

# PAWC Northeastern Service Territory Customer Survey No. 1

**Instructions:**

Please answer all questions regarding the quality of the water service you've received from Pennsylvania-American Water Company (PAWC) from June 2025 to November 2025.

\* Required

**Considering your water service from PAWC from June 2025 to November 2025, how strongly do you agree or disagree with the following statements:**

1. My tap water tastes good. \*

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. My tap water does not have an odor. \*

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. My tap water is clear. \*

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. My water supply is reliable. \*

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. My water pressure is good. \*

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**From June 2025 to November 2025, how often have you had issues with the following:**

6. Water taste. \*

Every day	A few days per week	Once per week	Once per month	Once per six months	Never
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Water odor. \*

Every day	A few days per week	Once per week	Once per month	Once per six months	Never
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Water color or clarity. \*

Every day	A few days per week	Once per week	Once per month	Once per six months	Never
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Water service interruptions. \*

Every day	A few days per week	Once per week	Once per month	Once per six months	Never
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Water pressure. \*

Every day	A few days per week	Once per week	Once per month	Once per six months	Never
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. **From June 2025 to November 2025, did you contact PAWC to report service quality issues? \***

Yes

No

12. **From June 2025 to November 2025, if you contacted PAWC to report service quality issues, were you satisfied with PAWC's response? If you did not contact PAWC from June 2025 to November 2025, please select "N/A". \***

Yes

No

N/A

13. **Please provide any additional information you would like to provide the Pennsylvania Public Utility Commission (PA PUC) with regarding the quality of water provided to your home from PAWC from June 2025 to November 2025.**

Please enter at most 100 characters

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If you are having quality of service issues that you would like to report to PAWC, you can reach PAWC customer service at 1-800-565-7292.

If you would like to file a complaint with the PA PUC, you can reach the PA PUC Bureau of Customer Service at 1-800-692-7380, or go to <https://www.puc.pa.gov/complaints/>.

If you have questions for the PA PUC regarding this survey, we can be reached via email at [RA-PCWaterQuestion@pa.gov](mailto:RA-PCWaterQuestion@pa.gov) or by phone at 717-783-5242.