



East Dunkard Water Authority

Stabilizing water service for 1,600 customers in Greene County, PA

The Challenge

The East Dunkard Water Authority (EDWA), a municipal water system serving approximately 1,800 customers across Greene County, Pennsylvania, faced years of operational and financial instability. The water system, which covered Dunkard Township, Greene Township, and parts of Monongahela, Cumberland, Perry, and Whiteley Townships, had been under scrutiny for persistent water quality violations, unreliable service, and deteriorating infrastructure.

Rapid Support By Private Provider

The system had suffered from years of deferred maintenance, inadequate financial oversight, and a lack of technical capacity to meet regulatory standards. A critical turning point came in October 2023 when residents were left without water for several days following a major system failure.

As a result, the Pennsylvania Department of Environmental Protection (DEP) and the Pennsylvania Public Utility Commission (PUC) deemed the situation critical enough to warrant emergency intervention. The DEP and a private water provider jointly petitioned the Public Utility Commission for an emergency receivership order. This transition allowed a skilled and professional private water provider to temporarily operate the East Dunkard system to stabilize service and address immediate health and safety concerns.

A New Chapter for East Dunkard

Following the emergency receivership, the PUC approved the formal acquisition of the East Dunkard water system by the private water provider. The Commission voted unanimously to authorize the sale of the system to Pennsylvania American Water in March 2025 for \$5 million, citing the need for long-term investment, professional management, and improved service reliability. The acquisition marked the culmination of a multi-year effort to secure safe, clean, reliable and affordable water service for the region.

Delivering Solutions, Building Trust

Since taking ownership, Pennsylvania American Water has implemented a series of operational and infrastructure solutions to improve water service:

Receivership Achievements

- Invested \$2 million to repair 82 leaks and restored safe drinking water service.
- Improved water pressure, service reliability, and addressed immediate health risks.

Five-Year Improvement Plan

- Committed \$16.1 million for treatment plant upgrades and water main replacements.
- Restored regulatory compliance, eliminating boil-water advisories.
- Maintained existing rates set by the Pennsylvania Public Utility Commission (PUC).
- Expanded customer support, including bill assistance programs for low-income households.



Benefits to Greene County

- Immediate improvements to treatment process and water quality for customers
- Transition to 24/7 professional water service
- Affordability and low-income customers assistance programs
- Retention and training for East Dunkard employees