



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:

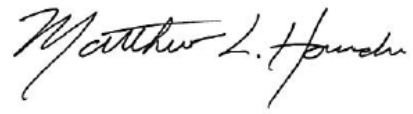
You are receiving this letter because you participated in the proceedings during Pennsylvania-American Water Company's (PAWC's) base rate case at Docket No. R-2023-3043189. Please be advised that the Pennsylvania Public Utility Commission (Commission) has decided to continue monitoring the quality-of-service 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 fill out the attached survey by marking the appropriate answer. The surveys may be returned by mail to the address below:

Pennsylvania Public Utility Commission
ATTN: TUS Water/Wastewater Section
400 North Street
Harrisburg, PA 17120

Please return the survey within the next 10 business days. If you prefer to return the survey via email, you may scan the completed survey and send it as an attachment to an email to the following email address: RA-PCWaterQuestion@pa.gov.

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 3 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,

A handwritten signature in black ink that reads "Matthew L. Homsher". The signature is written in a cursive style with a large, stylized 'M' and 'H'.

Matthew L. Homsher
Secretary

Enclosure – PAWC Northeastern Service Territory Customer Survey No. 1

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

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 or by phone at 717-783-5242.