



NEWS

MONTGOMERY COUNTY BOARD OF COMMISSIONERS

VALERIE A. ARKOOSH, MD, MPH, CHAIR
KENNETH E. LAWRENCE, JR., VICE CHAIR
JOSEPH C. GALE, COMMISSIONER

Contact: Teresa Harris | Public Affairs Manager | 610-278-3062 | tharris@montcopa.org

FOR IMMEDIATE RELEASE:

Boil Water Advisory Issued for PA American Water Customers in 11 Montgomery County Municipalities

Norristown (October 12, 2020) – Pennsylvania American Water today issued a Boil Water Advisory for all customers in its Norristown area water system, which includes 11 municipalities. Approximately 33,500 customers may be affected, potentially impacting 86,700 residents.

Early this morning, a 24" water main break at the corner of Marshall and Markley Streets caused a loss in positive water pressure. As a result, there is an increased chance that the water might contain disease-causing organisms. Crews have isolated the main break, and water pressure is currently being restored to all customers. However, there is no timetable for how long repairs will take. Pennsylvania American Water will collect and analyze additional water quality samples, including bacteria samples.

The boil water advisory will remain in place until repairs have been made, pressure has been restored, and two consecutive days of sampling are negative for total coliform bacteria with compliant chlorine residuals.

This notice applies to all Pennsylvania American Water customers in its Norristown system, including the boroughs of Norristown and Bridgeport and portions of West Norriton, East Norriton, Upper Merion, and Plymouth, Lower Providence, Whitpain, Worcester, Whitmarsh, and Perkiomen townships. For a map of the affected area, visit www.pennsylvaniaamwater.com and click on Alerts.

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.

Food facilities in the affected area MUST:

- **IMMEDIATELY CLOSE** unless they can provide an **approved** alternative source of water (i.e., licensed potable drinking water tanker truck connected to main water supply).
- **Contact the Office of Public Health for approval of alternative water sources.**
- Retail food facilities may remain open to sell **ONLY** prepackaged items and provide hand sanitizer for use at all hand sinks.
- Please view the complete Boil Water Advisory Guidelines [here](#).

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.

PA American Water will inform customers when the corrective actions have been completed, and affected residents no longer need to boil your water. This information will also be provided on Pennsylvania American Water's website at www.pennsylvaniaamwater.com, under the **Alerts** section. For more information, contact Pennsylvania American Water's customer service center at (800) 565-7292.

###