



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 regulated water utility in the state, serving approximately 2.5 million people in 436 communities in 38 counties. Approximately 1,220 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 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 \$722 million in 2025 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 25 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.**

