



PENNSYLVANIA
AMERICAN WATER

WE KEEP LIFE FLOWING™

ABOUT THE SCRANTON/ WILKES-BARRE SYSTEM

- **Customers Served:** 137,000 water and 30,000 wastewater customers in 70 communities in Luzerne, Lackawanna and Susquehanna Counties.
- **Treatment Facilities:** nine water treatment plants, four well systems and one wastewater plant
- **Tanks:** 60
- **Miles of Pipe:** 1,700
- **Employees:** 255



LAKE SCRANTON WATER TREATMENT PLANT

The Lake Scranton plant, which has been in operation since June 1990, has the capacity to treat and deliver 33 million gallons of water per day (MGD).

Communities Served (14)

Cities: Scranton. **Boroughs:** Archbald, Blakely, Dickson City, Dunmore, Jessup, Moosic, Old Forge, Olyphant, Taylor and Throop. **Townships:** North Abington, South Abington and Scott.

Water Supply Sources

Lake Scranton, Williams Bridge, Elmhurst, Curtis, and Hollister reservoirs, as well as six other standby reservoirs.

Partnership for Safe Water

Received 15-year Directors Award from the Partnership.



LAKE SCRANTON SYSTEM

Proudly Serving Customers in Lackawanna County

We're proud to be your water service provider. Our goal is to provide you with around-the-clock, safe, reliable water service All day, every day.

Pennsylvania American Water is the largest water service provider in the state, serving approximately 2.3 million people in 418 communities in 37 counties. Approximately 1,200 highly-skilled professionals carry out the company's foremost priority of providing safe, reliable water and wastewater service to our customers.

INVESTING MILLIONS TO REPLACE AGING FACILITIES

Our team of experts regularly monitor, maintain and upgrade our facilities to continue to operate efficiently and meet regulatory standards. This requires investing millions each year in our infrastructure, including treatment plants, tanks, pump stations, pipes, fire hydrants and metering equipment. We do this because we care about our customers as much as we care about water. **Statewide, we invested \$688 million in 2023 alone to improve the water and wastewater treatment and pipeline systems.**

Local completed upgrade projects include:

- Upgraded masonry dam and installed labyrinth spillway (2018) - \$10.1 million
- Completed redundant transmission line and tunnel through East Mountain (2020) - \$22.7 million
- Upgraded gaseous chlorine disinfection to liquid sodium hypochlorite treatment system (2018) - \$1.7 million
- Installed emergency generator (2017) - \$3.6 million
- Rehabilitated all eight up-flow clarifiers (2021) - \$1.1 million
- Rehabilitated all eight filters (2023) - \$1.8 million
- Constructed building addition and sodium permanganate and alum feed systems (2024) - \$2.5 million

Under construction:

- New 3.5 million gallon storage tank - \$6.5 million
- Relining "original" 1909 48-inch transmission main tunnel and installing new system delivery meter - \$7.2 million
- Rehabilitating washwater lagoons - \$1.3 million



pennsylvaniaamwater.com



HIGH-QUALITY WATER SERVICE

We have an exceptional track record when it comes to water quality and drinking water regulatory compliance. Our water quality and treatment plant operators perform thousands of tests each year for more than 90 regulated contaminants. We deploy thousands of online monitors that consistently read water quality. Plus, we have access to American Water's Central Laboratory, which conducts sophisticated drinking water testing and analysis

We take water quality so seriously that Pennsylvania American Water earned 33 Directors Awards from the U.S. EPA's Partnership for Safe Water program for our long-term commitment to optimizing operations and achieving outstanding performance. In fact, we've received more EPA Partnership for Safe Water Directors Awards than any other water utility in the nation. **Our Lake Scranton plant received a 20-Year Directors Award** for continuing to meet the Partnership requirements for 20 years. To view a copy of your community's water quality report, visit us online.

COMMUNITY PARTNER

We take an active part in the communities we serve by supporting environmental and educational initiatives related to water. Our community programs include:

- Environmental Sponsorships
- Firefighting Support Grants
- Wonderful World of Water Camps
- Plant Tours, Speakers' Bureau
- Mobile Education/Hydration Station

LENDING A HELPING HAND

We offer financial assistance for low income customers who qualify including grants of up to \$500 a year, discounts on the monthly service fee and a water-saving devices and tips. Learn more online. Under "Customer Service & Billing," click on "Low Income Program." Or, contact our program administrator Dollar Energy Fund toll-free at 1-888-282-6816.



Scan to learn more about our customer assistance programs

CUSTOMER SERVICE

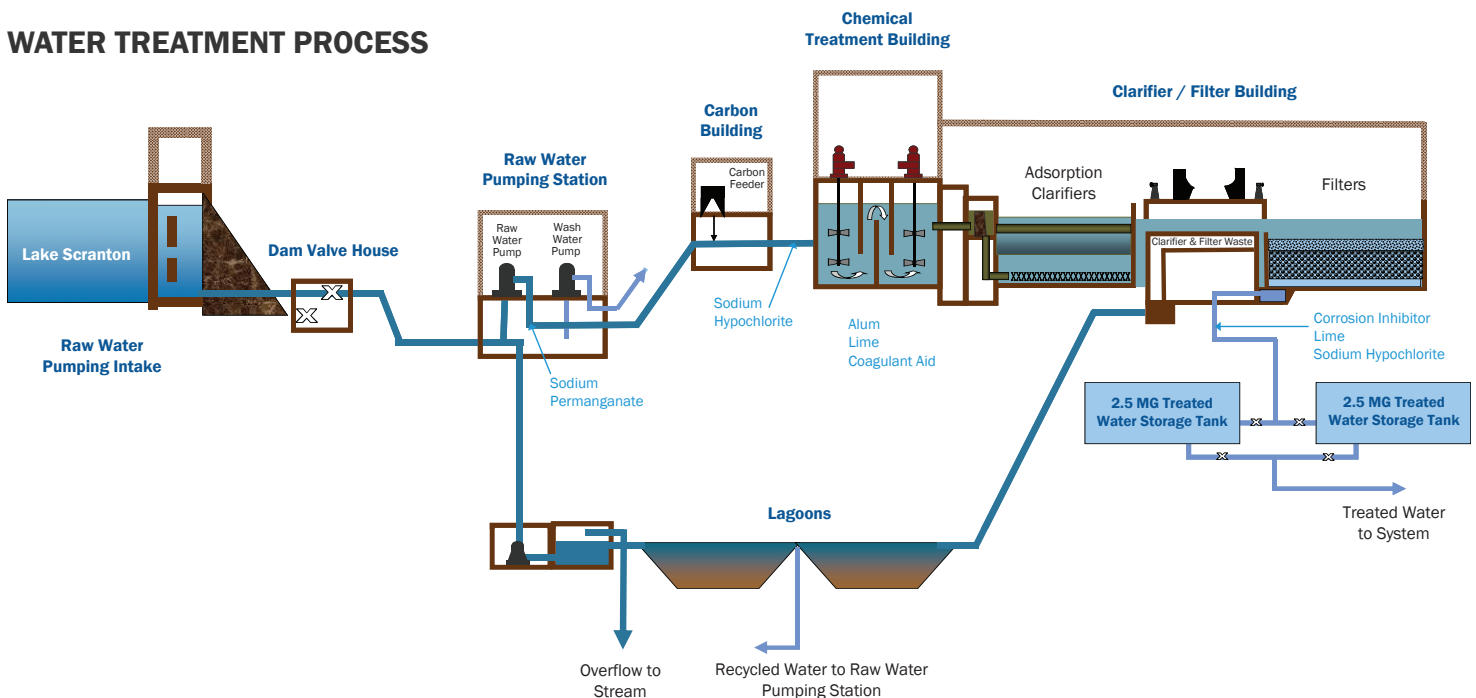
Customer Service Center
1-800-565-7292

Hours: M-F, 7 a.m.–7 p.m.
For emergencies:
We're available 24/7

Customers also have access to our self-service website **My Account** where you can view and pay your bill online, track your water use, sign up for our paperless billing or automatic payment programs, and more.

To enroll, visit:
amwater.com/myaccount

WATER TREATMENT PROCESS



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.