



NEWS

MONTGOMERY COUNTY OFFICE OF COMMUNICATIONS
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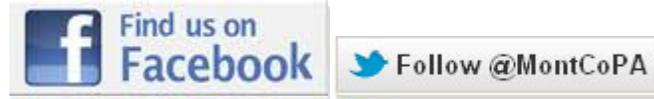
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FOR IMMEDIATE RELEASE: May 23, 2014

**Pennsylvania American Water Lifts Boil Water Advisory;
Montco Health Department Details Procedures for Re-Opening**

Norristown, PA (May 23, 2014) – Pennsylvania American Water announced today that customers in parts of Montgomery County no longer have to boil their water before use. Acceptable bacteria test results were obtained from samples collected on May 21 and May 22, and the Pennsylvania Department of Environmental Protection has authorized lifting of the precautionary advisory.

This notice applies to the company's approximately 18,000 customers in the following communities:

- East Norriton Township
- West Norriton Township
- Lower Providence Township
- Whitpain Township
- Worcester Township
- Whitemarsh Township

In addition, the company discontinued the mandatory conservation notice that was imposed early Tuesday, May 20, for all of the company's Norristown area customers.

The Montgomery County Health Department has closely monitored the situation and due to the boil water advisory had closed over 150 establishments that serve food and had partially closed over 50 others. The health department today issued a series of steps that the restaurants and other establishments need to follow before they can re-open.

Facilities have been notified of the procedures, which are as follows:

After the boil water advisory is lifted:

- Thoroughly clean and sanitize all food contact surfaces, including ice machines
- Equipment with waterline connections (soda machines, coffee machines, spray misters, ice machines, glass washers, dishwashers) must be flushed, cleaned, and sanitized in accordance with manufacturer's instructions
- Remove and replace any water filters
- Run water softeners through a regeneration cycle
- Flush drinking fountains for 5 minutes

The facility may re-open once all of the above procedures have been followed.

The boil advisory was issued May 20, when Pennsylvania American Water experienced a loss in positive water pressure in its distribution system when treatment issues limited the Norristown Water Treatment Plant's capacity to keep up with customer demand.

For more information, contact Pennsylvania American Water's customer service center at (800) 565-7292.