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| **Coatesville District: Temporary Change in Treatment Process Planned** |  |

Pennsylvania American Water will be temporarily changing its disinfection treatment process in its Coatesville area water system. This change from chloramine disinfection to free chlorine might cause some customers to notice an increase in the taste and smell of chlorine in the water. The treatment change is necessary as part of our distribution (pipeline) maintenance program, and it will take place starting Wednesday, August 10, for approximately six to eight weeks.

In addition, crews will be flushing parts of the distribution system during this period. If crews are flushing in your area, you might notice discolored water. This is normal and will only be temporary while we complete this system maintenance. Thank you for your cooperation.

**Frequently Asked Questions and Answers**

**Why is the treatment change needed?**It allows us to perform necessary maintenance on our chemical feed systems and our distribution system.

**Is this an approved method of treatment?**  
Yes. Both are approved methods of disinfection by the PA Department of Environmental Protection.

**Will I notice a change in my water service?**  
When we transition the disinfection process from chloramines to chlorine, some customers may notice an increase in the taste and smell of chlorine in the water. This will only be temporary while we complete this system maintenance.

**Is the water safe to drink?**  
Yes, as always, we will continue to monitor the water quality to ensure that it meets or surpasses all federal and state drinking water standards.

**Did you previously notify some customers about the switch?**  
Yes, customers in portions of West Caln Township were alerted through the company’s automated notification system on July 25, about the treatment change affecting their area. The previous notice is related to the temporary treatment change that has since been expanded for the entire Coatesville area water system.