



## Aqua Improvements

- Took over operation of the Emlenton Water System after it was classified as a “troubled system” by the Pennsylvania Public Utilities Commission (PUC).
- Immediately provided a certified operator to run the plant as well as a water tanker truck and bottled water for customers’ potable water needs.
- Made temporary improvements that lifted boil order in just 23 days.
- Celebrated Emlenton’s membership into the EPA’s Partnership for Safe Water in July 2012, a true 180-degree turn for the facility.
- Invested \$4.5 million of capital to satisfy requirements of the PUC, 17 months ahead of schedule. Improvements included:
  - \$2.8 million for a 288,000-gallon perday water treatment plant
  - \$925,000 to replace 11,400 feet of old water main
  - \$392,000 of investments to the existing finished water reservoir
- Took over Emlenton Wastewater System in December 2016.

## The Impact

“Aqua didn’t waste any time getting us off of the boil order we’d been under for nine months. In less than one month we were off the boil order. Over the Thanksgiving holiday, they actually bought bottled water and hand-delivered it to our elderly residents. Before Aqua, we were paying for contaminated, unsafe water. If I have to pay a few more dollars to know that my water is safe, I don’t mind at all. Aqua let us know when they were requesting increased rates from the PUC, and why. The increase wasn’t that much and I have not had a call or a complaint about the water bill since Aqua has owned the system.”

**Nancy Marano**, Emlenton Borough Manager

“At first, lots of people were skeptical of a huge corporation coming in and taking over because they were used to local ownership. But it wasn’t like they thought it would be. Aqua cares about the community. Aqua wanted to make sure we had quality water – they wanted to keep our rates down and they wanted our input.”

**Nancy Marano**, Emlenton Borough Manager