One Year Later, Audubon Customers See Safer, More Reliable Water

Pennsylvania American Water upgrades deliver improved reliability and water quality for 10,000 residents of Montgomery County community

AUDUBON, Pa. (June 17, 2026) – One year after Pennsylvania American Water acquired the Audubon water system, approximately 10,000 residents in Audubon, Montgomery County are experiencing safer, more reliable water service thanks to significant upgrades and investments.

“We have kept the pledge we made to our Audubon customers when we took ownership of the system,” said Pennsylvania American Water President Justin Ladner. “As a result of our approximately $21.5 million worth of investments to address the system’s deficiencies, Audubon residents can be confident that when they turn on the tap, they will get safe, clean water.”

Since taking ownership on May 28, 2025, the company has moved quickly to improve water quality and system performance. Most importantly, customers are now receiving drinking water that meets all current state standards for PFAS — a milestone achieved in less than 10 weeks.

“The Audubon water system was in dire shape when Pennsylvania American took ownership of it,” said Mark Cooper, superintendent of operations for Pennsylvania American Water. “We knew there was urgent work to do, and we took immediate action to deliver results for the community.”

PFAS are compounds that can build up over time and have been linked to potential health risks. To address this issue, Pennsylvania American Water connected the system to its Norristown supply and removed wells that previously contained PFAS, helping ensure customers receive water that meets safety standards.

In addition to improving water quality, the company has strengthened system reliability. Crews repaired five major leaks that were losing nearly 50,000 gallons of water per day — improvements that helped lift a mandatory water conservation advisory that was previously in place.

“Pennsylvania American Water’s investments have made a real difference in both water quality and pressure, which is especially important for fire protection,” said Lower Providence Township Supervisor Gary Neights. “Residents appreciate the progress and the company’s commitment to delivering safe, reliable water.”

Pennsylvania American Water has also made system-wide upgrades, including installing more than 165 leak detection devices, replacing over 2,000 customer meters and implementing a modern monitoring system to track performance in real time.

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:
John Kelemen

External Affairs Manager
John.Kelemen@amwater.com
484-238-5216

---

https://newsroom.amwater.com/2026-06-17-One-Year-Later,-Audubon-Customers-See-Safer,-More-Reliable-Water