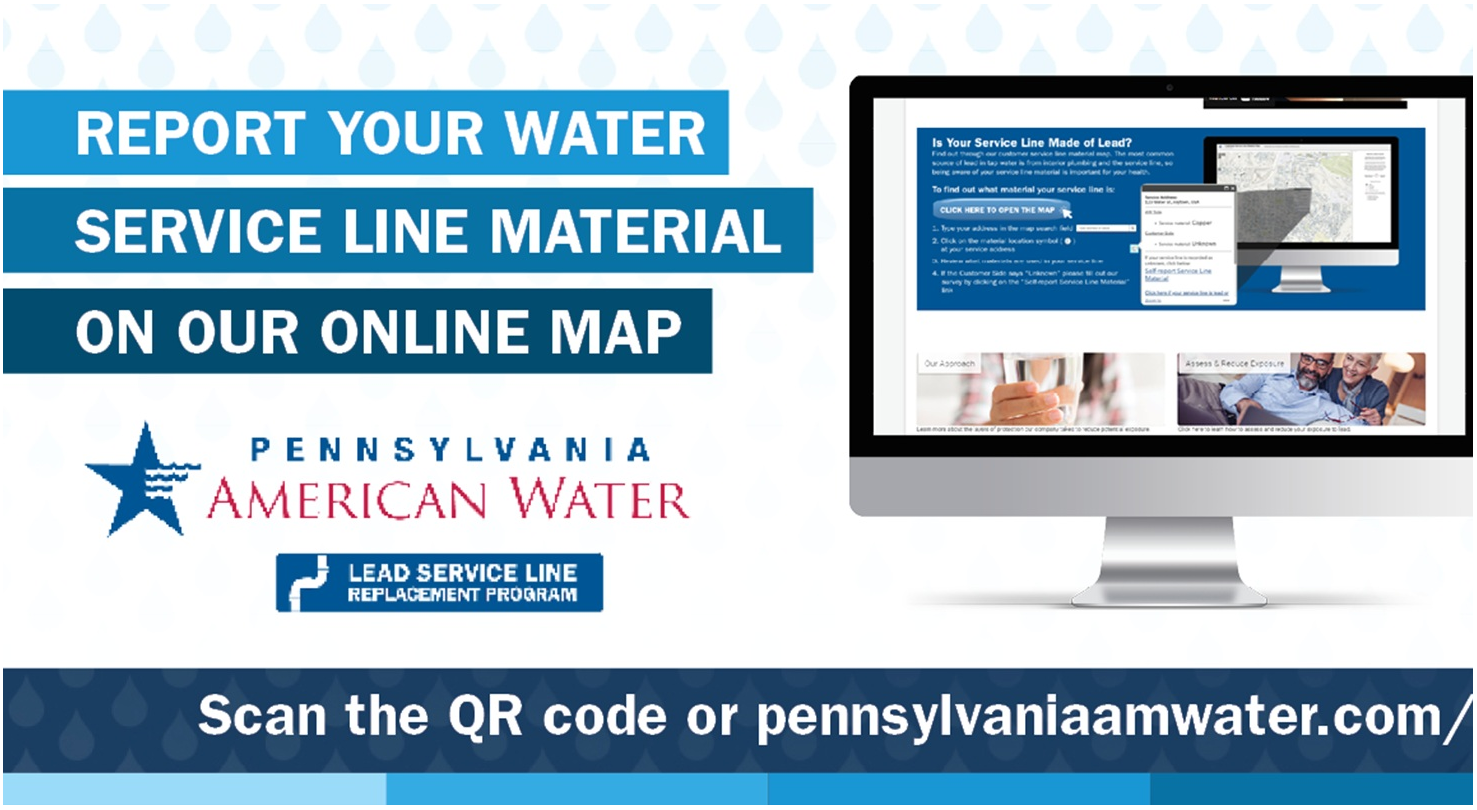
American Water Newsroom

Rock Spring Water System Sees More Than 25% Reduction in Daily Usage Under Pennsylvania American Water Oversight

Company receiver role brings significant improvements to Centre County system



FERGUSON TOWNSHIP, Pa. (Sept. 9, 2025) – Pennsylvania American Water today announced a more than 25% reduction in daily system water delivery—saving up to 40,000 gallons per day—through upgrades and repairs made as part of its ongoing receivership of the Rock Spring Water Company (Rock Spring).

“This significant decrease not only conserves a vital resource, it also reduces the energy required to treat and deliver water,” said Joseph Woodward, senior operations manager at Pennsylvania American Water. “By fixing leaks, we’re reducing operational costs, improving water safety and reliability and lowering the environmental footprint, all of which directly benefit Rock Spring customers.”

These efforts are part of a broader infrastructure stabilization strategy, including real-time remote monitoring and chemical feed system upgrades. The receivership was initiated in response to longstanding issues at Rock Spring, including regulatory violations, aging infrastructure, low pressure, power outages and extended boil-water advisories.

Since assuming receivership in March of 2025, the company has implemented critical improvements to enhance water quality, reliability and regulatory compliance. A strategic leak detection initiative identified and repaired multiple system deficiencies, including two water main breaks, four company service line leaks and seven customer-side leaks.

Rock Spring customers should continue to contact Rock Spring with all inquiries by calling 814-231-2911 during regular business hours, from 8 a.m. to 4 p.m., Monday through Friday, or by emailing Rock.Spring.Customer@amwater.com. After-hours emergencies only should be reported to 1-800-272-1325.

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 safe, clean, reliable and affordable water and wastewater services to approximately 2.4 million people.

Media Contacts

William Gelgot

External Affairs Manager, Central Pennsylvania

Pennsylvania American Water

william.gelgot@amwater.com

https://newsroom.amwater.com/2025-09-09-Rock-Spring-Water-System-Sees-More-Than-25-Reduction-in-Daily-Usage-Under-Pennsylvania-American-Water-Oversight