



August 12, 2026

Dear Plumstead Township Water Customer,

Providing safe, reliable drinking water is a critical priority of Plumstead Township. The Township's Public Works Water Department and its licensed third-party water operator, ARRO Consulting, continuously monitor and maintain our water system to provide safe, high-quality drinking water for our residents.

Recently, the Township issued a Boil Water Advisory affecting residents served by the Northern Water System. Understandably, this advisory alarmed residents, and we would like to provide additional information. For a list of the neighborhoods and the corresponding water system, please visit the Plumstead Township website: <https://www.plumstead.org/water-sewer.html>

Plumstead Township serves public water through four systems. Each system sources water through either Township-owned groundwater wells or outside bulk water connections. One of those water systems, the Northern Water System, draws water from five groundwater wells. One well, located in the Country Greene neighborhood, experienced two interruptions in its automated chlorine feed system on July 23 and July 29, 2026, causing chlorine residual levels at that well to fall below the minimum level required by the Pennsylvania Department of Environmental Protection ("DEP") for more than four consecutive hours.

In water treatment, providers introduce chlorine to disinfect the water supply before it enters the distribution system. DEP requires minimum chlorine levels be maintained in drinking water. Non-compliant Chlorine levels increase the unacceptable risk of contamination but do not confirm the presence of any contaminants. We have no evidence that distributed water was contaminated, only that chlorine levels were too low.

The Township immediately reported the incident to DEP and investigated the issue. An inoperative chlorine alarm notification system failed to alert the proper officials to the reduced chlorine levels. The Township restored the chlorine feed system and completed the required water quality sampling. The issue has since been rectified. Following satisfactory laboratory results, PADEP authorized the Township to lift the Boil Water Advisory on August 1, 2026. Two separate PADEP-required notifications will be mailed to the affected water customers with additional information regarding these incidents.

Although the interruption was isolated to a single well and the chlorine levels never reached zero, DEP regulations require the Township to issue a Boil Water Advisory as a precaution while undertaking additional water quality testing. The four other wells in the Northern Water System maintained compliant chlorine levels throughout the event.

The Township issued the required notice through the Township's website, its Facebook page, an email blast, an automated water notification system, and the My Plumstead mobile app.

The Township's Water Department emergency notification system relies on the contact information provided by our residential water customers. In most cases, phone numbers are collected when a new water account is established following the purchase of a home. Because many residents have transitioned from landlines to mobile phones, we encourage customers to update their contact information whenever it changes to ensure they receive important emergency water notifications. Please contact the Water Department at **215-766-0189** or **cbininger@plumstead.gov** to update your records.

To help ensure you receive future emergency notifications aside from Water Department notifications, we encourage all residents to download the free **My Plumstead** mobile app. The app allows you to receive emergency alerts, water system notices, road closures, public meeting information, and other important Township updates through your preferred communication method, including push notifications, text messages, emails, or phone calls. Residents can also sign up for email alerts through the website.

The enclosed Frequently Asked Questions provide additional information about the Boil Water Advisory, the Township's response, and the steps taken to protect the safety of our drinking water.

Protecting the health and safety of our residents is our highest priority. Plumstead Township appreciates your patience and cooperation as we work to maintain a safe, reliable, and high-quality public water system.

Sincerely,

Stacey Mulholland

Stacey Mulholland, Manager
Plumstead Township

Frequently Asked Questions (FAQ)

Why was Boil Water Advisory issued?

The advisory was issued because the chlorine residual at one well in the Northern Water System fell below the minimum level required by the Pennsylvania Department of Environmental Protection (PADEP) for more than four consecutive hours. State regulations require a Boil Water Advisory under these circumstances as a precaution to protect public health.

Was the water contaminated?

No contamination was detected. The Boil Water Advisory was issued as a precaution because the chlorine residual dropped below the required minimum level. Chlorine helps protect the water distribution system by preventing the growth of bacteria.

Did the chlorine level go to zero?

No. At no time did the chlorine level at the affected well reach zero. Additionally, even under normal circumstances, water from the affected well is mixed with water from the Northern System's four other wells. Those four other wells maintained chlorine levels that met regulatory requirements.

Why is chlorine added to drinking water?

Chlorine is a disinfectant that destroys bacteria, viruses, and other microorganisms that can cause illness. Maintaining the proper chlorine residual throughout the water system is an important safeguard for public health.

Was all of Plumstead Township affected?

No. Most residents of Plumstead Township receive their water from private wells. The boil water advisory affected one well serving one of four public water distribution systems in Plumstead Township. Customers served by other water systems were not affected.

Why wasn't the advisory issued immediately after the first interruption?

In the first chlorine supply interruption, the chlorine supply system corrected itself. The Township was not aware of the drop in chlorine supply due to an inoperative alarm.. Township Water Department staff and the licensed water operator monitored trending chlorine patterns that caused additional investigation. At this time, on July 30, 2026, at the same well, the Township and its licensed operator consulted with PADEP and followed the Department's required notification procedures, including issuing the Boil Water Advisory and conducting additional water quality sampling.

How was the problem corrected?

The Township and its licensed water operator fixed the chlorine alarm notification system.

How was the Boil Water Advisory lifted?

The advisory remained in place until:

- Chlorine levels were restored and stabilized.
- Required bacteriological water samples were collected.
- Laboratory results confirmed the water met all drinking water standards.
- PADEP authorized the Township to lift the advisory.

How will I be notified if this happens again?

The Township uses several methods to communicate emergency water notifications, including:

- Automated phone calls
- Text messages
- Email notifications
- The My Plumstead mobile app
- The Township website
- Township Facebook page

To ensure you receive notifications, please keep your contact information current with the Township Water Department.

How can I update my contact information?

Please contact the Water Department at **215-766-0189** or **cbininger@plumstead.gov** to update

How do I sign up for the My Plumstead mobile app?

The **My Plumstead** app is available free for Apple and Android devices. After downloading the app, you can choose how you would like to receive Township notifications, including push notifications, text messages, phone calls, and emails. Scan the QR code included with this letter or visit the Township website for download instructions.

