



Debra McCarty, Water Commissioner

Dear Water Department Customer:

Drinking water has recently been the topic in the national and local news. And we wish to assure our customers that Philadelphia Water holds its pledge to provide safe, high quality water as its most sacred bond with our citizens.

We view protection of public health as a core part of our mission and work closely with the Philadelphia Department of Health, in addition to participating in research conducted by national water research foundations. We are leaders in drinking water best practices and we have a stellar track record of providing reliable, top quality water that meets or does better than all federal standards for public health.

Philadelphia Water has:

- An award winning source water protection program dedicated to protecting and preserving our drinking water sources—the Delaware and Schuylkill rivers
- Water treatment facilities that have been operating for over a century and consistently provide top quality drinking water
- Conducted a customer sampling program in accordance with the requirements of the Federal Lead and Copper Rule since 1992
- Maintained a robust corrosion control treatment program to minimize lead and copper levels in the drinking water
- Always made decisions regarding its treatment based on the latest science and best practices

Although our 3,200 mile water main system delivers clean, safe water to our customers' homes and businesses and is not a source of lead in the water, customer service lines and plumbing fixtures may be made of lead or contain lead materials. The EPA's Lead and Copper Rule prescribes a systematic program for testing customers' tap water. We have successfully implemented that program since the program's inception in 1992.

We will continue to work with our customers to educate and guide them regarding the steps they can take to minimize their risk to lead exposure.

Philadelphia Water customer information resources include:

- Website (www.phila.gov/water)

- Fact Sheets
- Annual Drinking Water Quality Report
- Hotline (215-685-6300)

Please do not hesitate to call 215-685-6300 if you need additional information.