



# PENNSYLVANIA AMERICAN WATER

WE KEEP LIFE FLOWING®

Providing high-quality water service is our business. We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems.

In fact, American Water's water quality professionals and treatment plant operators perform over one million tests each year for about 100 regulated contaminants.

Our water quality and operations experts operate quality control laboratories throughout Pennsylvania. We also have access to American Water's Central Laboratory, which conducts sophisticated drinking water testing and analysis.

We take water quality so seriously that 33 of our water treatment plants have been nationally recognized with Directors Awards for participating in the Environmental Protection Agency's Partnership for Safe Water program. And, 27 of these plants have maintained this high level of service for 20 years or more. Pennsylvania American Water has received more Directors Awards than any other water utility in the nation.

Nine of our plants received the Elite Phase IV Presidents Award (Bangor, Brownell, Clarion, Crystal Lake, Hershey, Indiana, Nesbitt, Norristown and Philipsburg).

This is a voluntary program where the water service provider must carry out a rigorous review of their operational, financial and managerial policies and practices and identify ways to improve performance. As part of meeting the Directors Award requirements, the surface water treatment plant must meet certain criteria, and provide water service that – in some cases – surpasses what it is required by federal and state drinking water standards.



## AWARD WINNING WATER QUALITY



Pennsylvania American Water has received  
**MORE DIRECTORS AWARDS THAN ANY OTHER  
WATER UTILITY IN THE NATION.**

### DIRECTORS AWARDS RECEIVED

|     | Plant Name<br>WTP = Water Treatment Plant | Directors<br>Award | 5-Year<br>Award | 10-Year<br>Award | 15-Year<br>Award | 20-Year<br>Award |
|-----|---|--------------------|-----------------|------------------|------------------|------------------|
| 1.  | Aldrich WTP - Pittsburgh                  | 2000               | 2005            | 2010             | 2015             | 2020             |
| 2.  | Bangor WTP*                               | 2000               | 2005            | 2010             | 2015             | 2020             |
| 3.  | Brownell WTP*                             | 2000               | 2005            | 2010             | 2015             | 2020             |
| 4.  | Brownsville WTP                           | 2000               | 2006            | 2011             | 2016             | 2021             |
| 5.  | Butler-Oneida Valley WTP                  | 2000               | 2005            | 2010             | 2015             | 2020             |
| 6.  | Ceasetown WTP                             | 2000               | 2005            | 2010             | 2015             | 2020             |
| 7.  | Clarion Regional WTP*                     | 2007               | 2013            | 2018             | 2023             |                  |
| 8.  | Coatesville - Rock Run                    | 2015               | 2021            |                  |                  |                  |
| 9.  | Crystal Lake WTP*                         | 2000               | 2006            | 2011             | 2016             | 2021             |
| 10. | Ellwood WTP                               | 2000               | 2005            | 2010             | 2015             | 2020             |
| 11. | Fallbrook WTP                             | 2000               | 2005            | 2010             | 2015             | 2020             |
| 12. | Forest City WTP                           | 2000               | 2005            | 2010             | 2015             | 2020             |
| 13. | Hays Mine WTP                             | 2000               | 2005            | 2010             | 2015             | 2020             |
| 14. | Hershey WTP*                              | 1999               | 2005            | 2010             | 2015             | 2020             |
| 15. | Huntsville WTP                            | 2009               | 2014            |                  |                  |                  |
| 16. | Indiana-Two Lick Creek WTP*               | 2000               | 2005            | 2010             | 2015             | 2020             |
| 17. | Kane WTP                                  | 2000               | 2006            | 2011             | 2016             | 2021             |
| 18. | Kittanning WTP                            | 2000               | 2005            | 2010             | 2015             | 2020             |
| 19. | Lake Scranton WTP                         | 2000               | 2006            | 2011             | 2016             | 2021             |
| 20. | Milton Treatment Plant                    | 2000               | 2005            | 2010             | 2015             | 2020             |
| 21. | Montrose WTP                              | 2000               | 2005            | 2010             | 2015             | 2020             |
| 22. | Nesbitt WTP*                              | 2000               | 2005            | 2010             | 2015             | 2020             |
| 23. | New Castle WTP                            | 2000               | 2005            | 2010             | 2015             | 2020             |
| 24. | Norristown WTP*                           | 2000               | 2006            | 2011             | 2016             | 2021             |
| 25. | Philipsburg WTP*                          | 1999               | 2005            | 2010             | 2015             | 2020             |
| 26. | Punxsutawney - Big Run WTP                | 2000               | 2006            | 2011             | 2016             | 2021             |
| 27. | Royersford Shady Lane WTP                 | 2012               | 2017            | 2023             |                  |                  |
| 28. | Silver Spring WTP                         | 2000               | 2005            | 2010             | 2015             | 2020             |
| 29. | Stoney Garden WTP                         | 2011               | 2016            | 2021             |                  |                  |
| 30. | Susquehanna WTP                           | 2000               | 2006            | 2011             | 2016             | 2021             |
| 31. | Watres WTP                                | 2000               | 2006            | 2011             | 2016             | 2021             |
| 32. | West Shore WTP                            | 2012               | 2017            | 2022             |                  |                  |
| 33. | White Deer Creek WTP                      | 2000               | 2006            | 2011             | 2016             | 2021             |

\* Received the Elite Phase IV Presidents Award