

Pennsylvania American Water Suspends Non-Payment Service Shutoffs

Service to be restored to all customers regardless of ability to pay

MECHANICSBURG, Pa. (March 12, 2020) – At Pennsylvania American Water, the health and safety of our customers, communities and employees is our top priority. We provide an essential service that it is critically important, and much like many other companies in the U.S. and across the globe, Pennsylvania American Water has established coronavirus preparedness plans.

To minimize the risk of exposure to the coronavirus (COVID-19), we have initiated our business continuity plans to help provide additional stability to our operations that include water/wastewater services to your homes and businesses.

Pennsylvania American Water continues to monitor situational updates provided by the Center for Disease Control, World Health Organization and Johns Hopkins University as well as other state and federal organizations. We are continuously evaluating the situation and latest developments to determine how we can adopt and amend measures, as necessary, to support our customers and communities we serve and our employees.

It is important for you to know that Pennsylvania American Water's drinking water treatment barriers provide protection that includes filtration and disinfection of our surface water supplies (e.g., those from lakes, reservoirs, or rivers) and disinfection of our ground water sources (e.g., underground wells). These treatments are effective in removing and/or inactivating viruses. **Our water meets all current federal and state drinking water requirements.**

For additional information about the coronavirus and drinking water and wastewater please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)

In an effort to keep our customers safe during the coronavirus pandemic, Pennsylvania American Water will be placing a moratorium and discontinuing service shut offs at this time. We will continue to evaluate this moratorium as more information becomes available. Additionally, Pennsylvania American Water will begin the restoration of service to previously shut-off customers. The restoration may take some time, but we will work as quickly and safely as possible. If your service has been turned off prior to March 12, 2020, we will restart your service.

Pennsylvania American Water has been focused on two high priorities as the spread of the coronavirus has evolved - the health and safety of our employees and the health and safety of our customers. As such, Pennsylvania American Water will also be suspending all non-essential field appointments and will limit the amount and nature of contact with customers during all emergency field appointments.

For additional information about the coronavirus, please visit:

- [Center for Disease Control and Prevention](#)
- [World Health Organization](#)

As always, thank you for your trust in American Water as we continue to provide you with safe, clean, reliable water and wastewater services.

About Pennsylvania American Water

Pennsylvania American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 2.4 million people. With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,100 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 14 million people in 46 states.

American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).

Media Contact:

Laura Martin
Director, Communications & External Affairs
T: 304-340-2089
C: 304-932-7158
laura.martin@amwater.com

###

Pennsylvania American Water Suspends Non-Payment Service Shutoffs

Service restored to all customers regardless of ability to pay

MECHANICSBURG, Pa. (March 19, 2020) – Pennsylvania American Water has suspended the practice of shutting off water service due to non-payment in response to the COVID-19 pandemic. Service has also been restored to all customers whose service was previously discontinued due to nonpayment. This practice will remain in effect as long as the current public health crisis continues. Any customer whose service has not yet been restored should immediately contact customer service at 1-800-565-7292 so that the company can resolve the issue as quickly as possible.

These decisions were made to ensure clean, safe, reliable water service for all customers during this public health crisis, and to assist those customers who may experience financial hardships during this crisis.

“Our priority is and has always been the well-being and safety of our customers,” said Pennsylvania American Water President Mike Doran. “During this public health crisis, we must ensure everyone, especially our most vulnerable citizens, has access to clean, safe and reliable water service. We also are providing relief for those customers who may experience financial hardships as a result of this public health emergency.”

Pennsylvania American Water is also taking steps to comply with all Centers for Disease Control guidelines on COVID-19 mitigation. Accordingly, the company has suspended in-person payment transactions at all local offices. Customers will still be able to pay their bills online at myaccount.amwater.com or call the customer service line at 1-800-565-7292. They can also pay their bills at any [third-party payment center](#) that may be in their area. Customers can continue to make use of payment drop boxes if their local office has one.

In addition to protecting its customers, Pennsylvania American Water is prioritizing the health of its employees. The company has banned all work-related air travel. It has also mandated employees work from home other than certain essential personnel such as those needed to ensure water and wastewater treatment. In addition, the company will not participate in sponsored events and public gatherings consistent with CDC guidance. These restrictions will not affect Pennsylvania American Water’s financial commitment to the many nonprofits and causes it supports each year.

“These decisions were made in accordance with our commitment to our customers and employees and the recommendations of public health officials,” President Doran said. “We hope these measures will bring some relief to those who may be affected by this crisis and contribute to the curtailment of the pandemic’s advance. Our thoughts are with our customers, employees and all those across the globe during this extraordinary time.”

COVID-19 and Water Quality:

Pennsylvania American Water's treatment processes are effective in removing harmful pathogens as required by law, including those of the Coronavirus family. Our water meets all federal and state drinking water standards and is safe to use.

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)

For additional information about the coronavirus, please visit:

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Laura Martin
Director, Communications & External Affairs
T: 304-340-2089
C: 304-932-7158
laura.martin@amwater.com

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Pennsylvania American Water Warns Against Flushing Sanitizing and “Flushable” Wipes

Use of wipes impacts wastewater treatment facilities and could lead to sewer backups and unexpected repair bills

MECHANICSBURG, Pa. (March 21, 2020) – With hand hygiene at the top of everyone’s minds and toilet paper in high demand, many households are increasing their use of sanitizing wipes and “flushable” wipes. However, Pennsylvania American Water is telling customers not to flush these wipes down the toilet. Flushing wipes, paper towels, or other paper products not intended for use in wastewater systems, down the toilet can lead to sewer backups and in-home plumbing issues which may be expensive to repair. Even wipes labeled as “flushable” or “biodegradable” can cause backups for sewer utilities and headaches for homeowners.

“Flushing or dumping the wrong things down the drain can cause problems in your local sewer system and cause blockages in your own home,” said Jim Gable, senior manager of southeast operations for Pennsylvania American Water. “Many sewer blockages occur between your house and our sewer main, where the property owner is responsible for correcting and paying for the repair. During this already stressful time, we want to help our customers avoid blockages that could create costly plumbing emergencies.”

Gable added that improper disposal can also cause problems in the local sewer system. “Your dedicated local wastewater system employees continue to come to work every day and make sure your community’s sewage is being properly treated,” he continued. “We provide an essential service, so please help us out by putting wipes, paper towels and other products in the trash where they belong, not in your sewer system where they can damage our equipment and cause blockages.”

In addition to wipes, Pennsylvania American Water also warns against pouring grease, fat or oil down the drain. When washed down the drain, grease and oil can adhere to the insides of the pipes that carry the wastewater from homes and businesses to the sewer treatment facility. Over time, this buildup of grease can restrict the flow of wastewater, leading to blockages that can cause sewage overflows or backups in homes and businesses. It can also have an adverse effect on the environment if the overflow enters local rivers, lakes and streams.

Pennsylvania American Water encourages adults and kids alike to watch this “12 Things That Should Never Go Down Your Drain” 30-second [video](#) and print and post this [poster](#) in areas near sinks and toilets.

- MORE -

Additional tips for homeowners include:

- Allow grease to cool and use a rubber scraper to remove the fat, oil and grease from cookware, plates, utensils and cooking surfaces. Then place the grease in a sealed container and dispose of it in the trash.
- Install baskets/strainers in sink drains to catch food scraps and empty them into the trash.
- Keep in mind, garbage disposals do not prevent grease from washing down the drain. Also, detergents that claim to dissolve grease may pass it down the line and cause problems in other parts of the wastewater system.
- More information and tips can be found online at <https://amwater.com/paaw/water-information/green-infrastructure/preventing-sewer-blockages>.

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Media Contacts:

Northeast PA

Susan Turcmanovich, External Affairs Manager

C: 570-332-6726

susan.turcmanovich@amwater.com

Southeast/Central PA

Maggie Sheely, External Affairs Manager

C: 717-317-3762

maggie.sheely@amwater.com

Western PA

Gary Lobaugh, External Affairs Manager

C: 724-873-3674

gary.lobaugh@amwater.com

###

Pennsylvania American Water announces \$100,000 in statewide COVID-19 relief funding; Donates to organizations in Bucks, Chester, Delaware, and Montgomery counties

MECHANICSBURG, Pa. (April 22, 2020) – Pennsylvania American Water announced today that it has selected the following organizations to receive financial contributions for their support of COVID-19 relief efforts in Bucks, Chester, Delaware and Montgomery counties. These donations are part of the company’s pledge to donate \$100,000 to COVID-19 relief efforts across the Commonwealth through the company and its charitable arm, the American Water Charitable Foundation.

The company’s announcement includes \$25,000 in funding to the following organizations:

- **Bucks County:** Bucks County Opportunity Council
- **Chester County:** Coatesville School District’s Student Meal Program and Chester County Food Bank
- **Delaware County:** CityTeam Chester and The Salvation Army of Chester
- **Montgomery County:** Norristown Hospitality Center and the Montgomery County Foundation COVID-19 Fund

“There has never been a more critical time in our country to support one another or lend a charitable hand to our communities and our neighbors in need,” said Mike Doran, president of Pennsylvania American Water. “We know our customers, employees, and neighbors have all been personally impacted by this public health crisis. While we continue working around the clock to provide essential water and wastewater services to 2.4 million people across the Commonwealth, we also want to support the important work of the non-profit organizations helping people get through this crisis through meals and social support services.”

Pennsylvania American Water serves more than 150,000 people through its Bucks, Montgomery and Chester county water and wastewater operations. While the City of Chester is not served by Pennsylvania American Water, the company is making donations to non-profit organizations in Chester because of the unique situation faced by the city and considering Governor Tom Wolf’s recent Declaration of Fiscal Emergency for the City of Chester.

“Just like many of us are checking on elderly neighbors and picking up supplies for those who are most vulnerable, our company also helps neighboring communities in need,” Doran added. “We are happy to provide resources to our friends in the City of Chester, who are going through a particularly difficult time right now.”

About Pennsylvania American Water

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Media Contact:

Maggie Sheely

External Affairs Manager

717-550-1616

Maggie.sheely@amwater.com

###

Pennsylvania American Water Recommends Building Operators and Schools Flush Pipes to Maintain Water Quality

Company remains committed to delivering clean, safe, reliable water and wastewater service

MECHANICSBURG, Pa. (April 29, 2020) – Pennsylvania American Water remains committed to keeping our customers informed as we continue to deliver, clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency. In light of the Commonwealth’s announced plans for phased reopening, the company encourages building owners and operators to adopt a proactive approach that includes flushing stagnant water from facility pipes.

As buildings reopen, businesses, school districts and property management teams will begin the process of restarting building systems that have been dormant for a significant amount of time. Extended periods of inactivity can cause lead leaching or legionella growth in a building’s water system, and taking proper steps can help minimize potential exposure to both of these contaminants. [Proper reopening procedures](#) will help in making sure water systems and equipment are in working order and in maintaining water quality.

Pennsylvania American Water encourages building owners and operators whose facilities have been closed to adopt a proactive approach that includes proper flushing procedures, assuring the presence of disinfectant residuals, adjustment of hot water temperature, and proper maintenance of building plumbing and heating/cooling systems. Proper flushing of plumbing before reoccupying these buildings is essential to maintain water quality and should be performed biweekly while the building is closed, if possible, and again the weekend before opening.

Consistent with EPA and industry guidance, Pennsylvania American Water recommends the flushing of pipes to maintain water quality, including:

- Toilets: Flush at least twice (this will help to move fresh water through the plumbing)
- Faucets: Run at full flow for at least 2 minutes
- Showers: Run at full flow for at least 2 minutes
- Other Appliances/Apparatus: We recommend flushing other appliances and apparatus thoroughly, at full flow, bringing fresh water into the system. Preferably run the water until you are able to smell the chlorine in the water. If you have an appliance, such as a refrigerator or ice maker that has a filter, follow the manufacturer’s instructions for replacing water filters upon completion of flushing.

For additional information on flushing, see American Water’s [fact sheet](#); the Environmental Protection Agency’s [Flushing Best Practices](#); the Center for Disease Control [web page](#); or the [American Water Works Association](#).

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Northeast PA

Susan Turcmanovich, External Affairs Manager
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susan.turcmanovich@amwater.com

Southeast/Central PA

Maggie Sheely, External Affairs Manager
C: 717-317-3762
maggie.sheely@amwater.com

Western PA

Gary Lobaugh, External Affairs Manager
C: 724-873-3674
gary.lobaugh@amwater.com

###

Pennsylvania American Water Donates 125,000 Meals to Greater Pittsburgh Community Food Bank

PITTSBURGH, Pa. (May 6, 2020) – Pennsylvania American Water announced today that it selected Greater Pittsburgh Community Food Bank to receive a \$25,000 donation for its support of COVID-19 relief efforts in southwestern Pennsylvania, which will purchase 125,000 meals.

“There has never been a more critical time in our country to support one another or lend a charitable hand to our communities and our neighbors in need,” said Mike Doran, president of Pennsylvania American Water. “We know our customers, employees, and neighbors have all been personally impacted by this public health emergency. While we continue working around the clock to provide essential water and wastewater services to 2.4 million people across the Commonwealth, we also want to support the important work of the non-profit organizations helping people get through this emergency through meals and social support services.”

The Greater Pittsburgh Community Food Bank operates in the following counties where Pennsylvania American Water provides service: Allegheny, Armstrong, Beaver, Butler, Fayette, Indiana, Lawrence, and Washington.

“We are extremely grateful to Pennsylvania American Water for their financial contribution during this global pandemic,” said Lisa Scales, president and CEO of Greater Pittsburgh Community Food Bank. “This incredible donation will allow us to feed more of our neighbors, so that putting food on the table is one less worry for them in this uncertain time.”

Pennsylvania American Water and the American Water Charitable Foundation have together pledged \$100,000 to COVID-19 relief efforts across the Commonwealth. Additional announcements are forthcoming, including grants to be awarded as part of the Foundation’s COVID-19 Response Fund.

Last month, American Water and the American Water Charitable Foundation donated \$100,000 to Feeding America to help food banks across the country support individuals and families impacted by the coronavirus. For more information on hunger in our region or how to get involved, visit pittsburghfoodbank.org.

Greater Pittsburgh Community Food Bank is a nonprofit organization that distributes more than 35.5 million meals annually across 11 counties in southwestern Pennsylvania through a network of 365 agencies, partners, and programs. The Food Bank was founded in 1980 and is a member of Feeding America, the leading domestic hunger-relief charity in the U.S.

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Contact:

Gary Lobaugh
External Affairs Manager
724-944-5148
gary.lobaugh@amwater.com

###

Pennsylvania American Water and American Water Charitable Foundation Donate \$15,850 to COVID-19 Relief Efforts in Northeast and Northcentral PA

Announcement part of \$100,000 in total grants statewide

SCRANTON, Pa. (May 28, 2020) – Pennsylvania American Water announced today that it has selected the following organizations to receive financial contributions for their support of COVID-19 relief efforts in Lackawanna, Luzerne, Northumberland, Pike, and Union counties. Pennsylvania American Water and the American Water Charitable Foundation have together pledged \$100,000 to COVID-19 relief efforts across the Commonwealth.

The company's announcement includes \$15,850 in funding to the following organizations:

- Lackawanna County
 - Breadbasket of NEPA
 - Meals on Wheels of NEPA
 - Friends of the Poor
 - United Neighborhood Centers
 - NEPA Youth Shelter
 - Scranton Tomorrow's Meals for Medics
 - Community Intervention Center
- Luzerne County
 - Commission on Economic Opportunity
 - Children's Service Center
 - Dinners for Kids
 - Wyoming Valley Drug and Alcohol Services
- Northumberland County
 - Warrior Run Neighbors Helping Neighbors
- Pike County
 - Jo's Outreach
- Union County
 - Lewisburg/Milton Meals on Wheels

"There has never been a more critical time in our country to support one another or lend a charitable hand to our communities and our neighbors in need," said Mike Doran, president of Pennsylvania American Water. "We know our customers, employees, and neighbors have all been personally impacted by this public health emergency. While we continue working to provide essential water and wastewater services to 2.4 million people across the Commonwealth, we also want to support the important work of the non-profit organizations helping people get through this challenging time through meals and social support services."

Pennsylvania American Water serves more than 140,000 people through its Lackawanna and Luzerne county water and wastewater operations and nearly 6,000 in Pike County. Pennsylvania American Water acquired the water and wastewater systems of Turbotville, Northumberland County in 2018 and serves more than 13,000 customers in Northumberland and Union counties.

"Just like many of us are checking on elderly neighbors and picking up supplies for those who are most vulnerable, our company also helps neighboring communities in need," Doran added.

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The American Water Charitable Foundation is a 501(c)(3) nonprofit organization that provides a formal way to demonstrate the company's ongoing commitment to being a good neighbor, citizen, and contributor to the communities where American Water and its employees live, work and operate. The Foundation helps support American Water employee-identified nonprofit endeavors.

Media Contact:

Susan Turcmanovich
External Affairs Manager
T: 570-351-0120
C: 570-332-6726
susan.turcmanovich@amwater.com

###

FOR IMMEDIATE RELEASE

CONTACT: Maggie Sheely
Pennsylvania American Water
T: 717-550-1616
M: 717-317-3762
Maggie.sheely@amwater.com

Pennsylvania American Water and American Water Charitable Foundation Donates \$16,000 to COVID-19 Relief Efforts in Central PA

Announcement part of \$100,000 in total grants statewide provided by the company and the American Water Charitable Foundation

MECHANICSBURG, Pa. (June 3, 2020) – Pennsylvania American Water announced today that it has selected two Central Pennsylvania organizations to receive financial contributions for their support of COVID-19 relief efforts in Berks, Cumberland, Dauphin, Lancaster and Lebanon counties. Pennsylvania American Water and the American Water Charitable Foundation have together pledged \$100,000 to COVID-19 relief efforts across the Commonwealth.

The company's announcement includes \$16,000 in funding to the Central Pennsylvania Food Bank, Helping Harvest Food Bank, Gemma's Angels, and The Caring Cupboard.

"There has never been a more critical time in our country to support one another or lend a charitable hand to our communities and our neighbors in need," said Mike Doran, president of Pennsylvania American Water. "We know our customers, employees, and neighbors have all been personally impacted by this public health crisis emergency. While we continue working around the clock to provide essential water and wastewater services to 2.4 million people across the Commonwealth, we also want to support the important work of the non-profit organizations helping people get through this crisis health emergency through meals and social support services."

"The COVID-19 crisis continues to have a significant financial impact on millions of Pennsylvanians. We continue to see an increased demand on food banks and the Central Pennsylvania Food Bank has distributed more than 14 million healthy meals since mid-March," said Joe Arthur, Executive Director of the Central Pennsylvania Food Bank. "Life-sustaining gifts like the one from Pennsylvania American Water will allow us to serve even more people in need as the economic impact of the COVID-19 crisis continues. We are very grateful for this wonderful support."

Pennsylvania American Water serves more than 90,000 people through its Berks, Cumberland, Dauphin, Lancaster and Lebanon county water and wastewater operations.

"Just like many of us are checking on elderly neighbors and picking up supplies for those who are most vulnerable, our company also helps neighboring communities in need," Doran added.

"Helping Harvest is so grateful for the generosity offered by Pennsylvania American Water. During this difficult time, when we are serving more neighbors than ever before, we are only able to meet the community's needs because of the support of caring partners like Pennsylvania American Water," said Joy Worrall, president of Helping Harvest.

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