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CAPITAL REGION WATER ANNOUNCES NEW BEGINNING FOR AN OLD SYSTEM

HARRISBURG (July 8, 2014) – Capital Region Water today announced a new beginning for Harrisburg’s aging drinking water, wastewater, and stormwater systems including improved customer service, expert management, and premier drinking water.

CEO Shannon Williams was joined by Capital Region Water Board Chairman Marc Kurowski at the Dr. Robert E. Young Water Services Center to make the announcement.

“We’re going in a new direction, the right direction for our customers,” commented Kurowski. “Capital Region Water is at a unique place in history for taking on the challenges facing the state capital’s water infrastructure from years of deferred investment.”

Capital Region Water CEO Shannon Williams announced recent accomplishments, future challenges, and new initiatives.

“Our underground system is old. Some pipes are over 150 years old,” Williams said. “We could stick to old routines and only react to service failures, but we’ve decided to do better. We’re upgrading how we manage our system to provide better service and save our customers money in the long term.”

Williams announced a new website (capitalregionwater.com) and phone number (888-510-0606) to make it easier for customers to contact Capital Region Water and three community meetings that will be held in July and August. She also announced a “Raindrop to River” poster that can be used in classrooms and can be found online to help customers better understand the system.

The community meetings will all be held from 6-7PM. The meetings will be at the YWCA of Greater Harrisburg on July 24th, at Wesley Union AME Zion on August 5th, and at the Second City Church on August 14th.

Recent accomplishments include:

- **Award Winning Drinking Water:** Drinking water placed in the Top 5 in the nationwide “Best of the Best Taste Test”. The drinking water system also received a 10 Year Directors

Award from the Partnership for Safe Water for 10 years of providing drinking water better than state and federal standards.

- **Financing:** Entered the bond market for the first time since 2011 to refinance debt and saved customers \$4 million over the next two years.
- **Customer Service:** Customers can call one phone number for all of their needs: 888-510-0606. Crews continue to work overtime to address estimated water bills which were reduced from 6,000 in November to 1,200 in June. Customer payments are processed quickly, and calls are returned within one business day.
- **Advanced Wastewater Treatment Facility Improvement Project:** The \$50 million Improvement Project began in March to reduce the amount of nitrogen in effluent entering the Susquehanna River and meet new Chesapeake Bay requirements.
- **Cleaning Inlets:** After years of deferred maintenance, stormwater inlets are being systematically cleaned and rebuilt if needed. 24 inlets were cleaned and 11 inlets were rebuilt in June.

Capital Region Water began operating Harrisburg's water and sewer system in late 2013. The system includes the DeHart Dam and Reservoir, thousands of acres of pristine forest land surrounding the reservoir, the Dr. Robert E. Young Water Services Center, the Advanced Wastewater Treatment Facility, roughly 4,000 stormwater inlets, and hundreds of miles of pipes connecting customers to these central facilities. Capital Region Water is a municipal authority under the PA Municipal Authorities Act with a staff of over 80 employees and operates 24 hours a day, 365 days a year.



For questions or to report problems with your water or sewer service call 1-888-510-0606 or find us online at capitalregionwater.com