



May 12, 2021

## PUBLIC ANNOUNCEMENT

### ERIE WATER WORKS To Resume Water Shutoffs

#### To Media

When the Pennsylvania Public Utilities Commission ended the moratorium on water terminations for non-payment on April 1 of this year, the Erie Water Works (EWW) chose instead to extend its own moratorium to allow customers financially impacted by the COVID-19 pandemic additional time to take care of their water bills without fear of losing water service. **That self-imposed, customer friendly moratorium on water terminations, late payment penalties and interest will end on June 1, 2021.**

EWW is encouraging customers to pay their account in full prior to June 1 to avoid having additional fees added to their bill and possible water service termination. **If customers cannot pay their bill in full, we urge them to contact the EWW Customer Service Department at 814-870-8000 ext. 71 to make a payment arrangement.** In conjunction with re-establishing our normal collection procedures, EWW will be re-opening its Administration Building lobby to the public on June 1st. Masks and social distancing are required.

EWW prefers customers continue to pay their bills remotely if possible, until the pandemic is behind us. Thank you for your patience and understanding as we begin to return to a level of normalcy.

If you have any questions, please contact the Erie Water Works Customer Service Department between the hours of 8:00 AM and 5:00 PM, Monday-Friday @ 814-870-8000 ext.71.