



PROVIDENCE WATER



**2024**

ANNUAL REPORT  
TO THE COMMUNITY

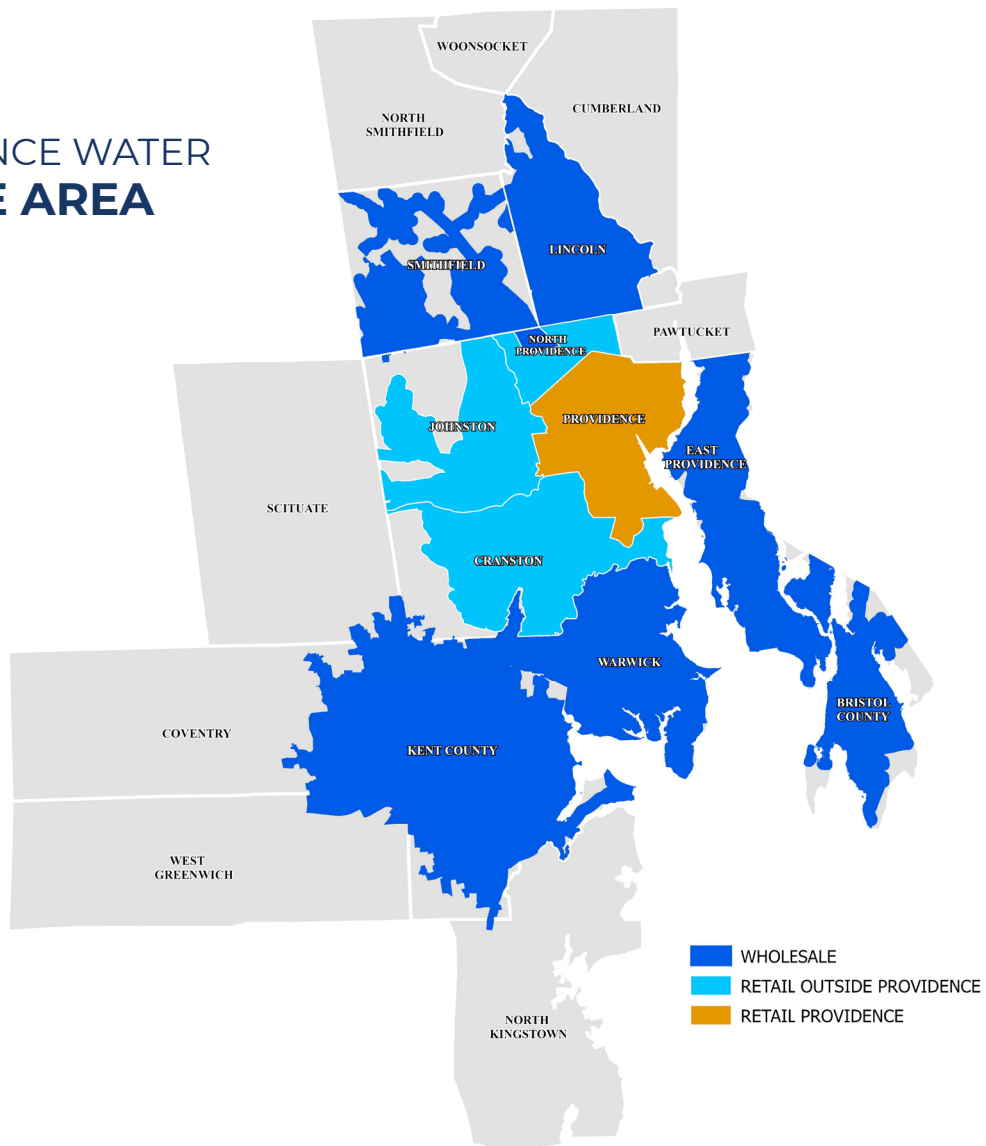
**TAP WATER  
DELIVERS**

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# PROVIDENCE WATER MISSION STATEMENT

It is the mission of Providence Water to provide reliable, high-quality, safe, clean drinking water for our customers at a reasonable cost, supported by excellent customer service, within the context of a positive, fair, efficient, effective and healthy workplace environment.

## PROVIDENCE WATER SERVICE AREA



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## MESSAGE FROM THE GENERAL MANAGER



I am pleased to present the Providence Water Annual Report which highlights our initiatives and achievements in 2024. Our most significant achievement this year was implementing our Accelerated Lead Service Line Replacement Program as part of our ongoing efforts to reduce lead at our customers' tap. The goal of the program is to replace all lead service lines in our distribution system within 10 years in accordance with Rhode Island law and subject to available funding. In 2024, we replaced more than 1,100 private lead service lines through our Accelerated Lead Service Line Replacement Program at no cost to the homeowners.

Providence Water does not have any lead in our source water or our transmission system. Drinking water that leaves our treatment

plant in Scituate and is delivered through the distribution system has no detectable levels of lead. However, lead can enter drinking water when the water is in contact with materials that contain lead such as household fixtures, plumbing and water service lines. There is no safe amount of lead exposure, which is why Providence Water is committed to reducing lead at our customers' tap.

Over the past 17 years, Providence Water has spent approximately \$92 million replacing public lead service lines. Since 2021, Providence Water has utilized federal and state grant funding to replace more than 3,020 private lead service lines in our distribution system. As a result of this work and our multi-pronged strategy (lead service line replacement, water main rehabilitation, corrosion control treatment, public education and unidirectional flushing) to reduce lead at our customers' tap, I am very pleased to report that Providence Water's lead levels have been below the Environmental Protection Agency lead action level since 2021 and the best numbers in our history.

We have continued our commitment of investing in our community and workforce. A new partnership between Providence Water and the Providence Public School Department/Providence Career and Technical Academy will offer high school seniors enrolled in engineering, construction and manufacturing programs a pathway to pursue a career

in the drinking water industry. We continue to invest in employee training and encourage our workforce to acquire and develop new skills.

In 2024, construction began on the Pine Hill elevated storage tank in Johnston. This one-million-gallon tank, which will strengthen system reliability and reduce future rehabilitation and maintenance costs for Providence Water, is expected to be operational in the fall of 2025. Looking forward, Providence Water is finalizing the implementation of our new billing system and researching options to address necessary infrastructure improvements at our Purification Plant. Potential options include the rehabilitation of the existing plant or the construction of a new plant. The cost to rehabilitate or replace the plant could be in excess of \$800 million. A facility analysis is being completed, and we anticipate that decisions will be made in the near future.

Providence Water remains committed to delivering high-quality, affordable drinking water to all of our customers and protecting our water from the source to the tap for future generations.



Ricky Caruolo  
**GENERAL MANAGER**



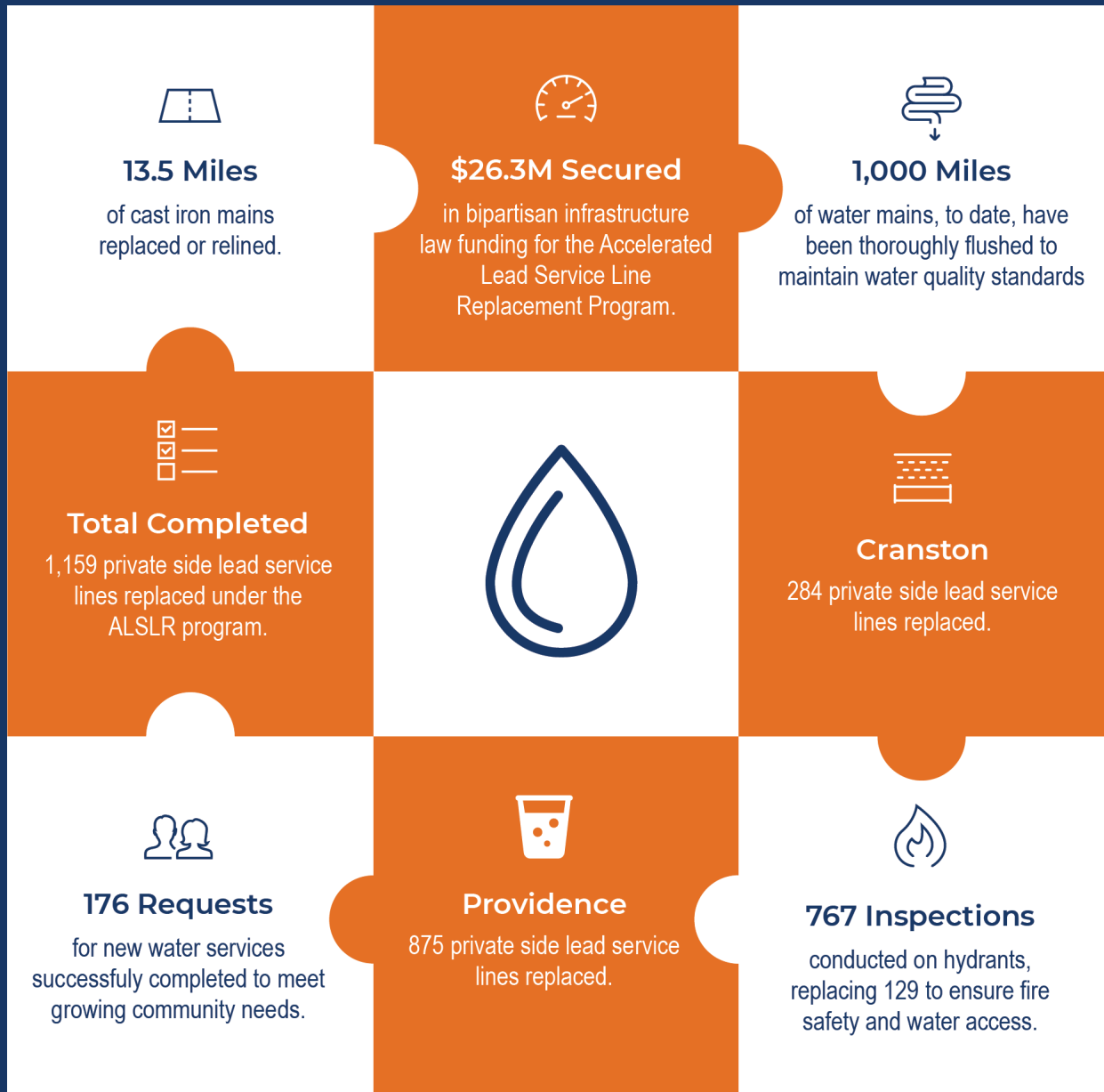
## ACCELERATED LEAD SERVICE LINE REPLACEMENT PROGRAM (ALSLR)

Providence Water remains dedicated to the removal of lead service lines from our distribution system and providing safe and clean drinking water for all our customers. In 2024, we contracted with CDM Smith, an engineering and construction company that specializes in environmental and infrastructure solutions, to execute our Accelerated Lead Service Line Replacement Program (ALSLR). This initiative aims to replace all private-side lead service lines within the next 10 years, complying with Rhode Island law and contingent on available funding.

In May 2024, a press conference was held in South Providence (Ward 9) with Senators Jack Reed and Sheldon Whitehouse. The event highlighted the \$26.3 million in funding secured through the Bipartisan Infrastructure Law for lead service line replacement. Also present were Providence Mayor Brett Smiley, Providence Water Chairman Ateesh Chanda, Rhode Island state legislators, Providence City Council members, and William Fazioli, Executive Director of the Rhode Island Infrastructure Bank.



# ALSLR Program Highlights and Infrastructure Accomplishments



Since 2021, using grant funding, Providence Water has replaced approximately 3,020 private lead service lines at no cost to property owners.

*Funding for the ALSLR program was provided by the EPA Water Infrastructure Improvements for the Nation (WIIN) grant, Bipartisan Infrastructure Law Funding, and EPA Community Grants (Congressional Directed Spending).*



## WATER QUALITY

The Water Quality Department is responsible for monitoring water quality and implementing quality control programs to guarantee the safety of your drinking water and ensure compliance with all state and federal standards. Our water supply laboratory, certified by the Rhode Island Department of Health (RIDOH), performs more than 7,000 analyses each month on samples collected from the watershed and other RIDOH-approved sites.

### Highlights and Accomplishments

- Achieved compliance with the EPA Lead and Copper Rule for eight consecutive monitoring periods.
- Provided 1,458 FREE lead testing kits upon the request of customers in our distribution system.
- Received recognition as a “Laboratory of Excellence.”
- Received 74 new interest free lead service replacement loan applications. To date, a total of 1,667 loan applications have been submitted.

# INFRASTRUCTURE AND SYSTEM IMPROVEMENTS

Our Engineering Department designs and oversees improvements to our water system. Our water main rehabilitation program focuses on restoring and maintaining water mains through a variety of methods, such as cleaning/lining, and replacement, to guarantee the safe and reliable delivery of your drinking water.

As part of our Infrastructure Replacement Plan, since 1996 we have invested more than \$660 million in infrastructure upgrades and capital improvements, along with approximately \$207 million in the rehabilitation of approximately 860,000 feet (163 miles) of our distribution system.

## Highlights and Accomplishments

- Began construction on a new elevated storage tank in the Town of Johnston. The Pine Hill storage tank will be made of steel and fusion glass, has a capacity of one million gallons, stands at a height of 105 feet, and is anticipated to become operational by fall of 2025.
- Providence Water replaced and relined approximately 13.5 miles of cast iron main and flushed over 31 miles of main in our water distribution system. To date, 163 miles of main have been rehabilitated and over 1,000 miles flushed.
- Water main rehabilitation began in the Trinity Square Area of Providence.
- Completed 176 new service requests, conducted 767 hydrant inspections, and replaced 129 hydrants.



## WATERSHED INITIATIVES AND PROTECTION

The Scituate Reservoir serves as the main source for your water supply. Providence Water is dedicated to conserving and safeguarding our watershed land. The watershed is located primarily within the towns of Scituate, Foster, and Glocester, and includes parts of Cranston and Johnston. The overall area is roughly 93 square miles (60,000 acres).

In 2024, Providence Water implemented several strategies to protect the quality of our drinking water.

- Increased watershed sample monitoring from 20 brooks to 36 brooks per month.
- Collected and analyzed approximately 300 stream samples.
- Managed five timber harvests across our watershed properties and initiated two more. This process contributes to the development of the forest ecosystem.
- Conducted Forest Stand Improvement across eight acres, a practice used to promote a healthier forest environment by identifying and removing undesirable trees and improving the condition of desirable ones.
- Conducted 53 inspections of dams.
- Acquired three conservation easements totaling 187 acres.



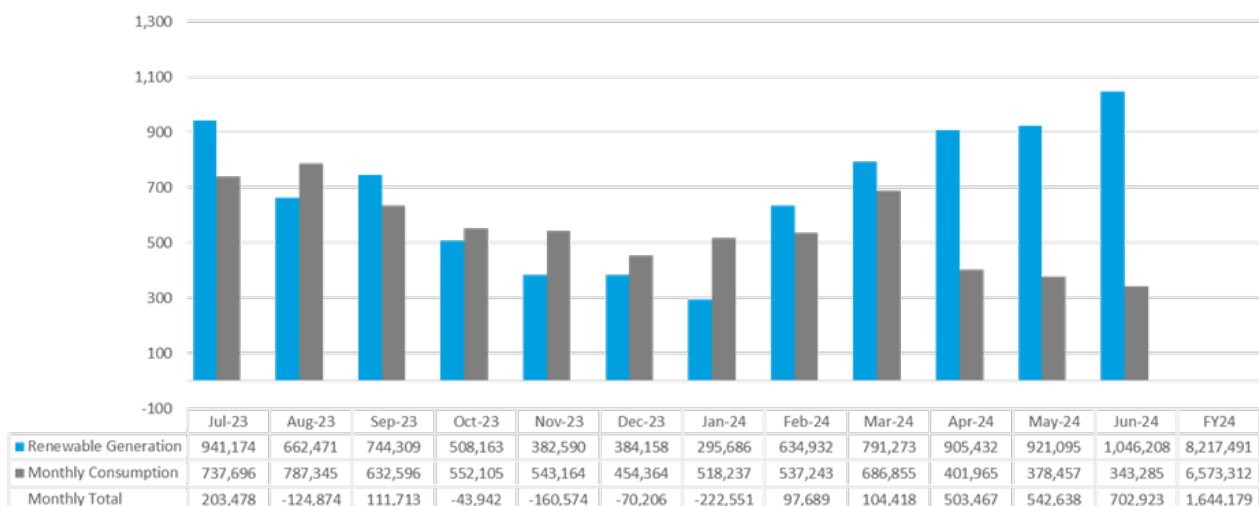
## ENERGY EFFICIENCY INITIATIVES

Providence Water's ongoing commitment to minimizing our carbon footprint has included installing multiple solar arrays, expanding the electric vehicles in our fleet, and using energy-efficient rooftop heating and air conditioning units. We have also joined forces with the City of Providence Department of Sustainability and the Energy Fellows at the University of Rhode Island to comply with the Building Energy Reporting Ordinance (BERO). BERO is part of the city's new strategy, outlined in the Act on Climate, to have all municipal buildings achieve carbon neutrality by 2040.

During the fiscal year 2024 (July 2023 to June 2024), the Pine Hill Solar array generated 7,479,907 kWh, while the rooftop solar array produced 737,584 kWh, resulting in a total output of 8,217,491 kWh. This exceeded Providence Water's fiscal year consumption of 6,573,312 kWh by 1,644,179 kWh, permitting the organization to meet its objective of achieving 100% renewable energy.

### Renewable Generation v. Monthly Consumption

(Thousands kWh)





## SAFETY AND SECURITY

Our primary facilities include the Central Operations Facility (COF) and the Scituate Purification Plant. However, Providence Water operates across multiple sites. This requires our Safety and Security and Information Technology (IT) Departments to develop tailored safety and security protocols for employees and various facilities. In February, we conducted a comprehensive three-day internal exercise to assess the effectiveness of our emergency management procedures.

We continue to foster a safe and secure work environment. Our Safety Department oversees detailed risk assessments and implements safety protocols, while our Training Department identifies and ensures compliance with safety training and certification requirements. In 2024, we completed several projects to strengthen our external security measures and improve monitoring at critical watershed locations.

# Highlights and Accomplishments

- Implemented a variety of security enhancements along the roadways that provide access to several properties within our water system. Enhancements included the installation of security cameras, fencing, and gates, as well as new intercom systems.
- Updated our procedures to strengthen the security of our facilities and our remote pumping stations.
- Conducted a comprehensive tour of our Scituate Purification Plant for the Hope-Jackson and Cranston Fire Departments, which would assist in responding to an emergency.

The Information Technology Department completed several vital projects:

- Implemented an alert system that delivers real-time awareness into our current network infrastructure. This network alerting system identifies potential security threats and promptly alerts the IT team.
- Introduced a proactive approach to problem resolution and enhanced our data storage systems to ensure optimal network performance.
- Upgraded certain network devices across the organization and established an off-site backup solution aimed at securely storing and safeguarding data.



## CUSTOMER SERVICE

Providence Water has approximately 80,000 service connections in Providence, North Providence, Cranston, Johnston, and Smithfield. We utilize a variety of communication channels to connect with our customers, including mail and email, social media, and our website.

Our goal is to deliver exceptional customer service, strengthen our online presence, and ensure that information regarding our water services is easily accessible. In 2024, we introduced a newly redesigned user-friendly website with translation options for non-English speakers.

We continue to provide the convenience of paperless billing (e-billing) and online payment options including autopay. In 2024, approximately 6,685 customers enrolled in our e-billing service (total of 30,572 enrolled) while 2,525 customers registered for autopay (a total 19,426 registered).

Last year, we initiated a new online customer service platform to improve customer experience and introduced a direct customer portal.





# COMMUNITY OUTREACH AND CHARITIES

We actively participate in community outreach efforts and consistently support local and national charities through our “Dress Down Friday” program. In 2024, we contributed to the following organizations: Meals on Wheels of Rhode Island, Best Buddies Rhode Island, West End Community Center, American Heart Association, United Way of Rhode Island, Blessings in a Backpack, Gloria Gemma Breast Cancer Resource Foundation, and Esperanza Hope Adopt-A-Family for Christmas Program. Since 2010, Providence Water has raised \$78,185 through our dress-down charity program.





- Participated in the Touch-a-Truck event at Roger Williams Park, showcasing our electric pickup truck. Attendees had the opportunity to explore a city vehicle and learn about its specific use.
- Participated in the Southern New England Heart Walk and raised funds for heart disease research while honoring survivors.
- Provided access to Providence Water landholdings for the Tour of Rhody Charity Bike Ride, a cycling fundraiser organized by Brown University for cancer research that raised over \$100,000. Providence Water has supported this event for six consecutive years.

- Established a partnership with the Providence Public School Department, delivering an introductory career presentation to high school seniors at the Providence Career and Technical Academy. This presentation provided an overview of Providence Water and highlighted career opportunities within the drinking water sector for students studying trades in HVAC, construction, automotive, engineering, and manufacturing.
- Attended the first City of Providence office hours hosted by Mayor Brett Smiley. This event allowed residents to interact with representatives from different city departments.



- Renewed our contract with the Northern Rhode Island Conservation District to provide outreach and educational programs focused on watersheds for students in elementary, middle, and high school.
- Participated in PVD Civic Education Week, an event at which approximately 300 students interacted with approximately 70 city and state officials, providing them with direct insight into the functioning of local government.





**GO  
GREEN**

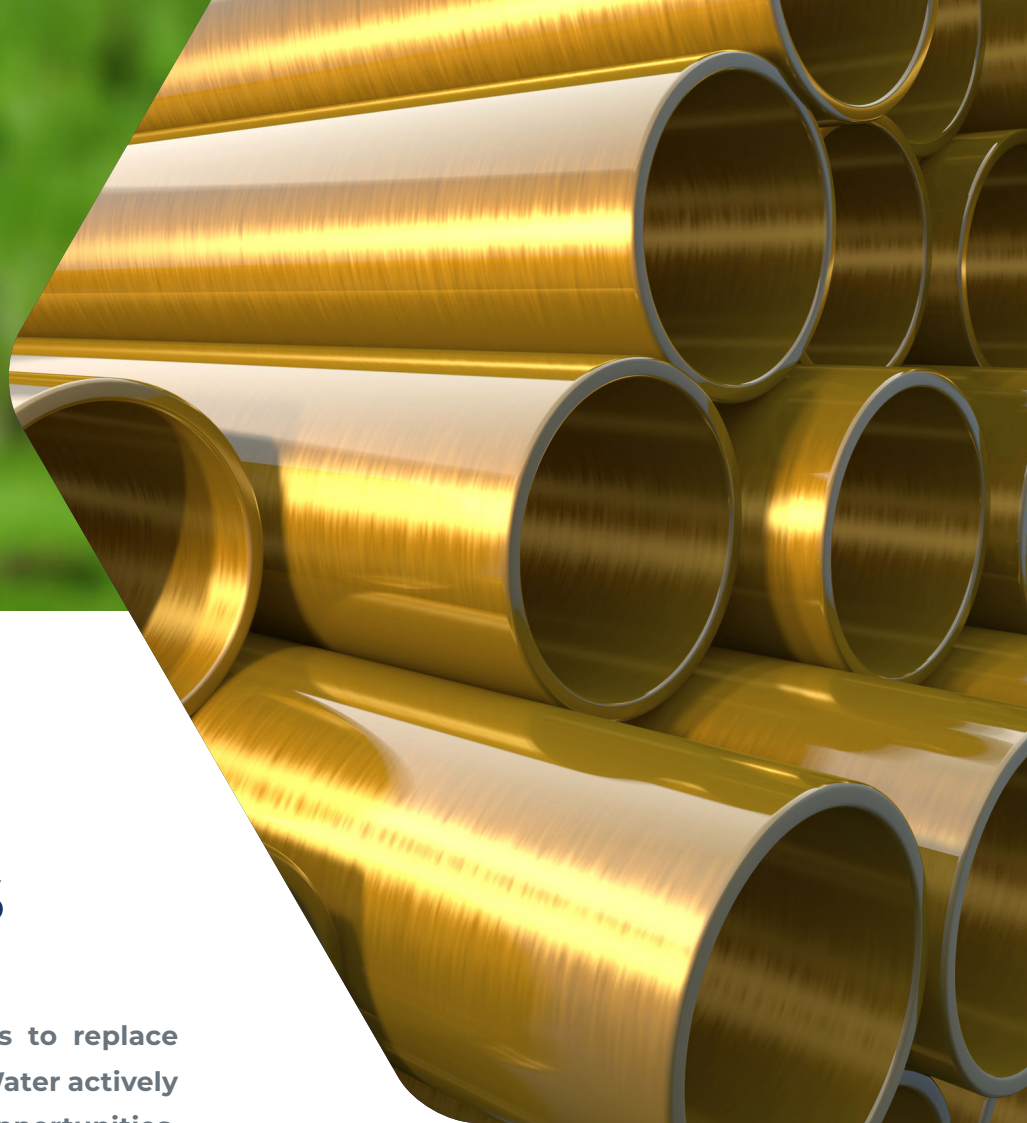
## UPCOMING INITIATIVES

As part of our ongoing efforts to replace lead service lines, Providence Water actively pursues additional funding opportunities. We have applied for federal Environmental Protection Agency (EPA) WIIN grant funding and requested congressional appropriations grant funding to replace private lead service lines in economically disadvantaged areas within our distribution system.

Additionally, we have applied for federal funding aimed at enhancing our facilities security and upgrading technology. The enhancement of critical infrastructure reflects our commitment to achieving the highest level of security in all our facilities, while also guaranteeing a safe and secure water supply for both our customers and wholesalers.

As part of our commitment to reducing emissions, we have also applied for grant funding under the Diesel Emissions Reduction Act through the EPA's Office of Transportation and Air Quality. The grant will support efforts to improve air quality by lowering emissions produced by diesel engines. Furthermore, we continue to invest in battery-powered equipment to reduce both emissions and noise pollution, thereby fostering an eco-friendlier work environment.

Our objective is to effectively manage our water resources and ensure the availability of safe drinking water for the future as we are tasked with the daily responsibility of protecting one of our most vital resources: clean and safe drinking water.



## LEADERSHIP



**Brett Smiley**  
Mayor



**Ateesh S. Chanda**  
Chairperson



**Cristen L. Raucci, Esq.**  
Vice Chairperson



**Juan M. Pichardo**  
Council President Pro Tempore



**Oscar O. Vargas**  
City Councilperson



**Sara Silveria**  
Ex-Officio



**Dr. Alma M. Guerrero Bready**  
Member



**Raphael O. Okelola**  
Member



**William E. O'Gara, Esq.**  
Legal Advisor

## PROVIDENCE WATER MANAGEMENT



**Ricky Caruolo**  
General Manager



**Gregg Giasson**  
Executive Engineer



**David Tikoian**  
Deputy GM  
Administration



**Katherine Mello**  
Deputy GM Operations



**Antonio M. Araujo, III**  
Chief of Operations



**Paul Pion**  
Chief Information  
Security Officer



**Joseph P. DiPina**  
Chief of Administration



**Lynn Roberts**  
Senior Director  
of Personnel



**Mark Ceseretti**  
Senior Director of  
Customer Service



**Peter LePage**  
Senior Director of  
Engineering



**Carissa Richard**  
Director of  
Governmental Relations



**Richard Pimental**  
Director of Information  
Security



**Pedro Santos**  
Director of Information  
Technology

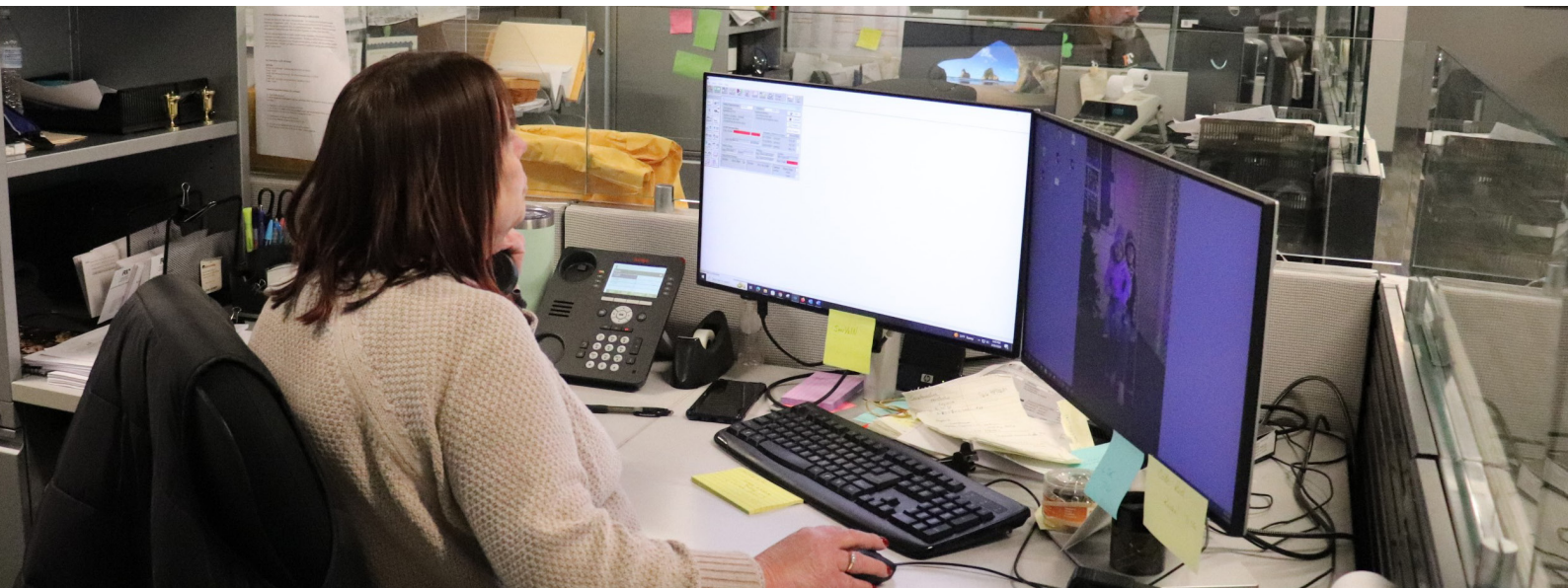


**Cheryl McCreight**  
Director of Finance

# FINANCIALS

## PROVIDENCE WATER SUPPLY BOARD BALANCE SHEET SUMMARY FOR THE YEARS ENDING JUNE 30, 2021, 2022, 2023, and 2024

	Audited 2021	Audited 2022	Audited 2023	Audited 2024
Total Current Assets	82,082,639	85,422,219	97,623,449	109,836,537
Net Property, Plant and Equipment	478,079,672	498,580,888	518,479,920	545,511,566
<b>Total Assets</b>	<b>\$560,162,311</b>	<b>\$584,003,107</b>	<b>\$616,103,369</b>	<b>\$655,348,103</b>
Deferred Outflow (Inflow) of Resources	11,780,093	9,830,455	6,868,719	4,950,085
Total Current Liabilities	19,879,299	23,916,391	21,629,497	25,836,634
Total Long-Term Liabilities	222,141,102	213,289,804	207,302,870	220,147,062
<b>Total Liabilities</b>	<b>242,020,401</b>	<b>237,206,195</b>	<b>228,932,367</b>	<b>245,983,696</b>
Deferred Outflow (Inflow) of Resources	5,399,793	5,581,574	13,004,147	11,651,177
<b>Net Position:</b>				
Net Investment in Capital Assets	329,505,821	357,814,656	359,601,759	351,705,165
Restricted Fund	40,019,359	50,278,871	64,066,548	64,400,166
Unrestricted Fund	-45,002,970	-57,047,734	-42,632,733	-13,442,016
<b>Total Net Position</b>	<b>\$324,522,210</b>	<b>\$351,045,793</b>	<b>\$381,035,574</b>	<b>\$402,663,315</b>





**PROVIDENCE WATER SUPPLY BOARD STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION FOR THE YEARS ENDING JUNE 30, 2021, 2022, 2023, and 2024**

	Audited 2021	Audited 2022	Audited 2023	Audited 2024
TOTAL OPERATING REVENUE	81,349,230	88,824,578	94,491,834	88,038,391
TOTAL OPERATING EXPENSES	57,124,927	61,897,325	63,947,055	66,549,359
<b>OPERATING INCOME</b>	<b>24,224,303</b>	<b>26,927,253</b>	<b>30,544,779</b>	<b>21,489,032</b>
NET NON-OPERATING REVENUE (EXPENSES)	(2,866,652)	(1,192,718)	(1,671,591)	(784,927)
CAPITAL GRANTS AND CONTRIBUTIONS	11,009,690	789,048	1,116,593	923,636
<b>NET INCOME</b>	<b>32,367,341</b>	<b>26,523,583</b>	<b>29,989,781</b>	<b>21,627,741</b>
NET PENSION LIABILITY (GASB #68, #75 IMPLEMENTATION)	-	-	-	-
PRIOR PERIOD ADJUSTMENT	-	-	-	-
<b>INCREASE (DECREASE) IN NET POSITION</b>	<b>32,367,341</b>	<b>26,523,583</b>	<b>29,989,781</b>	<b>21,627,741</b>
NET POSITION ACQUIRED VIA MERGER (ESWD)	-	-	-	-
NET POSITION- BEGINNING OF YEAR	292,154,869	324,522,210	351,045,793	381,035,574
<b>NET POSITION- END OF YEAR</b>	<b>324,522,210</b>	<b>351,045,793</b>	<b>381,035,574</b>	<b>402,663,315</b>



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**[www.provwater.com](http://www.provwater.com)**



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