

Dear customer...

As a result of new more stringent Pennsylvania Department of Environmental Protection (DEP) and U.S. Environmental Protection Agency (EPA) drinking water standards, Pennsylvania American Water will be changing the way our drinking water is treated for our customers in Allegheny and Washington Counties beginning the week of March 19, 2012.

Pennsylvania American Water will be transitioning to chloramination in its filtered water to ensure that our drinking water continues to comply with all EPA drinking water standards. The EPA is imposing more stringent standards to reduce health risks associated with disinfection byproducts (DBP) in chlorinated water. These DBPs form when chlorine reacts with naturally-occurring organic materials, such as decomposing plant material, in the raw water.

Since chloramine is not as reactive as chlorine with organic materials, it produces substantially lower concentrations of DBPs. In addition, chloramine is more stable than chlorine and more effective at extending disinfection through the pipelines that distribute water to customers' homes and businesses.

Transition to new treatment process

The new treatment process means that your drinking water will be disinfected with chloramine instead of chlorine. While this process will be new to our customers in southwestern Pennsylvania, it's been in use for more than 90 years as a safe, effective disinfectant, by municipally-run and privately-owned water systems across the United States and Canada. In fact, approximately 70 water systems serving more than 4 million people—or one out of every three Pennsylvanians—use water treated with chloramine.

Pennsylvania American Water customers in Brownsville, Butler, Clarion, Connellsville, Ellwood City and Uniontown are receiving water disinfected with chloramine. Other local drinking water providers using chloramines include:

- Beaver Falls Municipal Authority
- North Sewickley Water Authority
- Oakmont Borough Water Authority
- Southwestern Pennsylvania Water Authority
- New Kensington Municipal Authority
- Braddock Borough Water Authority
- Harmar Township Municipal Authority
- Monroeville Municipal Authority

- Plum Borough Municipal Authority
- Wilkesburg-Penn Joint Water Authority
- Pleasant Valley Water Authority
- Municipal Authority of Washington Township
- Municipal Authority of Westmoreland County (which has provided chloraminated water to our Connellsville customers for almost 20 years)

Pennsylvania American Water brings years of experience providing chloraminated water in its community water systems. Chloramination is a common treatment process in which a small amount of ammonia diluted in water is combined with chlorinated water. While most customers will not notice any change in their water, some might notice that the taste and odor of chlorine is reduced.

The transition also means that kidney dialysis patients and fish owners will need to take precautions as they currently do with normal chlorine treated water.

Fish owners should consult their local pet store for recommended products that will remove chloramine prior to use.

For more information

Please contact the U.S. Environmental Protection Agency (EPA) or the Pennsylvania Department of Environmental Protection (DEP). The EPA and DEP provide additional information and answers to commonly asked questions on their websites. For links to these organizations' information about chloramine and more, visit us online at www.PAChloramineFacts.com or contact our Customer Service Center at 1-800-565-7292.

ATTENTION:

Landlords and Apartment Owners

Please share a copy of this notice with your tenants. It includes important information about a change to your drinking water.

PENNSYLVANIA
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Important information about your drinking water



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