

What to do when the water pressure drops, or flow stops

Community Management Professionals (CMP)

Carl Wilkinson: 412-279-9280 x - 260

Pennsylvania American Water Company (PAWC)

Web Site: <https://amwater.com/paaw/>

Customer Service: 1-800-565-7292

Account Number: 1024-220027104350

VOAM Email Coordinators

Jan Farrington, Leona Fowler & Tom Wockley

(See Directory for contact information)

The Water System for Villas of Arden Mills starts with a meter in a pit next to the Entry and flows pretty much uphill to all units. This means, if PAWC has an interruption of service, the first residents to see this Issue will be the units furthest up. It usually, just stops up top. The rest of the units will see diminished pressure and if usage continues from lower units, eventually you will use the water from the pipes of higher up units, and you will then have your water stop also. Please call a resident in a nearby building to verify your Issue is Community related and not just your unit.

Should this situation arise, please call CMP. When Carl gets the first call, he will check the PAWC Web Site or call PAWC to determine if they have a service interruption that would affect our location. He obtains the information, and then informs the calling resident and any others that may call. He also emails or calls the VOAM Email Coordinator, who will send a message to the entire Community. Upon receipt of this message, each resident is asked to conserve water until the service interruption is repaired.

Should there be no one available at CMP when you call, please check the PAWC Web Site or call PAWC directly and see if there is a service interruption. You will need the Account Number, if calling. Please inform CMP and the Email coordinator of your findings.

Pressure and flow will be restored when the service interruption is repaired. You will not be notified in any other way.

Updated: September 5, 2019 with new contact information for CMP and PAWC.