



GET NOTIFIED

IN THE EVENT OF AN EMERGENCY



Pennsylvania American Water uses a high-speed mass-notification system called CodeRED to keep customers informed about water-related emergencies.

THERE ARE TWO TYPES OF NOTIFICATIONS:

- **Emergency alerts:** Includes boil water advisories, main breaks, water conservation requirements and other major events impacting service.
- **Non-urgent notifications:** Includes planned service outages, local hydrant flushing, low pressure events and major traffic impacts.

Emergency alerts are automatically sent to all phone numbers and email addresses we have on record. We'll send you non-urgent notifications only if you sign up to receive them. You can enter up to three phone numbers and three email addresses.*

Alerts sent through the system are also available on our website, along with a map of the impacted area.

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



PENNSYLVANIA
AMERICAN WATER

WE KEEP LIFE FLOWING™

HOW TO UPDATE YOUR CONTACT INFORMATION AND PREFERENCES



ONLINE

Step 1: Log on to our self-service portal, called My Account, at amwater.com/myaccount.

Step 2: Click on the **Service Address** link, and then on the **My Web Account** button.

Step 3: Click the **Change** button beside the **Contact Information and Alerts** section to make your updates.



BY PHONE

Contact Customer Service at 1-800-565-7292, 7 a.m.–7 p.m., Monday through Friday.



GET THE APP

Want to receive alerts based on your location? Download the free **CodeRED Mobile Alert app** to receive location-specific alerts on your smartphone. Those who sign up will receive alerts plus other public safety information sent by organizations using CodeRED. Download the app at www.ecnetwork.com/coderedmobilealert.

ATTENTION LANDLORDS: Our system is only able to contact customers who have an account with Pennsylvania American Water. Be sure to pass along alerts and notifications to your tenants. They can also download the CodeRED Mobile Alert app to receive alerts issued in the area.

Powered by



**SERVICE. ONE MORE WAY
WE KEEP LIFE FLOWING.**