Rock Spring Water System Stabilized

Daily operations and regulatory compliance strengthened by Pennsylvania American Water

MECHANICSBURG, Pa. (April 16, 2025) – Pennsylvania American Water recently implemented a series of critical enhancements to support its interim receivership of the Rock Spring Water Company (Rock Spring) in Ferguson Township, Centre County. These improvements help to promote the safety, reliability and quality of the community's drinking water.

“Since the Pennsylvania Public Utility Commission-ordered receivership, we have promptly assembled a team of experts to analyze and implement immediate improvements that support reliable water quality and service,” said Pennsylvania American Water Senior Director of Operations Joe Woodward. “Our expertise, evidenced by our proven track record of revitalizing troubled systems, has swiftly stabilized operations for Rock Spring customers.”

As of March 20, 2025, Pennsylvania American Water is acting as the receiver of Rock Spring under an order from the Pennsylvania Public Utility Commission. This order was issued due to Rock Spring Water Company’s numerous regulatory violations, deteriorating infrastructure, low water pressure, frequent power outages and prolonged boil-water advisories.

Pennsylvania American Water has upgraded Rock Spring’s drinking water treatment system’s Supervisory Control and Data Acquisition System (SCADA). This upgrade enables the company to continuously monitor and control the well’s equipment and processes using real-time data. It also allows Pennsylvania American Water to quickly identify any changes or issues that may arise and respond accordingly.

The upgraded SCADA system was crucial when Pennsylvania American Water needed to promptly address a well pump failure at Rock Spring overnight on April 4, which threatened to disrupt service to all customers.

The SCADA system, monitored by Pennsylvania American Water’s Milton Water Treatment Plant staff, indicated that the well pump motor needed to be replaced. The company secured and replaced the failing infrastructure within 24 hours of the notification while keeping all customers in service.

The company has also installed an online chlorine analyzer for the well’s chlorine feed pump, which continuously monitors chlorine levels and promotes water quality stability. Pennsylvania American Water has also taken over all of Rock Spring’s compliance sample collection and reporting responsibilities.

Pennsylvania American Water’s team of experts also found several issues with the Rock Spring well’s chemical feed system, which disinfects the water. The chemical injection tubing was improperly configured and added sodium hypochlorite in an unapproved location. The equipment lacked parts and had no secondary spill containment.

The team improved the chemical feed system by moving the sodium hypochlorite injection point, adding new equipment, including a pump, and fixing a leak that caused flooding. As a result, the chemical feed system passed a Pennsylvania Department of Environmental Protection inspection and met disinfection standards.

Pennsylvania American Water has since implemented extra containment measures to prevent chemical spills and provided protective equipment for staff handling the chemicals. The company also addressed three water leaks and implemented numerous physical security enhancements at the well station to maintain a safe and reliable water supply for Rock Spring customers.

To enhance communications for Rock Spring customers, Pennsylvania American Water created a webpage where frequent updates are posted. Customers can learn more by visiting pennsylvaniaamwater.com/RockSpring or by emailing the company at Rock.Spring.Customer@amwater.com.

Customers can also contact the Rock Spring office with any service issues at 814-231-2911 between 8 a.m. and

4 p.m., Monday through Friday.

About American Water
American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,700 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders. For more information, visit amwater.com and join American Water on LinkedIn, Facebook, X and Instagram.

About Pennsylvania American Water

Pennsylvania American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state, providing high-quality and reliable water and wastewater services to approximately 2.3 million people.

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