



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
400 NORTH STREET, HARRISBURG, PA 17120

IN REPLY PLEASE
REFER TO OUR FILE

December 4, 2025

Docket No. M-2024-3051789

Utility Code 212285

PENNSYLVANIA-AMERICAN WATER COMPANY CUSTOMER

RE: Investigation of Quality-of-Service Issues in Pennsylvania-American Water Company's
Northeastern Service Territory at Docket No. M-2024-3051789

Dear Pennsylvania-American Water Company Customer:

You are receiving this letter because you participated in the proceedings during Pennsylvania-American Water Company's (PAWC's) base rate case at Docket No. R-2023-3043189. Please be advised that the Pennsylvania Public Utility Commission (Commission) has decided to continue monitoring the quality-of-service provided by PAWC in its northeastern service territory, including touch points with concerned customers. Attached to this letter is a survey regarding the quality of service provided by PAWC. The results of this survey will be used to report on and evaluate the quality of service being provided by PAWC. Please open the attached PDF survey and fill out the survey by clicking on the appropriate answer. Then save the survey document and return the survey as an attachment to an email to this email address: RA-PCWaterQuestion@pa.gov. Please return the survey within the next 10 business days.

Your participation in this survey program is voluntary. The Commission will be monitoring PAWC's quality of service over six-month intervals over the course of the next three years. Please note that if you choose not to return the survey, you will be removed from the service list, and you will not receive future surveys regarding this topic. You may opt out of the survey program at any time by contacting Commission staff at the email address below. If you have any questions regarding the contents of this letter or the survey, you may reach out to Commission staff at RA-PCWaterQuestion@pa.gov.

Sincerely,

Matthew L. Homsher
Secretary

Enclosure – PAWC Northeastern Service Territory Customer Survey No. 1