



PENNSYLVANIA PUBLIC UTILITY COMMISSION

ROOT CAUSE ANALYSIS REPORT

A Message to Our Customers

On August 5, 2025, the Pennsylvania Public Utility Commission released its Root Cause Analysis Report evaluating our service in the northeastern Pennsylvania region. **I'm proud to share that the Commission found no systemic issues with our water service and expressed satisfaction with our team's efforts to manage service-related matters.**

While the Commission will continue monitoring our performance over the next three years, we welcome its oversight and view it as an opportunity to keep improving. **Our commitment to you remains unwavering.**

We know that reliable water service is essential to your daily life—and we take that responsibility seriously. **That's why we're continuing to invest in our systems, upgrading infrastructure, enhancing water quality, and improving resiliency in our northeast service areas and across the state.** These investments are designed to help ensure that you and your community have access to safe, dependable water service for generations to come.

Thank you for placing your trust in Pennsylvania American Water. We're honored to serve you.

Sincerely,

Justin Ladner
President, Pennsylvania American Water