

INNOVATION AND RESEARCH

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Because we are part of American Water, we benefit from the company's Belleville Lab, one of the most advanced water quality laboratories in the United States. Since 1993, American Water's research team has won more than a dozen awards, received nearly \$34 million in research grants and has been awarded three patents for its Cryptosporidium research alone. We are a leader in monitoring and controlling this organism.

Pennsylvania American Water also takes an active role in industry research initiatives. Currently, we are a participating utility in a number of Water Research Foundation projects focused on water quality assurance and regulatory compliance.

MORE RELIABLE THAN EVER

Pennsylvania American Water plans ahead and is continually investing in our infrastructure to make sure we have an adequate supply of quality water today and for generations to come. Pennsylvania American Water has the technology and expertise in place to deliver high-quality, reliable water service.

The cost to our customers? Still about a penny per gallon.

FOR MORE INFORMATION

Visit www.pennsylvaniaamwater.com for more information about your water quality. Under the Ensuring Water Quality menu, you'll find a link to our annual water quality reports—which are searchable by zip code—answers to frequently asked questions and much more.

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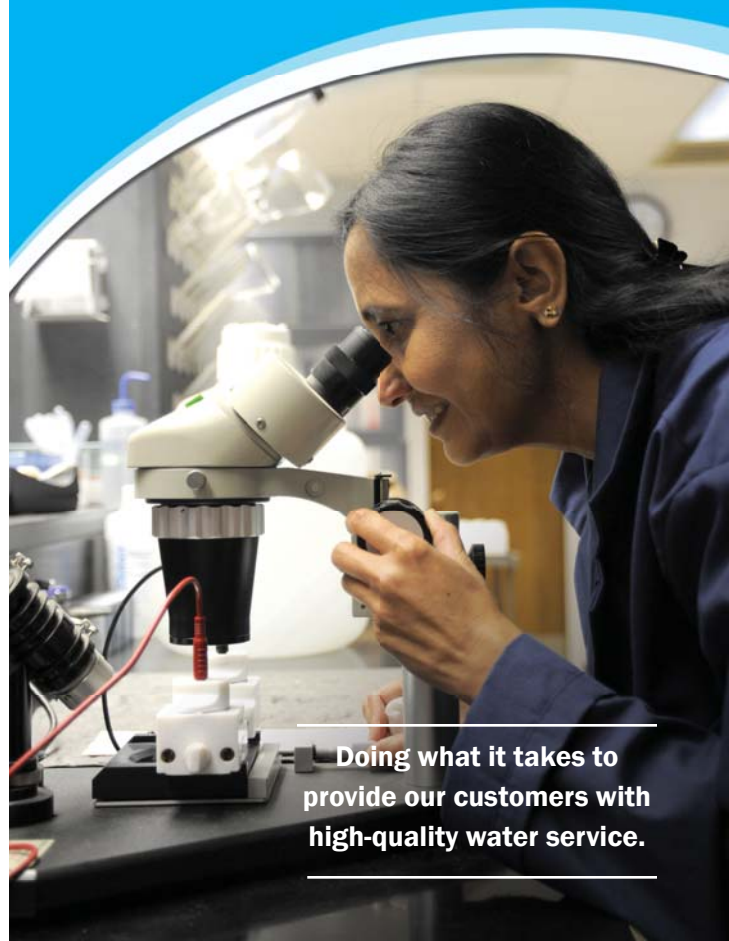


www.pennsylvaniaamwater.com
1-800-565-7292

We Take Water Quality Seriously



PENNSYLVANIA
AMERICAN WATER



**Doing what it takes to
provide our customers with
high-quality water service.**





Water is essential to life, but having an adequate supply of water isn't enough. Our team of water quality experts and certified plant operators carefully monitor your water from source to tap to make sure that it meets all federal and state drinking water standards.

A TRADITION OF QUALITY

Quality water has been part of our proud tradition for more than a century. From the earliest days, we used innovative water treatment technology, because it was the right thing to do for our customers and our communities. Over time, we have continued to invest in our systems to incorporate more efficient and more effective ways to treat and deliver quality water service.

TEAM OF EXPERTS

Our water quality experts and certified water treatment plant operators know what it takes to meet drinking water standards.

- **Last year, Pennsylvania American Water's compliance record for meeting state and federal primary drinking water standards was 100 percent. That beats the national average.**
- Each year, we conduct more than one million tests for more than 100 regulated contaminants.
- We own and operate quality control labs in each system, including 25 accredited regional laboratories throughout the state.



NATIONAL RECOGNITION

We take water quality so seriously that 29 of our water treatment plants have been recognized nationally with Directors Awards from the Partnership for Safe Water program.

We earned these prestigious awards for providing water service that surpasses what is required by federal and state drinking water standards. Just this year, 18 of our treatment facilities were honored for achieving the goals of the program over a 10-year period. For a listing of these facilities, visit www.pennsylvaniaamwater.com, and select Ensuring Water Quality.

**HIGH-QUALITY WATER SERVICE AT ABOUT A PENNY PER GALLON.
That's an exceptional value.**

