American Water Newsroom

Pennsylvania American Water Issues Boil Water Advisory for Customers in Part of Shavertown

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

SCRANTON, Pa. (June 25, 2025) – Pennsylvania American Water today issued a boil water advisory for customers in the Lantern Hill Development in Shavertown due to a main break that affected a storage tank. Approximately 50 customers are impacted.

Pennsylvania American Water experienced a loss in positive water pressure on Wednesday, June 25, due to a main break. 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 along the following streets:

- **Lantern Hill Road**
- **Timber Grove Road**
- **Morgan Road**

For a map of the affected area, visit https://alertsdetail.awapps.com/alert/87169

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 are currently making repairs to the main break. Repairs are anticipated to be completed overnight. Pennsylvania American Water will collect and analyze additional water quality samples including bacteria samples.

We will inform you when the corrective actions have been completed and you 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.

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.

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, is the largest regulated water utility in the state, providing safe, clean, reliable and affordable water and wastewater services to approximately 2.4 million people.

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