



Pipeline

Produced by the Public Affairs staff of the Philadelphia Water Department. For more information, please contact Editor Joan Anne Przybylowicz at 685-4900.

SCADA On Line

A new system to monitor and regulate the flow and pressure of the water supply throughout Philadelphia and to parts of Bucks County is up and running. The computerized system, part of the Load Control Center, has been dubbed "Supervisory Control and Data Acquisition" or SCADA.

Using this computerized equipment, our water transport system operators control 17 pumping stations, 18 reservoirs, and five water storage tanks. They also monitor water pressure at 40 locations throughout the city, and the city's high-pressure fire service system which is used to fight fires. Load Control Chief George Kunkel is pleased to report, "The system has improved the Control Center's emergency response to large water main breaks, fire fighting operations and other water-intensive events."

.....
With SCADA, system operators have more information available to them when making decisions affecting the city's water pressure, pumping needs and storage supplies. The operators can optimize pumping operations which should result in significant cost savings to the Department.
.....

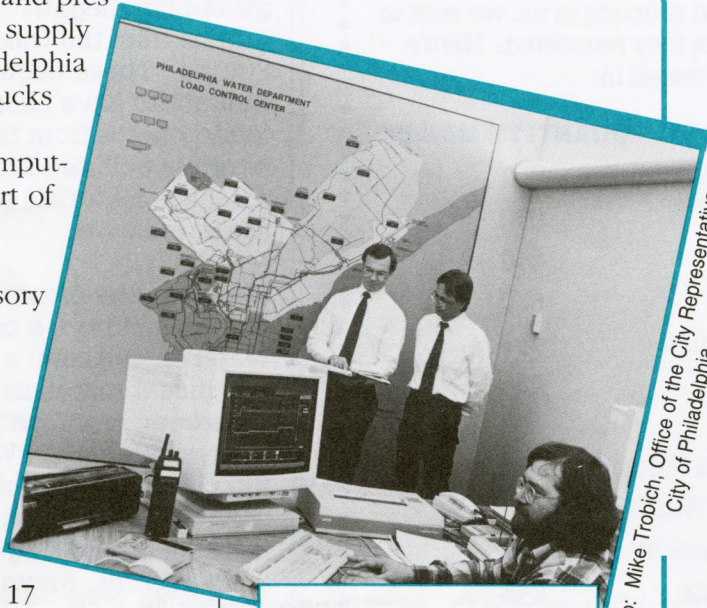


Photo: Mike Trobich, Office of the City Representative, City of Philadelphia

Load Control Chief George Kunkel and Load Control Operations Engineer Kevin McNichol check water pressure data while Water Transport System Operator Dave Bounds uses the new SCADA system.

The Load Control Center operates through a high speed intelligence system. Data is picked up by electronic sensing devices at more than 100 locations and is relayed via microwave to the Center. By simply pushing a button, an operator can start or stop a pump and open or close a valve at remote sites.

Load Control's original centralized system was installed in stages between 1960 and 1986. It was one of the first of its kind in the world. The new SCADA system greatly enhances the original system. With its interactive features and increased data handling capabilities, Water Transport System Operators Robert Woodson, William

(continued on reverse)

UESF: Warming homes and hearts

Ten years ago, the Water Department, PGW and PECO decided to work with religious, community and business leaders to form the Utility Emergency Services Fund (UESF), a non-profit energy assistance agency. They were concerned that a growing number of low-income city residents were unable to pay their utility bills because of inadequate federal funding and the rising cost of energy. People who couldn't pay for their water, gas and electric faced winters without heat, a potentially lethal situation.

All administrative costs of UESF are paid by the three utilities so that money contributed to UESF goes directly to low-income families. The City of Philadelphia has given \$200,000-\$500,000 to the fund each year and the utilities have matched every dollar, doubling the amount available. Since its inception in 1983, UESF has provided more than \$18 million in direct financial assistance to over 44,000 households. This assistance has either restored or prevented the termination of gas, electric, and/or water service.

Currently, the Water Department is promoting the assistance offered by UESF for the upcoming winter. In cold weather it may seem more important to pay gas and electric bills. However Kimlar Satterthwaite, manager of Assistance Programs, reminds us, "The Water Department provides a secondary heating source to many customers. Without water for radiators, many homes would go cold." In 1993, the program served more than 4,000 customers; 1,142 of those used the assistance to pay their water bills.

Quality Service for Those in Need

The Philadelphia Water Department and the Water Revenue Bureau also offer a number of programs to help customers. We want our customers to stay our customers. Payment agreement programs are available for all customers who are behind in paying their water and sewer bills. These arrangements allow customers to pay overdue bills through reasonable terms. Financial assistance may be available for low-income customers. Water conservation and household plumbing repair programs are also available. Here are some of the programs:

WRAP

WRAP, the Water Revenue Assistance Program, allows customers who are behind in their water and sewer bill payments to make payment agreements avoiding shutoff of their water services. Customers must make a down payment of 25 percent of the amount of money owed on the water and sewer bills. The Water Revenue Bureau will work out monthly payment schedules for the customers.

The Water Revenue Bureau offers other water and sewer bill payment agreements based upon

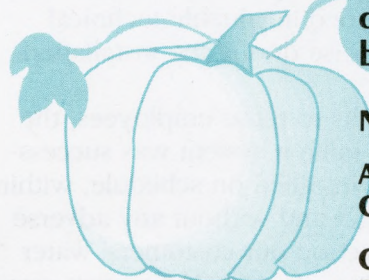
(continued on reverse)

"It's a great charitable organization," notes Satterthwaite. "UESF pools the funds to reduce costs for customers who can least afford their energy bills."



Photo: Joan A. Przybylowicz

Pearline Tollen helps customers reduce their water usage through a variety of conservation and assistance programs.



**AT THANKSGIVING . . .
GIVE THANKS FOR GOOD HEALTH
BY GIVING BLOOD!**

NOVEMBER 28, 8:00 - 2:30

**ARA TOWER, 5TH FLOOR
CALL BARRY BRAIT - 685-6182**

**COLLECTOR SYSTEM SUPPORT
FOX & ABBOTSFORD
CALL DIANE COLLINS - 685-2027**

Happy Thanksgiving!

(WRAP continued from front)

household income. In addition, if a customer's household income is at or below 150 percent of the income standard defined by the United States Department of Health and Human Services, the customer may be eligible for a Water Revenue Bureau Low-Income Agreement and several other assistance programs.

To get a copy of *We Want to Help*, a pamphlet that explains more about these programs, call our Customer Assistance staff at 685-4907.

CAP

CAP, the Conservation Assistance Program, is another service we provide for our low-income customers. CAP helps customers reduce their water and sewer bills through water conservation and waste reduction.

The Water Department provides all the funds for CAP. Several Neighborhood Energy Centers perform the services for us. They conduct home water conservation audits to identify leaks and sources of water waste. If necessary, they repair leaking pipes and broken appliances that use water. They also install low-flow shower heads, toilet dams and faucet aerators.

Low-income customers can apply for CAP and other conservation programs by visiting one of the Neighborhood Energy Centers. These community-based centers provide customers with energy-related assistance that fit their needs.

LICAP

LICAP, the Low-Income Conservation Assistance Program, helps low-income customers reduce their water bills. LICAP provides customers with minor plumbing repairs, conservation devices and tips to reduce water waste. LICAP is available to customers whose household income is at or below 150 percent of the income standard defined by the United States Department of Health and Human Services.

HELP

HELP, the Homeowners Emergency Loan Program, is an interest-free loan for homeowners who must make emergency repairs to water service lines, sewer laterals, or both. Homeowners are responsible for maintaining and repairing water service lines and sewer laterals. All homeowners, not just low-income customers, can apply for HELP. To be eligible for HELP, homeowners must have a Water Department Plumbing Violation Notice and must live in the home where repairs will be made.

Contact PWD's Customer Assistance staff at 685-4907 for more information about CAP and the Neighborhood Energy Centers, LICAP and HELP.



Photo: Joan A. Przybylowicz

Michelle DeStefano of our Customer Assistance Unit serves one of the many customers who used HELP to repair her home's water service line.

Why does drinking water often look cloudy when first taken from a faucet, and then clears up?

The cloudy water is caused by tiny air bubbles in the water similar to the gas bubbles in beer and soda pop. After a little while, the bubbles rise to the top and are gone. This cloudiness occurs more often in the winter when the drinking water is cold.

Questions and answers are from "Plain Talk About Drinking Water." Answers to 101 Important Questions About the Water You Drink by Dr. James M. Symons, published by the American Water Works Association ©1992.

TELL US MORE!

Earlier this year, we mailed billstuffers to our customers announcing a variety of brochures available that explain the Water Department's operations and services. After customers returned coupons to us, we sent to them the brochures they requested. Here's what they are interested in:

BROCHURE	QUANTITY MAILED
Lead in Drinking Water	753
Water Quality	660
Meter Reading	640
Water Rates	630
Assistance Programs	481
Water Treatment	466
Conservation	408
Recycled Compost Products	402
Fairmount Water Works	378
Wastewater Treatment	352
Proper Use of Inlets	248
Proper Use of Hydrants	208

The billstuffer proved to be a valuable tool for us to promote our operations and services. It was also a great opportunity for customers to tell us what they need to know about us. During public hearings for the 1993 water and sewer rate increase, many customers expressed a strong interest in learning more about the Water Department. Their interest sparked the idea for the billstuffer.

ARCHIVES: OUR HISTORY COMES ALIVE

Construction Office Manager Tom Walsh recently found some valuable glass-plate negatives of photographs from the Oak Lane Pumping Station. These negatives were thought to have been lost. Tom also found photos from the 1930s of the severely polluted Frankford Creek. All these materials have been added to our archives.

We are in the process of computerizing the archives, a collection of the Water Department's historically significant materials. Once they have been organized, we will make them available to PWD staff and to the public. In organizing the archives, we are looking for historical material like photographs, books, office records, drawings and plans that touch on the history of the Water Department. If you have anything of interest, please call Ed Grusheski at 685-4908.

— by Honey Rodgers, Fairmount Water Works Interpretive Center Intern

KEEPING OUT THE COLD

Cold weather can create problems for your home water system. Cold air blowing through drafty windows or in unheated areas can cause water pipes to burst or damage meters. Plan now for the winter. Try these cold weather tips to help protect your home against frigid temperatures:

- Shut off outside water faucets from your inside valves, leaving the outside valve open to drain the faucet.
- Keep the area around your water meter above 40 degrees Fahrenheit.
- Wrap the water meter and the connecting piping with insulation.
- Caulk windows near water meters and pipes, and cover those windows with plastic.
- Replace or cover cracked or broken windows.
- Wrap and insulate all water pipes in unheated areas, such as underneath a shed or kitchen floor and in garages.
- Let water run overnight at a trickle in extremely cold weather to keep the pipes from freezing.
- Have your vacant property winterized by a registered plumber.

(SCADA continued from front)

Timoney, Dave Bounds and Ted Fosco have more information available to them when making decisions affecting the city's water pressure, pumping needs and storage supplies.

The design and installation of the SCADA system was accomplished through the joint resources of our employees. Jim Giffear, a staff engineer in our Design Unit, planned and developed the system completely in-house based on the recommendations and needs of Load Control employees. Construction Inspectors Bill Sullivan and Lee Henderson, along with Division Engineer John Vencius, oversaw the system's installation. Load Control's electronics and instrumentation staff, led by Maintenance Supervisor William Brown, provided invaluable technical expertise during the installation.

Thanks to these employees, the \$1.8 million system was successfully installed on schedule, within budget and without any adverse impact on our customers' water service. The SCADA system serves as a showcase of technological reliability for the water industry.

Mr. Albert Horne
Division Engineer, Construction Unit
Water Department

Dear Mr. Horne:

This is a letter of congratulations and appreciation. I am a resident on Hellerman St. in the Northeast section of Philadelphia where recent construction work was completed for new water pipes. I just wanted to praise your men and the way they handled the job. Our streets were cleaned each night, the men were courteous and the job was completed before the scheduled time. With all the construction, our trash and recyclables were collected as usual. I must commend both the Water Department and the Trash Collectors for a job well done.

Sincerely,

J. O'Sullivan

Pipeline is printed by the inmates of PHILACOR, the manufacturing and service arm of the Philadelphia Prison system. PHILACOR provides inmates with skills and practical work experience.