American Water Newsroom

Boil Water Advisory Issued for customers in Portion of Pennsylvania American Water's Ceasetown System

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.

Scranton, Pa. (March 21, 2026) – Pennsylvania American Water routinely monitors the conditions in the distribution system. Early this morning, we experienced a loss of positive water pressure due to a main break in our Ceasetown system, which also caused a storage tank to drain, leaving some customers without water service and others with limited pressure. 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 approximately 536 customer connections in Pringle and Courtdale boroughs in Luzerne County.

This notice applies to the customer population along the following streets:

- Courtdale Avenue
- Albert Street
- Roy Street
- Barry Street
- Yank Street
- Grey Street
- Harrington Street
- Victoria Drive
- White Rock Terrace
- Cooper Street
- Maddens Lane
- Valley View Drive
- North N Street
- North Center Street
- Evans Street
- Flanagan Street
- Courtright Street
- Pringle Street
- Hoyt Street
- Connor Street
- Roosevelt Street
- North Street
- Helen Court
- Bryden Court
- Hill Street

For a map of the affected area, visit https://alertsdetail.awapps.com/alert/118271.

To ease this inconvenience, a potable water tanker will be available at the Courtdale Municipal Building at 5 Blackman St. Customers are asked to bring their own containers to fill.

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.

Customers who currently have limited water service should follow the provided boil instructions, and temporarily limit their water use to essential purposes only. Customers without water service should follow the same boil instructions when their water service returns.

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 1 (800) 426 4791.

What happened? What is being done?

We have isolated the main break and are currently working on the repair. Service should be fully restored within 8 hours. Once the main break is repaired and system pressure restored, the company will be collecting and analyzing 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. **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.

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