and strengthen our city’s drinking water infrastructure.

Connect & Share

- [Philly H<sub>2</sub>O Blog](#) – read the latest tips, news, and stories from the PWD community.
- [Announcements Page](#) – learn about upcoming events, resource fairs, and more.
- [Tiered Assistance Program Mailer](#) – find support and/or debt forgiveness for unpaid water bills.

### More Questions about PWD?

Visit [water.phila.gov](http://water.phila.gov) or call our customer care center at (215) 685-6300.

# SAG Members in the Community

Important advocates connecting the community and the Water Revitalization Plan

Serve as advocates for the Water Revitalization Plan and communicate program progress

Participate in quarterly meetings

Review and monitor program progress

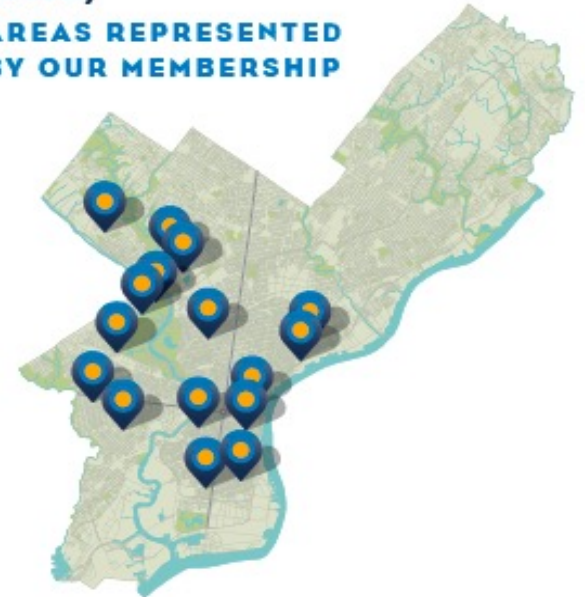
Utilize voices and influence within the community to gain support for programs

Represent Philadelphia Water Department and SAG initiatives, in a positive manner

Gather input from the public as it relates to ongoing WRP projects

## Stakeholder Advisory Group (SAG)

AREAS REPRESENTED BY OUR MEMBERSHIP



# SAG Members in the Community – Breakout Session

Break into small groups.

1. Identify 2-3 different scenarios in which you may be asked about or need to provide information as it relates to Water Revitalization Projects.
2. Brainstorm ideas responses based on scenarios.
3. Share with group. Be sure to note specifics like content/materials needed to stay informed, ideas on who to reach out to at PWD for help when needed, etc.



# SAG Members in the Community – Example Scenarios

- A local newspaper or other media outlet asks for a direct quote related to PWD, the Water Revitalization Plan, or other project information.
- Someone in your neighborhood hears of an upcoming project and asks you for more information or shares concerns.
- One of your friends reaches out with a WRP question you aren't comfortable answering or don't know the answer to.
- You spot misinformation about the WRP or project on social media (Nextdoor, Facebook, etc.).



# SAG Members in the Community – Reporting and Reflecting



Group Discussion & Idea Sharing



# SAG Members in the Community – Our Top Tips

Serve as advocates for the Water Revitalization Plan and communicate program progress

- Embody the 'Spirit of the SAG'
- Listen actively
- Be transparent, but honest — know the limits of your knowledge
- Identify PWD materials that may be helpful for information sharing
- Share what you know, guide where to go
  - Leverage PWD's website, newsletters, email contact, or Community Listening Session events for more info
- **When in doubt, pull in PWD!**

# Quick List for Valuable Sources of Info

Resources	Additional Learning	To Share with Neighbors
<ul style="list-style-type: none"><li>▪ <a href="#">Responsibility Diagram</a> (water system components that are PWD's responsibility, vs. homeowners' responsibility)</li><li>▪ <a href="#">Projects &amp; Construction Page</a></li></ul>	<ul style="list-style-type: none"><li>▪ <a href="#">PWD Drinking water disinfection steps</a></li><li>▪ <a href="#">PWD Drinking Water Quality Report</a></li></ul>	<ul style="list-style-type: none"><li>▪ <a href="#">Water Revitalization Plan Overview</a></li><li>▪ <a href="#">Link to Philly H2O Blog</a></li><li>▪ <a href="#">Link to PWD Announcements</a> (events, resource fairs, etc.)</li><li>▪ Ad for Tiered Assistance Program (<a href="#">TAP</a>)</li></ul>





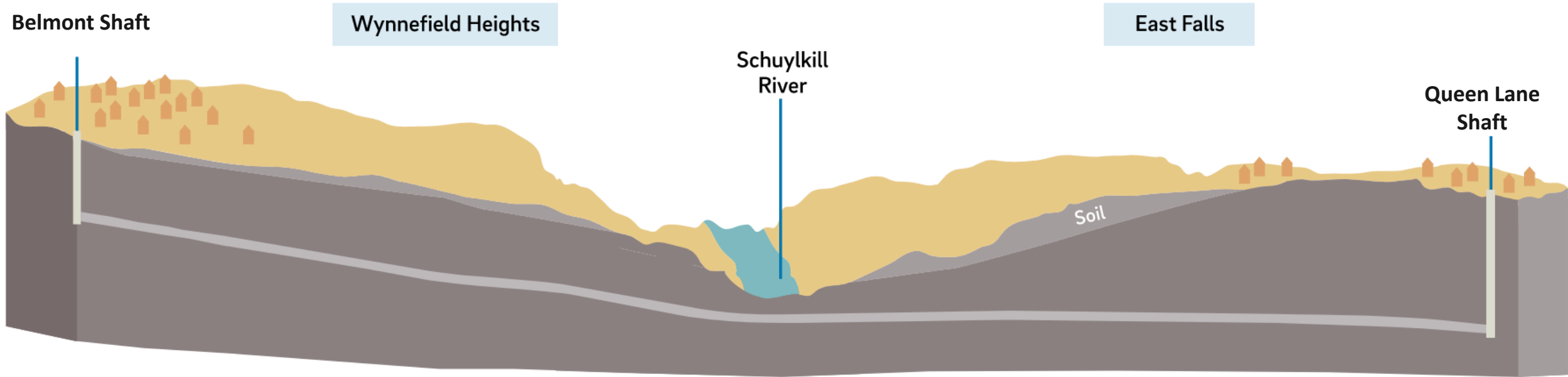
**Water** Revitalization Plan

# SRX Project Updates

Revisiting Overview & Info to Share to  
Ease Concerns

# Schuylkill River Crossing (SRX) Project

- Large scale tunnel project, connecting the Belmont & Queen Lane Plants to ensure safe and reliable drinking water for current and future generations of Philadelphians.
- A Tunnel Boring Machine (TBM) will dig a tunnel through rock at over 100 feet below ground on average.



# WRP Project Timeline

We Are Here

2024

2026



▶  
**SRX Project**  
(Early 2026–2030)

▶  
**Belmont WTP  
Expansion**  
(2030–2037)

▶  
**Queen Lane WTP  
Reconstruction**  
(2036–2045)

# SRX Project Concerns to Address in Outreach

## *Issues to Consider*

- Water still safe to drink during/after construction - different sources? Any changes?
- Quality of life
  - Impacts on traffic,
  - noises
  - lighting impacts
  - vibrations
  - air quality/dust
  - Possible parking loss (during construction)
- Soil from tunnels - where does it go?
- What is the cost? Will this change water bills?
- PWD has to work to establish trust

**YES!**

Let's talk a bit about how & why this is true with a brief overview of PWD's Water Treatment Process



# PWD Water Treatment Process

**Drinking Water Treatment Plants:**  
An important early step in water's journey.



◀  
**High-quality staff.**  
**High-quality results:**  
The experts working at our treatment plants take pride in using water drawn from our local rivers. Hundreds of millions of gallons of top-quality drinking water are produced every day.

**We have three drinking water treatment plants.**

**Baxter** pulls water from the Delaware River. **Queen Lane** and **Belmont** pull from the Schuylkill. Each plant has a service area. Some areas in Philadelphia can receive a mix from multiple treatment plants. Use the map above to see where your water is treated.

\*Source: 2022 Drinking Water Quality Report - [water.phila.gov/quality/](https://water.phila.gov/quality/)



# PWD Water Treatment Process

## Typical Treatment Process

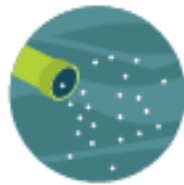
These are some of the stages water goes through during normal operating conditions.

*How long does it take? Our typical process can take days to complete.*



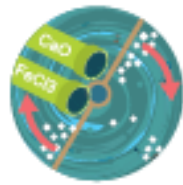
### Gravity settling

River water is pumped to reservoirs. The heaviest sediment settles.



### Disinfection

We add Sodium Hypochlorite to kill harmful organisms.



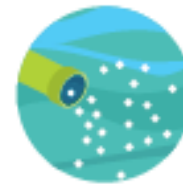
### Coagulant, flocculation, and pH

Gentle mixing helps particles clump together. We also adjust the acidity.



### Additional settling

Clumps of particles settle and are removed.



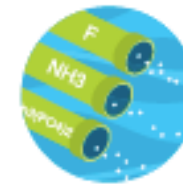
### Additional disinfection

We add Sodium Hypochlorite a second time to kill any remaining harmful organisms.



### Filtration

Filters remove more microscopic particles.



### Additional treatment

Ingredients like Fluoride, Zinc Phosphate, and Ammonia help keep water healthy and safe.

\*Source: 2022 Drinking Water Quality Report - [water.phila.gov/quality/](https://water.phila.gov/quality/)





# PWD Water Treatment Process

For more information and resources, visit: [water.phila.gov/quality/](https://water.phila.gov/quality/) to access past water quality reports, in depth testing information and more!



# Wrap Up & SAG Survey

## Upcoming Meetings

### SAG Meeting #4

- April 24, 2024
- 6:30-8:00pm
- Location TBD

### SAG Meeting #5

- July 31, 2024
- 6:30-8:00pm
- Location TBD

### SAG Meeting #6

- October 30, 2024
- 6:30-8:00pm
- Location TBD

- Final Questions?
- Parking Lot Topics
- Location Suggestions for Future Meetings



Use this QR code to complete the  
SAG Meeting #3 Feedback Survey





# Questions?

Water Revitalization Plan landing page:  
[water.phila.gov/projects/revitalization/](http://water.phila.gov/projects/revitalization/)

Email support:  
[WRPsupport@phila.gov](mailto:WRPsupport@phila.gov)



**Thank you!**