

Temporary Change in Treatment Process Planned



PENNSYLVANIA
AMERICAN WATER

An important part of our system maintenance program

As part of our distribution system (pipeline) maintenance program, Pennsylvania American Water will be temporarily changing its disinfection treatment process in our Norristown system from a chloramine (combined) residual to free chlorine residual. Customers may notice an increase in the taste and smell of chlorine in the water as a result of the change. **The treatment change will take place from April 12, 2017 through June 26, 2017.**

Weather permitting, Pennsylvania American Water also will be flushing the distribution system from April 17, 2017 through September 1, 2017. Flushing will take place 7 a.m. through 3:30 p.m., Monday through Friday. For more details on when and where we will be flushing in the system, visit us online at pennsylvaniaamwater.com (select Alert Notifications at the top of the homepage). Discolored water may occur during flushing in your neighborhood. This is normal and will only be temporary while we complete this system maintenance. Thank you for your patience while we complete this important maintenance program.

Frequently Asked Questions and Answers

Why is the treatment change needed?

It allows us to perform necessary maintenance on our chemical feed systems and our distribution system.

Is this an approved method of treatment?

Yes. Both are approved methods of disinfection by the PA Department of Environmental Protection.

Will I notice a change in my water service?

When we transition the disinfection process from chloramines to chlorine, some customers may notice an increase in the taste and smell of chlorine in the water. This will only be temporary while we complete this system maintenance.

Is the water safe to drink?

Yes, as always, we will continue to monitor the water quality to ensure that it meets or surpasses all federal and state drinking water standards.

For more information

Visit us online at pennsylvaniaamwater.com for updates (select Alert Notifications) and for information on when we will transition the treatment process back to chloramines.

Customers can also contact our Customer Service Center, Monday to Friday, 7 a.m. to 7 p.m. at 1-800-565-7292.



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www.pennsylvaniaamwater.com

