

Laura E Martin

From: Pennsylvania American Water <myaccount@amwater.com>
Sent: Friday, March 20, 2020 7:32 PM
To: Barry L Pawelek
Subject: Pennsylvania American Water Response to COVID-19

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PENNSYLVANIA AMERICAN WATER RESPONSE TO COVID-19

Dear Pennsylvania American Water Customer:

We hope this email finds you and your family well.

At Pennsylvania American Water we work hard every day to deliver clean, safe, reliable, and affordable water services because our customers deserve nothing less. We wanted to inform you of measures we are taking to assist our customers and employees during the COVID-19 crisis.

WE HAVE A PLAN

Pennsylvania American Water has activated our business continuity plan to strengthen our ability to provide reliable, high-quality service to our customers, continue to deliver water and wastewater services that meets all federal and

state drinking water standards, and protect our employees and customers during this public health crisis.

WE WON'T SHUT OFF YOUR WATER

Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs. We will continue to evaluate this suspension period as more information becomes available. Please note that your water service may be temporarily interrupted for emergency work; however, we will strive to keep interruptions to a minimum.

We have turned water service back on for customers who were previously shutoff for non-payment. This includes customers whose water service was turned off for non-payment of sewer service, even if Pennsylvania American Water is not the sewer service provider. If your service has not yet been restored, contact us immediately at **800-565-7292**.

WE'LL WORK WITH YOU

Pennsylvania American Water has also suspended late fees until further notice. If you're experiencing a financial hardship, please call **800-565-7292** to discuss your eligibility to enter into a payment arrangement. We also offer financial assistance through our [H2O Help to Others Program](#) by way of grants, bill discounts and water-saving devices and education.

WE'VE IMPLEMENTED SOCIAL DISTANCING

For employee and customer safety, Pennsylvania American Water has closed all customer payment locations. Customers can pay online or by phone or through their bank's bill payment process. Customers may also pay by [visiting our site](#).

We have suspended all non-emergency appointments and will only come to your home if it is an extreme emergency. For your safety and the safety of our employees, we ask that you do not approach our employees while they are performing their work. We request that you follow social distancing recommendations issued by the [Centers for Disease Control and Prevention](#).

As a friendly reminder: Please make sure to update your emergency contact information on your [MyWater account](#).

YOUR DRINKING WATER IS SAFE

Pennsylvania American Water's treatment processes are effective in removing harmful pathogens, 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](#)
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WE CARE

American Water and the American Water Charitable Foundation announced a \$100,000 contribution to Feeding America to support food banks across the country. The Foundation will also match employee donations to Feeding America, or other eligible organizations, up to \$1,000 per employee, in accordance with its matching gift guidelines.

We've also ramped up our web-based outreach to deliver new fun, educational, water-related activities for kids and parents to do at home. Follow us on [Facebook](#) and [Instagram](#) and visit our [YouTube](#) channel to access these videos and activities. We will have even more coming out in the following weeks.

ADDITIONAL CORONAVIRUS INFORMATION

For additional information about the coronavirus, please visit:

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

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



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AMERICAN WATER

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Laura E Martin

From: Pennsylvania American Water <myaccount@amwater.com>
Sent: Thursday, April 2, 2020 2:50 PM
To: Barry L Pawelek
Subject: Pennsylvania American Water update to our response to COVID-19

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AMERICAN WATER RESPONSE TO COVID-19 UPDATE

▲ PENNSYLVANIA AN UPDATE TO OUR RESPONSE ABOUT COVID-19

At Pennsylvania American Water, we remain committed to keeping you informed as we continue our work to deliver clean, safe and reliable water and/or wastewater services to you during the COVID-19 public health emergency.

WE HAVE A PLAN

Pennsylvania American Water has activated our business continuity plan to strengthen our ability to continue to provide reliable, high-quality service to our customers. We continue delivering drinking water service that meets water quality standards, providing wastewater services and protecting our employees and customers during this public health emergency. We are confident that our preparedness efforts and the extraordinary efforts of our employees will enable us to successfully continue operations.

The current health emergency is a rapidly developing and changing situation. We are working to provide our customers and communities with water and wastewater services during this time, all while protecting the health and safety of our employees. Many of our employees are working double duty, not only taking care of you, our customers, but their own families as well. They are dedicated and know the essential service that they provide plays a critical role, given the importance of personal hygiene in preventing the spread of the coronavirus.

WE KEEP SERVICE FLOWING

You may see Pennsylvania American Water employees and contractors performing needed tasks to keep our operations running, ensure service reliability, and prevent operational emergencies. We provide an essential service and continue to advance utility construction projects that are critical for the provision of safe, reliable water and wastewater service in coordination and compliance with all federal, state and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will do so in a way so that we are able to continue to provide water and wastewater services.

Below are the actions we have taken to continue to help our customers and communities through this crisis:

- **KEEPING THE WATER ON** – Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs. We will continue to evaluate this suspension period and remain in compliance with state orders. Please note that your water service may be temporarily interrupted for planned and unplanned work that may be performed in your area.
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- **TURNED WATER SERVICE BACK ON** – For customers who were previously shutoff for non-payment, we’ve reinstated water service. This includes customers whose water service was turned off for non-payment of sewer service, even if Pennsylvania American Water is not the sewer service provider.
- **SUSPENDED LATE FEES** – We have suspended late fees until further notice. If you’re experiencing a financial hardship, please call us at 1-800-565-7292 to discuss your eligibility to enter into a payment arrangement. We also offer financial assistance through our [H2O Help to Others Program™](#) through grants, bill discounts and water-saving devices and education.
- **IMPLEMENTED SOCIAL DISTANCING** – As mentioned above, you may see our employees and crews performing work. **For your safety and the safety of our employees, we ask that you do not approach our employees.** If you have a question, visit our website or call us at 1-800-565-7292 to discuss. We request that you follow social distancing recommendations issued by the [Centers for Disease Control and Prevention](#).
- **PROTECTING YOU** – We have suspended shutoffs during this public health emergency. If you are contacted by a person claiming to represent Pennsylvania American Water and they are threatening to shut off your service, then please hang up. You can call us back directly at 1-800-565-7292.
- **HELPING OUR COMMUNITIES** – American Water and the American Water Charitable Foundation announced a \$100,000 contribution to Feeding America to support food banks across the country. The Foundation will also match employee donations to Feeding America, or other eligible organizations, up to \$1,000 per employee, in accordance with its matching gift guidelines.
- **WATER-THEMED ACTIVITIES FOR THE WHOLE FAMILY** – We’ve ramped up our web-based outreach to deliver new fun, educational, water-related activities for kids and parents to do at home. Follow us on

[Facebook](#) for new activities every day at noon, and visit our [YouTube channel](#) to access additional videos and activities. We will have even more coming out in the following weeks.

- **UPDATING YOUR CONTACT INFORMATION** – Many customers have visited our [MyWater customer portal](#) to update their emergency contact information. If you have not done so, please take a moment to ensure your information is accurate.

DON'T FLUSH WIPES!

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. Please do not flush 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. Watch this ["12 Things That Should Never Go Down Your Drain" video](#).



ADDITIONAL WATER & WASTEWATER SAFETY INFORMATION

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](#)

ADDITIONAL CORONAVIRUS INFORMATION

For additional information about the coronavirus, please visit:

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

We will keep you updated on our actions as this national public health emergency evolves. For more information on our pandemic preparedness and response, as well as customer service options, visit

www.pennsylvaniaamwater.com.

Stay healthy and safe. Thank you.



PENNSYLVANIA AMERICAN WATER

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Laura E Martin

From: Pennsylvania American Water <myaccount@amwater.com>
Sent: Friday, April 17, 2020 10:40 AM
To: Barry L Pawelek
Subject: COVID-19 Response Update: How we're helping our communities

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AMERICAN WATER RESPONSE TO COVID-19 UPDATE

AN UPDATE ABOUT COVID-19

At Pennsylvania American Water, we remain steadfast in our commitment to keeping you informed as we work to deliver clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency.

NEW UPDATES

CUSTOMER ASSISTANCE PLANS – If you're experiencing financial hardship, please call us at 1-800-565-7292 to discuss your eligibility to enter into a payment arrangement. We also offer financial assistance to low-income customers who qualify through our [H2O Help to Others Program™](#), including emergency grants, bill discounts and water-saving devices and education.

[Learn more here.](#)

HELPING OUR COMMUNITIES – American Water and the American Water Charitable Foundation (AWCF) have made donations to help our customers and communities in need:

- \$300,000 to support a new community-focused COVID-19 Response Fund for local 501(c)(3) organizations in response to the coronavirus health emergency.
- \$100,000 to Feeding America to support food banks across the country. The AWCF will also match American Water employee donations, up to \$1,000 per employee.

UPDATE YOUR CONTACT

INFORMATION – Please visit our MyWater customer portal to update your emergency contact information. If you have not done so, please take a moment to make sure your information is accurate. Customers can login or register at [MyWater](#).

Manage your account online with MyWater

MyWater is a secure way to manage your account during the current health environment and after the health emergency has passed. With MyWater, sign up for:

-  **PAPERLESS BILLING**
-  **AUTOMATIC PAYMENTS**
-  **EMERGENCY ALERTS**

[CLICK HERE TO REGISTER](#)

WE HAVE A PLAN

Pennsylvania American Water is executing on its business continuity plans and providing reliable, high-quality service to our customers. We continue delivering drinking water that meets water quality standards, providing wastewater services, and protecting our employees and customers during this public health emergency. We remain confident that our preparedness efforts and the extraordinary efforts of our employees enables us to successfully continue full operations.

OUR PLAN TO HELP YOU

- **KEEPING THE WATER ON** – Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs and restored previously interrupted residential customer service. We will continue to evaluate this suspension period and remain in compliance with state orders. Please note that your water service may be temporarily interrupted for planned and unplanned work that may be performed in your area.
 - **SUSPENDING LATE FEES** – We have suspended late fees until further notice. If you're experiencing a financial hardship, please call 1-800-565-7292 to discuss your eligibility to enter into a payment arrangement.
 - **CONTINUING TO KEEP YOU INFORMED** – We hope you find this email useful and informative. You can also receive important information on our [website](#) or on [Facebook](#), [Twitter](#), and [YouTube](#).
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HOW YOU CAN HELP US

- **IMPLEMENT SOCIAL DISTANCING** – You may see our employees and crews hard at work. For your safety and the safety of our employees, we ask that you follow social distancing recommendations issued by the [Centers for Disease Control and Prevention](#) by keeping at least six feet (two meters) between our employees and you.
 - **REPORT SCAMS** – We have suspended shutoffs during this public health emergency. If you are contacted by a person claiming to represent Pennsylvania American Water and they are threatening to shut off your service, **HANG UP**. You can call us directly at 1-800-565-7292 to report the incident.
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WE KEEP SERVICE & LIFE FLOWING

Pennsylvania American Water continues to conduct its work in coordination and compliance with all federal, state and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will do so in a way so that we may continue to provide water and wastewater services.

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](#)

We will keep you updated on our actions as this national public health emergency evolves. For more information on our pandemic preparedness and response, as well as customer service options, visit pennsylvaniaamwater.com.

Stay healthy and safe. Thank you.



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Laura E Martin

From: Pennsylvania American Water <myaccount@amwater.com>
Sent: Friday, May 8, 2020 5:50 PM
To: Barry L Pawelek
Subject: Keeping service and life flowing (in a socially distant way)

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COVID-19 UPDATE

AN UPDATE ABOUT COVID-19

At Pennsylvania American Water, we remain steadfast in our commitment to keeping you informed as we work to deliver clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency.

SERVICE



We Keep Service and Life Flowing

Pennsylvania American Water continues to conduct its work in coordination and compliance with federal, state and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will

do so in a way so that we may continue to provide water and wastewater services.

You may see our employees and crews hard at work. For your safety and the safety of our employees, we ask that you follow social distancing recommendations issued by the [Centers for Disease Control and Prevention](#) by keeping at least six feet (two meters) between our employees and you.

We're Still Working Hard

During these challenging times, we're still working hard to keep water flowing for millions of people who use our water for essential health, hygiene and sanitation needs. Pennsylvania American Water will continue to work around the clock to keep your life flowing with clean tap water and reliable wastewater service.





Keeping Water Flowing During COVID-19

INFRASTRUCTURE



We're Invested in Pennsylvania

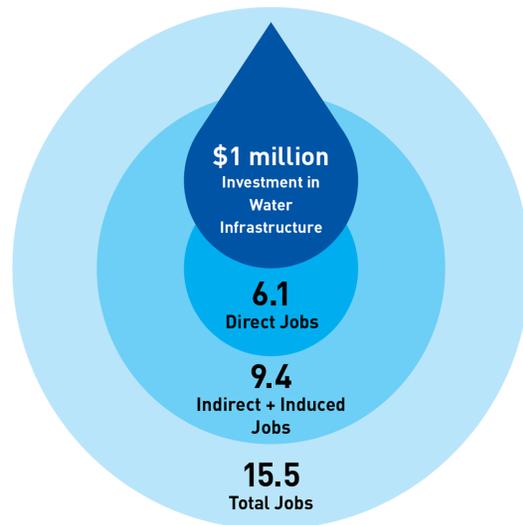
Even in challenging times, Pennsylvania American Water continues to upgrade our water and wastewater infrastructure. This year, we are on pace to invest \$362 million so that our customers continue to receive clean, safe and reliable service. This includes improving treatment plants, storage tanks, wells, pumping stations, pipes, valves, fire hydrants and metering equipment so that your water and wastewater service is reliable, efficient and meets all regulatory standards. [Click here](#) to see how we're continuing to put your water bill to work replacing water pipes in your community in 2020.

The Ripple Effect of Water

Investment

Economic impact studies demonstrate that for every \$1 million invested in water infrastructure, upwards of fifteen jobs are generated throughout the economy.

Through its continued infrastructure investments – even during these unprecedented times – Pennsylvania American Water is supporting approximately 5,610 jobs in 2020. [Read the report here.](#)



COMMUNITY



We're Here to Help - Customer Assistance Programs

Sometimes customers face circumstances that stretch their financial resources. Pennsylvania American Water is here to assist. Our customer service representatives will work with you on a plan to pay the balance of your bill over time. You may also be qualified to receive assistance through our [H2O Help to Others Program™](#), including emergency grants, bill discounts and water-saving devices and education. For more information, visit our website or call us at 1-800-565-7292.

QUALITY



We Recommend Buildings Flush Pipes Before Reopening

As the state announces its phased steps for reopening, Pennsylvania American Water encourages building owners and operators to adopt a proactive approach that includes flushing stagnant water from facility pipes. Proper reopening procedures for buildings that have been dormant for a significant amount of time can help in verifying that water systems and equipment are in safe working order and help maintain water quality. Consistent with EPA and industry guidance, Pennsylvania American Water has developed [building and school flushing recommendations](#).

We hope you find this email useful and informative. You can also receive important information on our [website](#) or on [Facebook](#), [Twitter](#), and [YouTube](#).

We will keep you updated on our actions as this national public health emergency evolves. For more information on our pandemic preparedness and response, as well as customer service options, visit [pennsylvaniaamwater.com](#).

Stay healthy and safe. Thank you.



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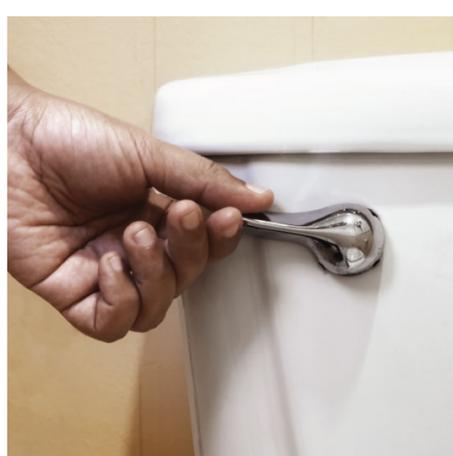
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As buildings reopen, businesses, school districts and property management teams will begin the process of restarting building systems that have been dormant for a significant amount of time. Building owners and operators are encouraged to adopt a proactive approach that includes proper flushing procedures, adjustment of hot water temperature, and proper maintenance of building plumbing and heating/cooling systems.

WHO SHOULD FLUSH

Facilities, schools or any buildings that have been dormant or closed for extended periods.



WHY TO FLUSH

Proper flushing of plumbing before reoccupying these buildings is essential to maintain water quality in the internal plumbing system and will help make sure water systems and equipment are in working order. Extended periods of inactivity can cause lead leaching or legionella growth. Taking proper steps can help minimize potential exposure to both these contaminants.

HOW TO FLUSH

The general purpose of flushing is to bring fresh water into all sections of the building. This requires running water through all fixtures long enough to replace stagnant water. The time needed to complete this will be location-specific and may range from a few minutes for smaller buildings to more than 30 minutes for larger or more complex plumbing systems. Consider the size and layout of your building when thinking about how long is appropriate to flush. Water quality indicators such as temperature change or chlorine smell may be used, where possible, as indicators that fresh water has reached all fixtures within the plumbing system. When performing a flush, remember to continually monitor the facilities to avoid damage from leaks or flooding. Open fixtures should be monitored; obtain professional help where needed.

After bringing fresh water into the building, it is important to flush individual fixtures. The following is provided as a general guidance of flush times for water through different types of fixtures:

- **Toilets:** Flush at least twice.
- **Faucets:** Run both hot and cold water at full flow for at least 2 minutes. Longer times may be needed depending on location.
- **Showers:** Run both hot and cold water at full flow for at least 2 minutes. Longer times may be needed depending on location.
- **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 manufacturer's instructions to replace water filters after completion of flushing.

WHEN TO FLUSH

Flushing should be performed biweekly while the building is closed and the days immediately prior to opening.

FOR MORE INFORMATION

For more information, download our [Flushing Fact Sheet](#). You may also contact the U.S. Environmental Protection Agency's Safe Drinking Water Hotline at **1-800-426-4791** or visit:

- [Centers for Disease Control – Guidance for Building Water System](#)
- [U.S. Environmental Protection Agency – Flushing Best Practices](#)
- [American Water Works Association – Shutoffs and Return to Service](#)



pennsylvaniaamwater.com
(800) 565-7292

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