Boil Water Advisory Lifted for Customers in Portion of West Caln Township in Pennsylvania American Water's Coatesville System

DRINKING WATER WARNING

BOIL YOUR WATER BEFORE USING

HIERVAN EL AGUA ANTES DE USARLA. ESTE INFORME CONTIENE INFORMACION MUY IMPORTANTE SOBRE SU AGUA DE BEBER.

TRADUZCALO O HABLE CON ALGUIEN QUE LO ENTIENDA BIEN.

Boil Water Advisory Lifted for Customers in Portion of West Caln Township in Pennsylvania American Water's Coatesville System

COATESVILLE, Pa. (Oct. 31, 2023) – Pennsylvania American Water routinely monitors the conditions in the distribution system. Early this morning, we experienced a loss of positive water pressure due to the failure of the pump control system for our Hill Road tank in West Caln Township. A loss of positive water pressure is a signal of the existence of conditions that could allow contamination to enter the distribution system through back-flow by back pressure or back siphonage. As a result, we are issuing a boil water advisory for customers in the affected area.

This notice applies to a population of approximately 65 customer connections along the following streets West Caln Township:

- Hil Road
- Sandy Hill Road
- Telegraph Road

For a map of the affected area, visit https://alertsdetail.awapps.com/alert/102421.

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 boiled 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, however, 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 want to seek medical advice.

Guardians of infants and young children and people at increased risk, such as pregnant women, some of the elderly, and people with severely compromised immune systems, should seek advice from their health care advisors about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 800-426-4791.

What happened? What is being done?

Pennsylvania American Water confirmed the pump is now working properly. The company is also collecting and analyzing additional water quality samples including bacteria samples. The alert will remain in effect until sample results meet regulatory standards. Affected customers will be notified when the boil water advisory is lifted via their preferred method of communication.

We will inform you when the corrective actions have been completed and you no longer need to boil your water. **For more information, visit www.pennsylvaniaamwater.com, and select Alerts, or 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.

This notice is being sent to you by Pennsylvania American Water.

PWS ID Number: 1150106 Date issued: Oct. 31, 2025

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https://newsroom.amwater.com/2025-10-31-Boil-Water-Advisory-Lifted-for-Customers-in-Portion-of-West-Caln-Township-in-Pennsylvania-American-Waters-Coatesville-System