



## 2024 Water Revitalization Plan Stakeholder Advisory Group Meeting Summary

Meeting No. 3: [Wednesday, January 31, 2024]

### Meeting Attendees:

WRP Stakeholder Advisory Group (SAG)	Philadelphia Water Department (PWD)
<ol style="list-style-type: none"> <li>1. Lindsay Christinee</li> <li>2. Raymond Lucci</li> <li>3. Su Ly</li> <li>4. Ted Mullen</li> <li>5. Joanne Reilly</li> <li>6. Walter Threadgill</li> <li>7. Cheryl Tse</li> <li>8. Richard Lampert</li> <li>9. Rozell Kenney</li> <li>10. Mithun Das</li> </ol>	<p>Laura Copeland            Dan Schupsky            Jesse Debes            Michelle Bailey            Brian Rademaekers            Paul Fugazzotto            Amy Hopf</p> <p>Jenny Gain, Brown and Caldwell            Jennie Mummert, West Cary Group            Katie Porter, Brown and Caldwell            Melody Wright, Say/Do            Megan Smith, West Cary Group            Anna Kloiber, Brown and Caldwell</p>
<p><b>Absent</b>            Kayla Akpan            Corey Wills            Dr. Joi Spraggins            Lucinda Hudson</p>	

The meeting convened at 6:30 p.m.

### Summary of meeting:

- Welcome from Commissioner Randy Hayman, comments about the future of PWD Water’s commitment to safe, clean and reliable drinking water as well as special thank you to the members of the SAG for their participation and commitment to supporting the Water Revitalization Plan.
- Review of SAG #2 Meeting
- Preview of the upcoming Quarterly Newsletter.
- Group poll activity: Help name the WRP Newsletter – participants given 5 choices to vote for their favorite (The Pipeline, Revitalization Report, Tomorrow’s Tap Today, Behind the Tap, Flowing Forward). Results of vote:
  - Behind the Tap [The Future of Philly Water] #1 Choice
  - Flowing Forward [Philadelphia's Water Future] #2 Choice
    - PWD will test the winners in subject lines and preheaders for readability and alignment in email best practices to ensure successful open rates
- Community Listening Sessions Review and Updates
  - Preview of upcoming sessions including one virtual & one in person scheduled for Winter 2024; one virtual & up to ten in person around the city.
  - Call for suggestions of possible locations to host CLS meetings

- SAG Members in the Community
  - Review of roles & responsibilities overview and mapped representation of members across the city.
  - Break-Out Session: SAG Members activity included identifying 2-3 scenarios, brainstorm ideas for each scenario on how a SAG member may respond and share out to the larger group on ways PWD can help support, things to keep in mind, etc.
    - *Group #1:* Rozell Kenney, Raymond Lucci, Walter Threadgill, Cheryl Tse
    - *Group #2:* Su Ly, Joanne Reilly, Richard Lampert
    - *Group #3:* Lindsay Christinee, Ted Mullen, Mithun Das
  - Scenarios / Potential Solutions & Resources Shared from Groups:
    - Scenarios:
      - Communicating with RCO's
      - Environmental/Animal disturbances impacted by projects
      - Neighbors assuming SAG members know everything about PWD
      - Neighborhood questions regarding project impacts
      - Water safety concerns during construction & understanding of sequence of events
      - Building trust after previous events (i.e. recent spill)
      - Access to testing
    - Solutions/Recommendations:
      - PWD continuing to build trust in communities through transparency, information sharing, active listening
      - Details of plans when appropriate & possible
      - More robust information related to project impacts – the “who, what, when, how” narrative
      - Mindfulness of not using jargon when describing projects and impacts
      - PWD 101 Resources
      - Open lines of communication between SAG members & PWD/SAG members openly sharing concerns from community with PWD
      - Communication around safety of water during projects and information about the overall water treatment process for better understanding.
  - PWD's “Top Tips” for engaging with members of the community as a SAG member shared including highlights such as:
    - Active listening
    - Transparent and honest

- Sharing of valuable PWD materials
- Reach out for assistance when needed
- SRX Project Updates & Revisit of “Issues to Consider” from Meeting #2
  - Updated project timeline; SRX Project is still in the early stages and not yet fully designed.
  - Construction slated to begin Early 2026
  - “Will water still be safe to drink during/after construction?” – Yes
    - Deeper dive into PWD Water Treatment Process and additional resources at <https://water.phila.gov/quality/>, including the very valuable [Water Quality Report](#)
- Customer Guide – Great resource for overview of all things PWD. Can be found here: <https://water.phila.gov/pool/files/customer-guide.pdf>
- Treatment plant tours & reminder of next upcoming Open House
- Final wrap-up & meeting survey ask
  - Upcoming meetings: April 24, 2024, July 31, 2024, October 30, 2024 – Please add to your calendar!

The following is a summary of the questions asked by the SAG members and the answers provided by the PWD team:

**Question:** Accidents happen all the time where there could be a loss of service/issue with water quality while working. If something happened during construction, where the water was impacted - is there a back up plan to provide water service to impacted areas?

**Answer:** Jesse Debes explained there are emergency backup protocols in place where other treatment plants can service other areas of Philadelphia. However, they do not have the capability to do this long term/indefinitely, and that’s why the WRP is happening.

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**Other discussion points:**

- The meeting adjourned at 7:55 p.m.
- The next meeting of the 2023 Water Revitalization Plan SAG will take place on Wednesday, April 24, 2024.
  - Laura Copeland reminder SAG members they can offer suggestions for location.