

Dear customer...

As a result of new more stringent Pennsylvania Department of Environmental Protection (DEP) and U.S. Environmental Protection Agency (EPA) drinking water standards, Pennsylvania American Water will be changing the way our drinking water is treated for our customers in western Chester County beginning the week of March 5, 2012.

Pennsylvania American Water will be transitioning to chloramination in its filtered water to ensure that our drinking water continues to comply with all EPA drinking water standards. The EPA is imposing more stringent standards to reduce health risks associated with disinfection byproducts (DBP) in chlorinated water. These DBPs form when chlorine reacts with naturally-occurring organic materials, such as decomposing plant material, in the raw water.

Since chloramine is not as reactive as chlorine with organic materials, it produces substantially lower concentrations of DBPs. In addition, chloramine is more stable than chlorine and more effective at extending disinfection through the pipelines that distribute water to customers' homes and businesses.

Transition to new treatment process

The new treatment process means that your drinking water will be disinfected with chloramine instead of chlorine. Although this process will be new to our customers in western Chester County, it's been in use for more than 90 years as a safe, effective disinfectant by municipally-run and privately-owned water systems across the United States and Canada. In fact, approximately 70 water systems serving more than 4 million people—or one out of every three Pennsylvanians—use water treated with chloramine.

Locally, the city of Philadelphia has relied on chloramine treatment since the 1970s, and it's also used by Reading and Aqua Pennsylvania's southeast Pennsylvania water systems.

In addition, Pennsylvania American Water brings years of experience providing chloraminated water to customers in the following communities:

- Norristown
- Yardley
- Mechanicsburg
- Butler
- Clarion
- Connellsville
- Ellwood City
- Uniontown
- Brownsville

Chloramination is a common treatment process in which a small amount of ammonia diluted in water is combined with chlorinated water. While most customers will not notice any change in their water, some might notice that the taste and odor of chlorine is reduced.

The transition also means that kidney dialysis patients and fish owners will need to take precautions as they currently do with normal chlorine treated water.

In the dialysis process, water comes in direct contact with the bloodstream and chloramine, like chlorine, would be toxic. Similar to the approach taken with chlorine, medical centers will use additives or alternative filtering methods to remove chloramine. Dialysis patients should consult their physicians if they have any questions.

Fish owners should consult their local pet store for recommended products that will remove chloramine prior to use. Both chlorine and chloramine are toxic to aquatic life in very low levels and must be removed from the water used in fish tanks or ponds. Most pet stores sell disinfectant-removal products that can be added to the tap water prior to introducing it to the fish tank or pond. Consult your local pet store for recommended products that remove chloramine prior to use.

For more information

Please contact the U.S. Environmental Protection Agency (EPA) or the Pennsylvania Department of Environmental Protection (DEP). The EPA and DEP provide additional information and answers to commonly asked questions on their websites.

For links to these organizations' information about chloramine and more, visit www.PAChloramineFacts.com or contact our Customer Service Center at 1-800-565-7292.

ATTENTION: Landlords and Apartment Owners

Please share a copy of this notice with your tenants. It includes important information about a change to your drinking water.

PENNSYLVANIA
AMERICAN WATER



Important information about your drinking water



PENNSYLVANIA
AMERICAN WATER

800 West Hersheypark Drive
Hershey, PA 17033