

IMPORTANT CUSTOMER NOTICE



PENNSYLVANIA
AMERICAN WATER

For more information
Customer Service Center
1-800-565-7292

DRINKING WATER NOTICE

PENNSYLVANIA AMERICAN WATER ISSUES PRECAUTIONARY BOIL WATER ADVISORY FOR CUSTOMERS IN PORTIONS OF ALLEGHENY COUNTY SERVICE AREAS

**HIERVAN EL AGUA ANTES DE USARLA.
ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA
POTABLE, HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN
QUE LO ENTIENDA**

(September 20, 2019)— Pennsylvania American Water today issued a precautionary boil water advisory for customers in portions of the company's Allegheny County service area.

Pennsylvania American Water experienced a loss in positive water pressure on September 20, 2019, at water storage tanks in Castle Shannon and Green Tree Borough following a 24-inch water main break this morning in the Pittsburgh neighborhood of Carrick. The broken main limited the company's ability to replenish the water storage tank and local system.

A loss of positive water pressure is a signal of the existence of conditions that could allow contamination to enter the distribution system through backflow by back-pressure or back-siphonage. As a result, there is an increased chance that the water might contain disease-causing organisms.

This notice applies to customers located in the following municipalities:

- Baldwin Borough
- Baldwin Township
- Bethel Park
- Brentwood
- Bridgeville
- Carnegie
- Castle Shannon
- Collier
- City of Pittsburgh
- Crafton
- Dormont
- Dravosburg
- Greentree
- Heidelberg
- Homestead
- Ingram
- Jefferson Borough
- Mount Lebanon
- Mount Oliver
- Munhall
- North Fayette
- Oakdale
- Upper Saint Clair
- Pennsbury
- Pleasant Hills
- Rosslyn Farms
- Scott Township
- South Fayette
- South Park
- Thornburg
- West Mifflin
- West Homestead
- Whitaker
- Whitehall

For a map of the affected area log on to our website at www.pennsylvaniaamwater.com, and select Alert Notifications, or contact Pennsylvania American Water.

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Starting at 3 P.M. today, tankers will be available at the following locations:

- Bethel Park Fire Department: 5213 Brightwood Rd, Bethel Park, PA 15102
- Bethel Park Fire Department: 1100 Clifton Rd, Bethel Park, PA 15102
- Castle Shannon Fire Department: 3600 Library Rd, Pittsburgh, PA 15234
- Dormont Fire Department: 1455 Hillsdale Ave, Pittsburgh, PA 15216
- Greentree Fire Department: 825 Poplar St, Pittsburgh, PA 15220
- Heidelberg Fire Department: 456 1st St, Carnegie, PA 15106
- Ingram Municipal Building: 40 W Prospect Ave, Pittsburgh, PA 15205
- South Fayette Municipal Building: 515 Millers Run Rd, Morgan, PA 15064
- Upper St. Clair Municipal Building: 1820 McLaughlin Run Rd, Pittsburgh, PA 15241

Customers should bring their own containers when visiting the tanker for drinking water.

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a rolling boil, let it boil for one minute, and cool before using; or use bottled water. You should use boil or bottled water for drinking, making ice, washing dishes, brushing teeth and food preparation until further notice.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses and parasites, which can cause symptoms such as nausea, cramps, diarrhea and associated headaches.

These symptoms are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may wish to consult with your health care provider. People with severely compromised immune systems, infants and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers.

General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What happened? What is being done?

Pennsylvania American Water is repairing the water main break that caused the loss of water pressure at the local water storage tank. Pennsylvania American Water will be collecting and analyzing additional water quality samples including bacteria samples when the repair is complete.

We will inform you when the corrective actions have been completed and you no longer need to boil your water. For more information, visit our Web site at www.pennsylvaniaamwater.com, and select Alerts Notification, or contact Pennsylvania American Water's customer service center at 800-565-7292.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

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Date issued: September 20, 2019

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