



PENNSYLVANIA  
AMERICAN WATER

WE KEEP LIFE FLOWING™

SERVING 19% OF THE  
COMMONWEALTH'S  
POPULATION

Pennsylvania American Water has been providing high-quality, reliable service to customers statewide for more than a century.



## CUSTOMER SERVICE

1-800-565-7292

### Hours:

M-F, 7 a.m. to 7 p.m.

### For emergencies:

We're available 24/7

Customers also have around the clock access to our mobile-friendly, self-service website **MyWater** to view and pay their bill online, track water use history, sign up for paperless billing and more. Register today at [amwater.com/mywater](http://amwater.com/mywater).



## GET TO KNOW US

Pennsylvania American Water is the largest water service provider in the state, serving approximately 2.3 million people in 418 communities in 37 counties. Approximately 1,200 highly-skilled professionals carry out the company's foremost priority of providing safe, reliable water and wastewater service to our customers.

### INVESTED IN OUR FACILITIES

Our team of experts regularly monitor, maintain and upgrade our facilities to continue to operate efficiently and meet regulatory standards. This requires investing millions each year in our infrastructure, including treatment plants, tanks, pump stations, pipes, fire hydrants and metering equipment. We do this because we care about our customers as much as we care about water. **Statewide, we invested \$688 million in 2023 alone to improve the water and wastewater treatment and pipeline systems.**



### HIGH-QUALITY WATER SERVICE

We have an exceptional track record when it comes to water quality and drinking water regulatory compliance. Our water quality and treatment plant operators perform thousands of tests each year for more than 90 regulated contaminants. We deploy thousands of online monitors that consistently read water quality. Plus, we have access to American Water's Central Laboratory, which conducts sophisticated drinking water testing and analysis.



### PARTNERSHIP FOR SAFE WATER AWARDS

Pennsylvania American Water has received more EPA Partnership for Safe Water Directors Awards than any other water utility in the nation.

- 33 of our water treatment plants have been nationally recognized with Directors Awards.
- 27 of these plants have maintained this high level of service for 20 years or more.
- Nine of our plants received the Elite Phase IV Presidents Award (Bangor, Brownell, Clarion, Crystal Lake, Hershey, Indiana, Nesbitt, Norristown and Philipsburg).



**SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.**



## PENNSYLVANIA AMERICAN WATER FACTS AT A GLANCE

- COMMUNITIES SERVED**  
 418 communities in 37 counties
- CUSTOMERS SERVED**  
 683,000 water customers (92% residential, 7% commercial and 1% industrial); 98,000 wastewater customers
- EMPLOYEES**  
 Approx. 1,200
- TREATMENT FACILITIES**  
 37 surface water treatment plants and 95 active groundwater sources (average daily delivery including surface water, groundwater and purchased water is 190 million gallons per day (MGD); 25 wastewater plants (65 MGD permitted capacity)
- MILES OF PIPELINE**  
 11,688 miles of water and sewer pipe
- STORAGE AND TRANSMISSION**  
 275 water storage facilities; 427 water and wastewater pumping stations
- SOURCE OF SUPPLY**  
 92% surface water, 7% groundwater and 1% purchased water
- PARTNERSHIP FOR SAFE WATER AWARDS**  
 33 of our treatment plants received Directors Awards for the Partnership for Safe Water

## LENDING A HELPING HAND

For more than 30 years, Pennsylvania American Water has been lending a hand to customers in financial need through our H2O Help to Others Program™. In 2023, 3,738 households received grants totaling \$1,321,392. We also provided approximately \$14 million total in monthly bill discounts and 1,195 conservation kits and education to customers who qualified.

### Assistance for Water Customers:

- Grants of up to \$500 per year
- A 40% to 80% discount on the monthly service fee and a 25% to 80% discount on the monthly volumetric charges (\$19.93 - \$55.39 avg. monthly savings)\*
- Water-saving devices and education

### Assistance for Wastewater Customers:

- Grants of up to \$500 per year
- A 30% to 80% discount on the total wastewater charges (\$42.00 to \$88.18 avg. monthly savings)\*

\*The actual discount amount may vary based on rate zone and usage. Discount shown is for rate zone 1 customers with a 5/8" meter.



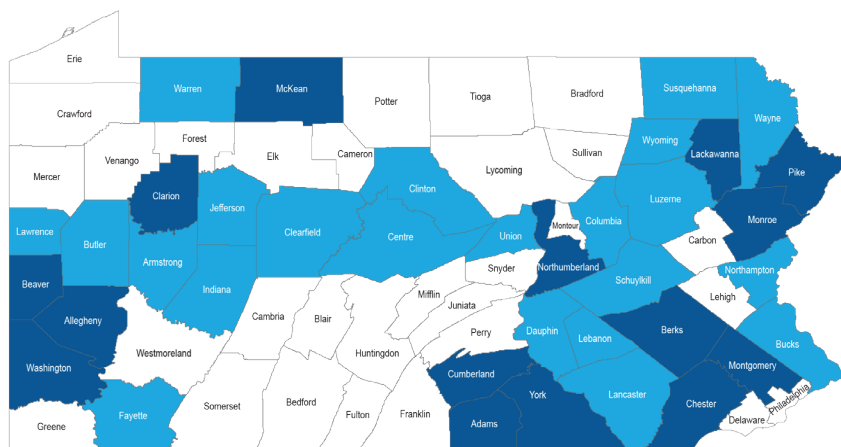
Scan to learn more about our customer assistance programs

## COMMUNITY PARTNER

Here are just a few ways we take an active part in our communities:

- Environmental Sponsorships:** Provides funding for community-based projects that improve, restore and protect our source water and surrounding watersheds.
- Firefighting Support Grants:** Provides grants to assist fire companies purchase equipment and training needs.
- Wonderful World of Water Day Camps:** Sponsored by Pennsylvania American Water in partnership with local organizations, the camps combine outdoor fun with learning about water. Day campers, ages 7-11, explore watershed basics, learn how human activity on the land can affect water quality, and discover solutions to water pollution.
- Speakers' Bureau:** We provide presentations on water-related topics for all ages. If your group is interested in learning more about your water, call 1-800-565-7292.

## PROVIDING SERVICE TO CUSTOMERS IN 418 COMMUNITIES IN 37 COUNTIES



■ Water Service  
■ Water & Wastewater Service