



NEWS Drop



Dear Elected Officials,

As you have read or heard in the news, the coronavirus (COVID-19) has been detected in parts of Pennsylvania. I am writing to you so that you are aware and able to communicate with your customers/constituents about Pennsylvania American Water's preparedness and the quality of our drinking water.

All of Pennsylvania American Water's drinking water treatment barriers provide protection from coronavirus (COVID-19). This 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 and, as such, **our drinking water is not affected by the coronavirus (COVID-19).**

I also want to relay to you that American Water and Pennsylvania American Water has an established coronavirus (COVID-19) preparedness plan, so that we can continue to deliver water that meets all federal and state drinking water standards to our customers and protect our employees' safety. Because we provide an important service to our customers, and out of an abundance of caution, American Water has suspended all employee domestic and international travel as well as employee attendance at large conferences and meetings.

In an effort to keep our customers safe during the coronavirus pandemic, Pennsylvania American Water has placed a moratorium and discontinued service shutoffs at this time. We will continue to evaluate this moratorium as more information becomes available. Additionally, 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 a customer has had their service turned off, prior to March 12, 2020, we will restart their service.

American Water has been focused on two high priorities as the spread of the coronavirus as evolved - the health and safety of our employees and the health and safety of our customers. As such, 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.

We are also providing this information for any customer inquiries made to our Customer Service Center.

We will continue to communicate with you if and when there is new information. In the meantime, please do not hesitate to reach out to your local Pennsylvania American Water contact or to me at Mike.Doran@amwater.com with any questions.

Sincerely,

Mike Doran
President, Pennsylvania American Water

