



Water Revitalization Plan

Stakeholder Advisory Group

Meeting #7

January 29, 2025



**PHILADELPHIA
WATER**
— DEPARTMENT —



Disclosure Statement

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



October: Meeting Recap

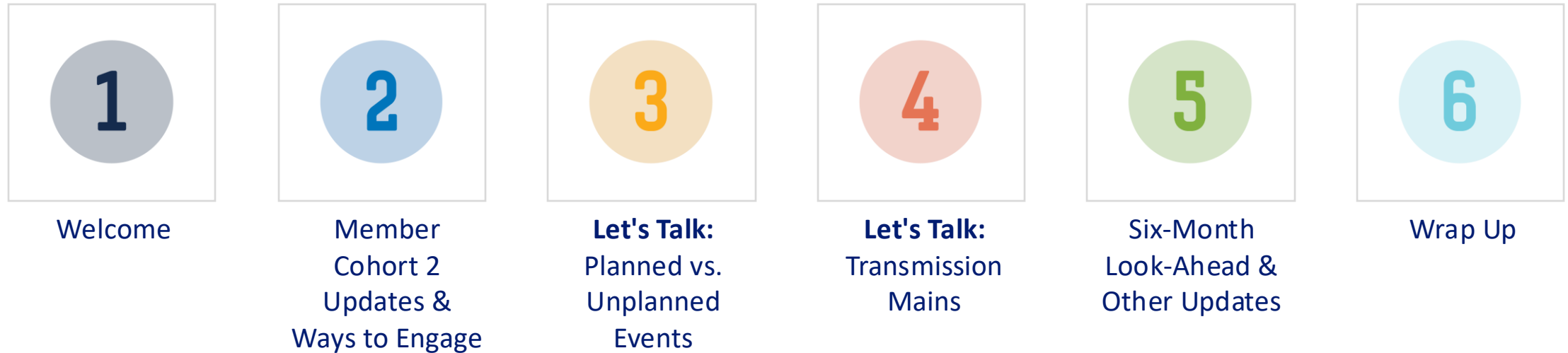
- Introduced our two newest members
- Discussed the wide network this group can leverage to share materials
- Discussed interest in new topics, including:
 - Emergency planning
 - Climate change considerations
 - Site aesthetic planning
 - Vendor diversity / how contracts are awarded
 - Kid-centered water curricula
 - And more!

From our last survey:

“Lots of information has been and will be shared with the citizens of Philadelphia. The group has come up with brilliant ideas to keep others informed as well as assisted PWD with ideas to get information to the public”



Meeting Overview and Objectives





Water Revitalization Plan

Welcome



PHILADELPHIA
WATER
— DEPARTMENT —

Meeting Norms Recap

(as developed by members in July 2023)



Attend each meeting and come prepared. Get up to speed if unable to attend.



Practice active listening and be respectful of all members, facilitators, and other meeting attendees.



Honor the agenda and support meeting start and end times.



Respect speaking times. Do not interrupt while others are sharing.



Agree as a group on what information shared in the meetings should be considered public knowledge vs. private for the group only.



Practice mindfulness of space and time during the meeting.

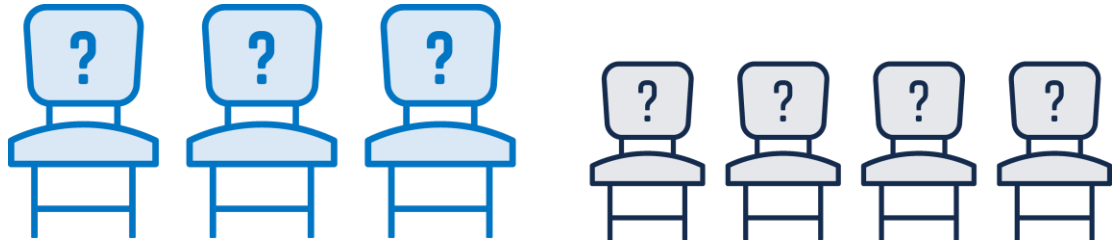


Stakeholder Advisory Group Engagement

- Cohort 2 Recruitment Updates
- Ways to Engage: Introduction and Discussion

Stakeholder Advisory Group Cohort 2 Recruitment Updates

We're seeking **3** new full-time members and **4** alternates for this cohort.



Due to their proximity to upcoming construction projects, we're specifically looking for members in the **Brewerytown** and **Somerton** neighborhoods.

Applications for this next cohort will open from:

**Mid-Feb. through
early April 2025**

Group Discussion: Intro to Engagement

Before we talk about recruiting new members, we want to hear from you, our inaugural cohort.

In your opinion, what makes a Stakeholder Advisory Group member effective? Why?

Introducing: Stakeholder Advisory Group Ways to Engage

There are many different ways to actively and effectively participate as a member in accordance with your skills and comfort level. Here are a few we're prioritizing while looking for new members for our next cohort:



Nickname:

The Curator

Skills:

Storytelling, organization

Curators help us tell our story effectively with their community. They sort through content and make sure the important topics and messages rise to the top.



Nickname:

The Listener

Skills:

Navigating community concerns

Listeners have a pulse for what is important to their community. Often found at community events, plugged into the local news, or watching their community's social channels.



Nickname:

The Bridge Builder

Skills:

Collaboration, Empathy

Bridge Builders bring people in their community together around common values and inspire connection between different groups.



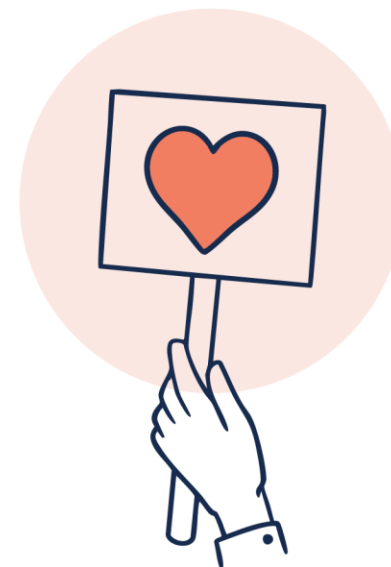
Nickname:

The Creative

Skills:

Perspective, Ingenuity

Creatives bring new ideas to the table, helping us refine our messages, materials, and outreach tactics in creative and engaging ways.



Nickname:

The Advocate

Skills:

Trust, Connection

Community members look to **Advocates** for reliable information and to represent them on critical issues.



Nickname:

The Vocal Local

Skills:

Community participation,
sharing ideas

Vocal Locals are in the community talking to folks and have a pulse of events and activities. They know who to talk to and how to reach different audiences and enjoy sharing updates and news.



Nickname:

The Quiet Collaborator

Skills:

Encouraging others to
open up

Quiet Collaborators prefer to listen versus being the loudest ones in the room. They may engage folks via social media or impactful small group discussions.

Recap: Ways to Engage



The Curator



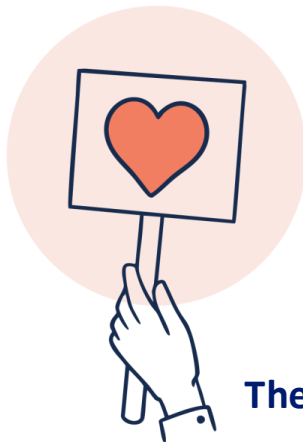
The Listener



The Bridge Builder



The Creative



The Advocate



The Vocal Local



The Quiet Collaborator

Group Discussion: Ways to Engage

These Ways to Engage were inspired by you, our first WRP Stakeholder Advisory Group. But we may not have caught everything...

Do you think we're missing any key 'Ways to Engage' from our list?

As we begin to recruit new members, which qualities should we prioritize?

Just for fun: **Which Way to Engage resonates the most with you?**
Write 1-2 on your sticky note; we'll collect anonymously and compile.



Let's Talk: Planned vs. Unplanned Events

- Types of water service interruptions & how PWD responds
- Q & A

Planned shut-off or unplanned emergency: what's the difference?

Planned Events

- Temporary water shut-offs
- Affect a small, localized area
- Purposeful and preventative, occurring during planned construction (such as with WRP projects)

Unplanned Events

- Unexpected water main breaks, leaks or other water emergencies (such as sinkholes)
- Can affect a larger area, depending on the severity of the disruption
- Mitigation time can also vary based on severity
- Water emergencies involving water quality instructions for health and safety (spills, treatment failures) are a separate notifications scenario. These are driven by regulations.



How does PWD take action during infrastructure emergencies?

When water mains burst or leak, PWD will work to restore water service as safely and quickly as possible.



1 IDENTIFY

An inspector investigates the problem: What type of leak? How urgent? Is it possibly from a main or a customer water pipe?

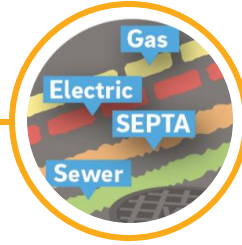
We may shut down the water to isolate the emergency. Specialized crews assist with the shutdown of large water main breaks.



2 CONTAIN

An emergency crew shuts down the main if it is causing damage or flooding and a repair crew is assigned.

A PWD public information officer may provide updates to the media, while a Field Supervisor on-site keeps affected property owners informed. Generally, this occurs when multiple properties experience water service disruption, significant damage, and/or traffic disruptions.



3 PINPOINT

If we need to dig, a call is made to PA One Call, and other utilities are marked, including gas, electric, and other lines.

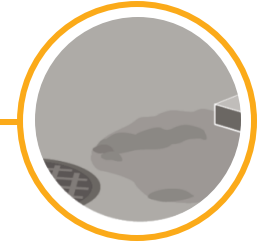
If the leak is on PWD's water main, we will mark underground utilities and take steps to protect the public's safety.



4 REPAIR

If it's our water main, the repair crew digs, repairs or replaces the damaged pipe, and coordinates traffic management.

Repair times may vary. However, the average repair time for a water main break, barring unforeseen circumstances, ranges between 8 and 12 hours.



5 RESTORE

Repair crews flush the line, disinfect the main if needed, and patch the road.

Risk Management claims representatives can help customers with potential damage claims. Leave a voicemail at (215) 683-1700.



If you or a neighbor observe signs of an infrastructure emergency, CALL PWD.

PWD CUSTOMER HOTLINE

Available for Emergencies 24/7

(215) 685-6300

PWD's hotline takes calls and dispatches crews to investigate and/or fix problems, including:

- Water main breaks
- Open hydrants
- Neighborhood flooding
- Water in basement

To sign up for PWD alerts & notifications, visit: water.phila.gov/signup

Visit our website: water.phila.gov

For emergency updates, follow us on social media: [@PhillyH2O](https://twitter.com/PhillyH2O)



Water Revitalization Plan

An important distinction:

Some customers may experience temporary, localized water service disruptions during construction of Water Revitalization Plan projects. **But, overall, these projects will reduce the potential for future water emergencies across Philadelphia.**



Q&A: Planned vs. Unplanned Events



As members of the Stakeholder Advisory Group, your community may come to you with questions about water emergencies or concerns about potential disruptions caused by WRP projects.

Do you have any questions we can answer to support you in addressing their questions?

Note: You can find more about PWD's response to water emergencies at water.phila.gov/drops/water-infrastructure-emergencies/

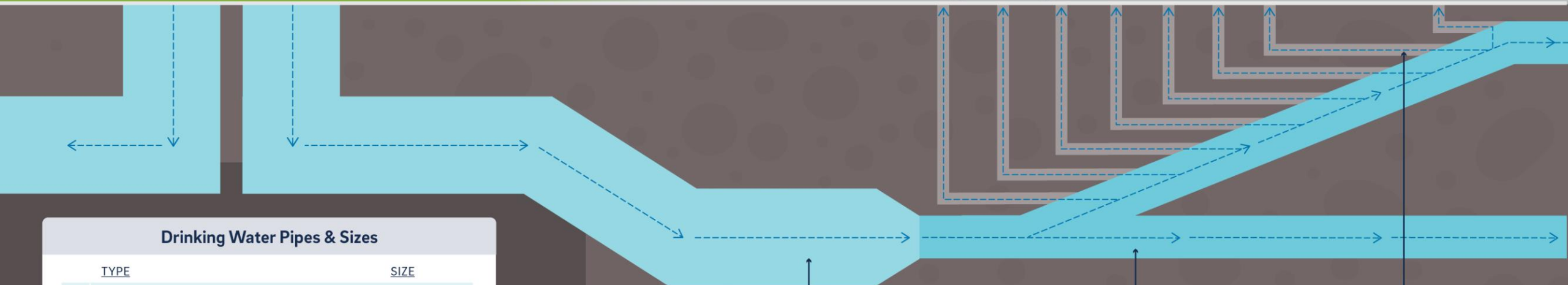


Let's Talk: Transmission Mains

- What is a transmission main?
- Transmission mains and the WRP

What is a Transmission Main?

Below the ground, big pipes called water mains carry clean drinking water from treatment plants to all the places that need it, like homes and businesses throughout the City. The largest of these pipes are called transmission mains.



Drinking Water Pipes & Sizes

WATER MAINS	TYPE	SIZE
	Transmission Main	(16"-120")
	Distribution Main	(4"-12")
	Service Line	(0.75"-2")

Transmission mains act like **highways**. They move water over long distances from the Schuylkill and Delaware Rivers to drinking water treatment plants to distribution mains.

Distribution mains act like **local roadways**. They move water from transmission mains to neighborhoods.

Service lines act like **driveways**. They move water from distribution mains to homes and businesses.

Why are transmission mains an important part of the Water Revitalization Plan?

- Several key WRP projects involve construction of new transmission mains to improve water service reliability, such as the Somerton Transmission Piping project (beginning this year).
- New transmission mains are also components of larger WRP projects to upgrade water treatment plants or water storage facilities.



What's Next with the WRP?

- Six-month look-ahead
- Beyond six months

Six-Month Look Ahead

Torresdale Finished Water Pump Station Upgrades

- **Project Type:** Pump Station
- **Neighborhood:** Torresdale
- **Current Status:** Construction [approx. 50% complete]
- **Purpose:** Replace aging equipment and improve reliability of water service pressure in Northeast Philadelphia
- **Expected activity:** All construction is within the existing site footprint, nestled in a non-residential area South of I-95 and involves:
 - Replacing existing pumps and electrical equipment
 - Performing minor structural repairs and site yard piping improvements



Six-Month Look Ahead

Somerton Transmission Piping

- **Neighborhood:** Somerton
- **Purpose:** Two-phase project to improve drinking water quality and flow efficiency in the Somerton neighborhood
- **Expected activity**
 - **Phase I:** Install ~3,800 feet of new **transmission mains** along Tomlinson Rd.
 - **Phase II:** Install new piping leading two and from a drinking water storage facility in the neighborhood
- **Anticipated construction schedule***
 - **Start [Phase I]:** TBD due to supply chain delays

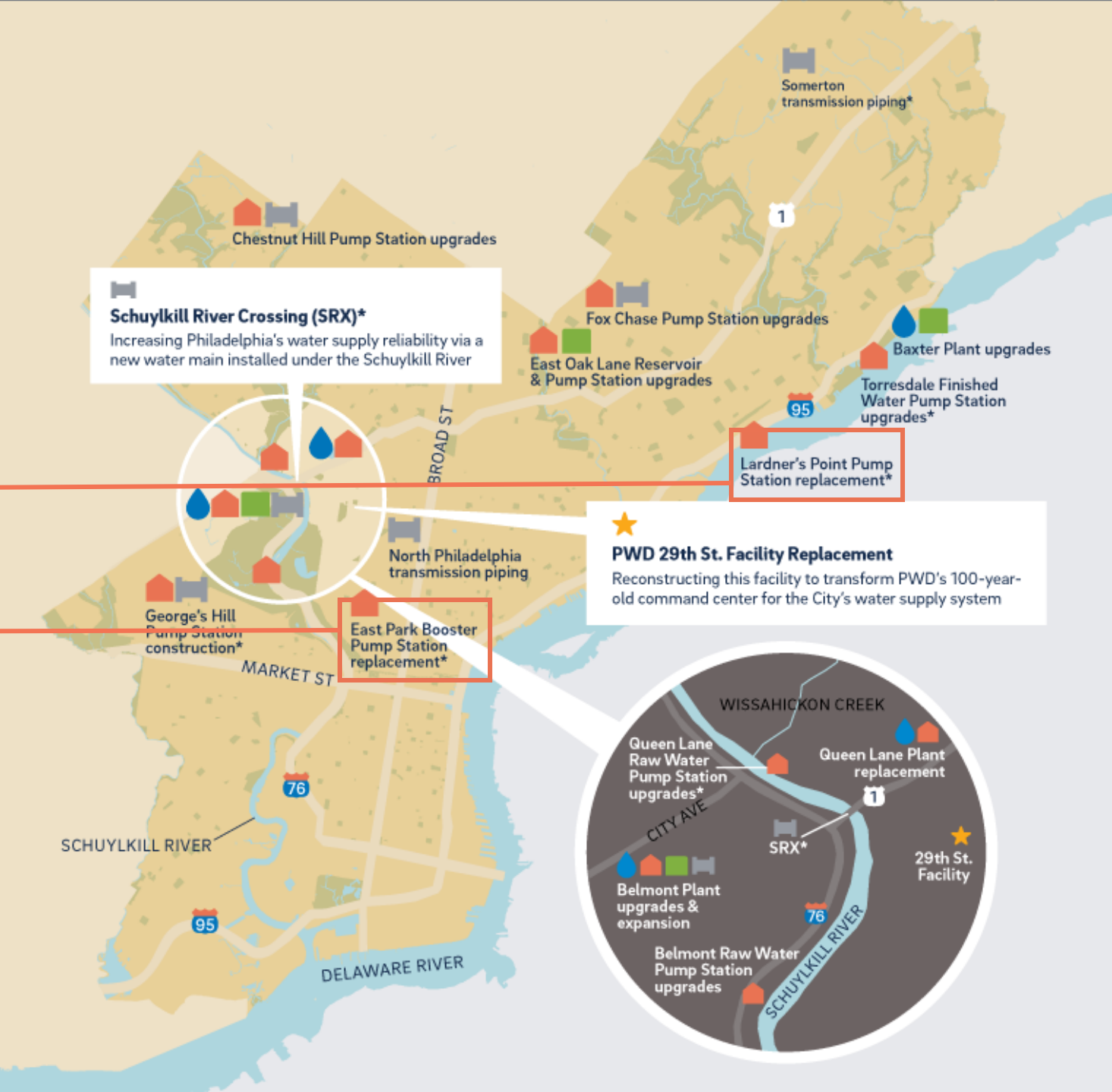


*All construction dates are generalized and subject to change.

Beyond 6 Months: Anticipated Construction Start

Late 2025

Late 2025



PROJECT TYPES

Pump Station

Pump station projects include new and updated infrastructure that will improve drinking water distribution across the City.

Drinking Water Treatment Plant

Upgrading treatment processes at all three of Philadelphia's WTPs will continue the City's proud history of delivering high-quality water.

Water Transmission Mains

These projects increase service reliability by installing new pipes that carry water to homes and businesses.

Storage

Storage facilities across the City support reliable drinking water service by holding water until it's ready for distribution.

Beyond 6 Months: Anticipated Construction Start

Early 2026

Early 2026



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Wrap Up

- Next meeting and upcoming events
- Meeting survey

Next Stakeholder Advisory Group Meeting

SAG MEETING #8

April 29, 2025

6:30-8:00pm

Fairmount Water Works

Potential Topics:

- More construction updates
- Overview of the communications & outreach system
- Share your ideas on future topics you'd like to discuss

Upcoming Engagement: Water Bar

WRP WATER BAR

Dates & Times TBD

**First Stop: Somerton
Neighborhood**

Help us spread the word about the WRP!

- Sign up to volunteer at our first WRP-focused Water Bar
- Stay tuned for emails from us

Look out for an
email update
about SAG
recruitment!



Survey

Your feedback is important to us!

Please take a few minutes now to complete the meeting survey.





Questions?

Water Revitalization Plan landing page:
water.phila.gov/revitalization

Email support:
WRPsupport@phila.gov



Thank you!