PENNSYLVANIA AMERICAN WATER

WE KEEP LIFE FLOWING®

ABOUT BOIL WATER ADVISORIES

FOCUSING ON OUR CUSTOMERS

When it comes to providing safe, reliable water service, **we hold ourselves to high standards** and are proud of our team's exceptional track record when it comes to **complying with and surpassing drinking water standards**.

Each year, our team of experts performs **thousands of water quality tests** and works to protect our precious water resources.

We also invest millions of dollars annually in our water and wastewater treatment and pipeline systems.

We're committed to our customers and the communities we serve.

At Pennsylvania American Water, your health and safety are our top priority. When boil water advisories are issued, it's important that customers follow the requested steps until the advisory is lifted.

WHAT IS A BOIL WATER ADVISORY?

A boil water advisory is a public notification advising customers to boil tap water before consuming it. These are most commonly issued when a water system experiences a loss of positive water pressure or when conditions present a possible adverse impact to water quality. Advisories are also issued when the presence of a microbial contaminant is presumed or confirmed in the water system.

WHEN YOU NEED TO BOIL WATER

When issued, boil water advisories provide information on the steps consumers should follow until water quality is verified and the advisory is lifted.

Here's what you need to do: Bring tap water to a full rolling boil, let it boil for one minute and cool before using—or use bottled water—for:

- Drinking, cooking and preparing food
- Washing fruits and vegetables
- Mixing baby formula
- Making ice
- Brushing teeth
- Giving water to pets
- Treating open wounds (consult your health care provider if you have questions)
- Washing dishes by hand

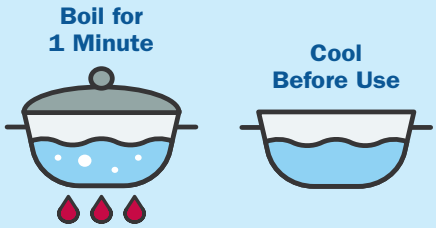
**Do not use home filtering devices in place of boiled or bottled water.*

Customers should also: Throw away food, beverages or ice cubes if made with tap water during the day(s) of the boil water advisory.

NOTE: When a boil water advisory is issued or lifted, there could be additional requirements. **Please refer to the official notice for guidance on pennsylvaniaamwater.com/alerts.**

DURING BOIL WATER ADVISORY

Do NOT drink the water without boiling it first.



Commercial customers and businesses may need to seek further guidance from their regulator and/or health department.

WHEN YOU DON'T NEED TO BOIL WATER

- Washing hands, showering, bathing (avoid swallowing the water)
- Watering plants and gardens, including plants you eat
- Doing laundry
- Using dishwashers if they have a sanitizing cycle or the final rinse temperature reaches at least 150°F/66°C

STEPS TO LIFT A BOIL WATER ADVISORY

Our field crews and water quality team work together to restore service in the affected area as quickly as possible. The first step is resolving the issue that lead to the boil water advisory. Once resolved, we must collect water samples to verify the water is safe to drink. As a result, boil water advisories typically remain in effect for a minimum of 48 hours from the time the water samples are collected, but may last longer. Test results are then reviewed to determine if the boil water advisory can be lifted. Once lifted, customers are notified and provided any additional instructions, if needed.

RESOLVE

Correct/resolve issue that lead to issuing the boil water advisory.

TEST

Collect water samples in the area of the outage and send to lab to be analyzed. Depending on the event, additional water samples may need to be collected.

REVIEW

Review test results to confirm water meets federal and state drinking water standards and obtain approval from the PA Department of Environmental Protection to lift the boil water advisory.

LIFT

Lift the boil water advisory.

WHAT SHOULD I DO ONCE THE BOIL WATER ADVISORY IS LIFTED?

To help remove affected water that may remain in your pipes, flush household pipes, ice makers, water fountains, etc. prior to using for drinking or cooking by letting the water run several minutes at each tap.

Commercial customers and businesses may need to seek further guidance from their regulator and/or health department.

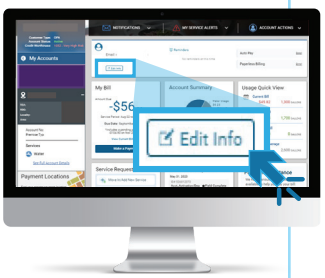
IN CASE OF AN EMERGENCY

WHAT'S THE BEST WAY TO REACH YOU?

We use a mass-notification system to keep customers informed about significant water-related emergencies and events that impact service. Updating your contact information online will allow us to keep you better informed. While you're there, tell us how you prefer to be notified: by phone, text and/or email.*

Updating your contact information and preferences is simple!

- **STEP 1** Log on to **MyWater** at **amwater.com/mywater**.
- **STEP 2** Click on the **Edit Info** button.
- **STEP 3** Click the **Change** button under Alert Settings.

Note to Landlords/Property Managers: If you have tenants who are not direct customers, they can sign up for alerts at awcodered.com or by texting WATER to 24639.

**Standard text, data and phone rates may apply.*