From Uncertainty to Reliability: Pennsylvania American Water's Dilliner System Returns to Compliance

Marking its first year of Pennsylvania American Water ownership, system achieves full compliance for the first time in 12 years

MCMURRAY, Pa. (June 11, 2026) – Pennsylvania American Water announced today that it has satisfied all requirements of a Consent Order and Agreement (COA) issued by the Pennsylvania Department of Environmental Protection (DEP) for its Dilliner system in Greene County—marking a major milestone as the system returns to compliance for the first time in more than 12 years.

"This milestone marks one year since Pennsylvania American Water assumed ownership, and it's already making a difference for our customers in Greene County," said Justin Ladner, president of Pennsylvania American Water. "We're proud of the progress we've made to address long-standing issues and remain committed to delivering safe, reliable water every day."

In November 2023, an emergency order was issued, followed by a February 2024 Commonwealth Court order that appointed Pennsylvania American Water as receiver to stabilize operations and restore safe, reliable service. The company then took ownership of the system in April 2025.

"Many of the COA items reflected legacy water treatment and administrative gaps that had not kept pace with evolving regulations," said Brandy Braun, director of water quality and environmental compliance at Pennsylvania American Water. "Under DEP oversight, our team swiftly resolved treatment and reporting issues after the receivership began, ensuring water safety and upgrading the water treatment plant to current standards."

Pennsylvania American Water has improved treatment, upgraded equipment, strengthened operations and implemented proactive maintenance and monitoring. The company has invested approximately $6 million since the receivership to address long-standing issues and improve customer service.

"This milestone reflects important progress for Greene County and Dilliner system customers," said Commissioner Jared Edgreen. "Efforts to address long-standing system challenges are delivering improved reliability and more consistent service."

As a result of these efforts, the system is now consistently meeting or surpassing state and federal drinking water standards and delivering more reliable, day-to-day service for customers. DEP has confirmed all corrective actions required under the COA are complete and that no penalties remain outstanding.

"I also want to recognize the incredible work of our local team," Ladner added. "Their dedication and expertise made this turnaround possible, and they've worked every day to make sure customers have safe, reliable water they can count on."

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 and celebrating 140 years in 2026, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to approximately 14 million people with regulated operations in 14 states and on 18 military installations. American Water's approximately 7,000 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 with approximately 1,200 dedicated employees working to provide safe, clean, reliable and affordable water and

wastewater services to approximately 2.5 million people.

Media Contact:
Brent Robinson
External Affairs Manager
724-263-0625
Brent.Robinson@amwater.com

---

https://newsroom.amwater.com/2026-06-15-From-Uncertainty-to-Reliability-Pennsylvania-American-Waters-Dilliner-System-Returns-to-Compliance