

FOR MORE INFORMATION If you have additional questions, please contact our Customer Service Center at 1-800-565-7292. Hours: M-F, 7 a.m.–7 p.m. For emergencies: We're available 24/7.

10-2020

WASTEWATER SYSTEM SMOKE TESTING SCHEDULED FOR YOUR NEIGHBORHOOD

WE KEEP LIFE FLOWING™

We're performing smoke testing on the wastewater system in Koppel. Pennsylvania American Water and its subcontractor, State Pipe Services, Inc., will be performing smoke testing and manhole inspection of the wastewater lines in your area. This testing is needed to identify potential sources of inflow and infiltration that may cause sanitary sewer overflows (SSOs), which are prohibited by state and federal law. Typically, SSOs are the result of stormwater (inflow) or groundwater (infiltration) entering

the public wastewater system through broken pipes or illegal connections of stormwater from catch basins, storm drains, roof drains, foundation drains or sump pumps. To correct SSO issues, it is necessary to locate and separate the stormwater and groundwater from the wastewater system. The \$20,000-plus project is part of Pennsylvania American Water's commitment to providing high-quality wastewater service to Koppel customers. How is smoke testing performed? Crews from State Pipe Services will use a high-capacity smoke blower technique to test each wastewater line. Smoke blowers are placed on manholes, and the harmless, non-toxic smoke is blown through the wastewater system. Anywhere the smoke exits, the potential exists for storm water to enter the wastewater system.

When will the testing take place? This smoke testing project will begin November 2, 2020. Work hours will be Monday through Friday, 7 a.m. to 5 p.m. Weather permitting, we expect to complete the smoke testing on or before November 13. What can I do to prepare? Drain traps should always be filled with water to prevent sewer gases from entering

the building. About three cups of water should be poured in floor and sink drains, filling the traps to prevent smoke from entering the home. If you notice smoke entering your home, contact a member of the smoke-testing crew working in the area or Pennsylvania American Water's Customer Service Center at 1-800-565-7292. For more information If you have any questions regarding the testing or you anticipate any problems, please contact Pennsylvania American Water by calling our Customer Service Center at 1-800-565-7292 or visit us online at pennsylvaniaamwater.com.