American Water Newsroom

Pennsylvania American Water Asks Butler County Customers to Reduce Nonessential Water Use

BUTLER, Pa. (Sept. 19, 2025) – Pennsylvania American Water is asking customers throughout its Butler County service territory to voluntarily reduce their water consumption in response to below-normal rainfall levels over the last three months based on data provided by the National Weather Service.

“The lack of precipitation has impacted water levels in Butler’s source waters, Thorn Run and Lake Oneida,” said Pennsylvania American Water’s Northwest Director of Operations Jon Natale. “We’re asking customers to voluntarily reduce non-essential water use in an effort to prevent additional restrictions.”

The voluntary conservation notice applies to Pennsylvania American Water Customers in the following areas of Butler County: City of Butler; Connoquenessing, East Butler and Saxonburg boroughs; and Butler, Center, Clinton, Connoquenessing, Donegal, Forward, Franklin, Jackson, Jefferson, Lancaster, Oakland, Penn and Summit townships.

While the company always encourages wise water use, Pennsylvania American Water is asking residents and businesses to voluntarily reduce their nonessential water use by 5% (a reduction of approximately five gallons per day) in accordance with Pennsylvania American Water’s Drought Contingency Plan.

Pennsylvania American Water offers multiple water conservation resources in the Wise Water Use section of its website. It also is a member of the Alliance for Water Efficiency, which developed an online Water Use Calculator that allows visitors to input water use information specific to their household and offers tips on where they can save water and energy based on that data. The company also periodically shares water conservation tips and reminders with customers through email campaigns, bill enclosures and social media posts.

“Small changes in daily habits and simple water reduction measures can make a difference if dry weather continues,” added Natale. The following non-essential uses should be eliminated:

- Watering of lawns, gardens, trees, shrubs, or any other type of plants except by hand-held hose or container
- Water use for the purpose of washing any paved surface area, including washing streets, garages, sidewalks, driveways, etc.
- Watering any portion of golf courses, other than tees and greens
- Water use for ornamental purposes, such as fountains, waterfalls, etc.
- Water use for cleaning of any type of motor vehicle
- Serving of water in clubs or restaurants or any other public eating places, unless requested by customer
- Water use for flushing of sewers, except as deemed necessary in the interest of public health and safety
- Use of fire hydrants for any purpose other than fighting fires. This includes fire practice drills by all fire departments

Below are tips for conserving water inside and outside the home:

- Run dishwashers and clothes washers only when they are full. If you have a water-saver cycle, use it.
- Regularly check your toilet, faucets, and pipes for leaks with our free leak detection resources. If you find a leak, have it fixed as soon as possible.
- Install water-saving showerheads, toilets and faucet aerators.
- Consider water and energy-efficient appliances. Products and services that have earned the WaterSense label have been certified to be at least 20% more efficient while maintaining performance.
- Turn off the tap while brushing your teeth or washing dishes in the sink.
- Water your lawn only when it needs it. When you do, water in the early morning or evening to reduce evaporation.
- Use a broom instead of a hose to clean your sidewalk, driveway or patio.
- Set up a rain barrel to be ready to repurpose rain when it does fall. For information, see thisPenn State Extension guide.

The voluntary water conservation request will remain in effect until further notice. Pennsylvania American Water will provide updates as necessary.

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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