




PAW Social Media Overview

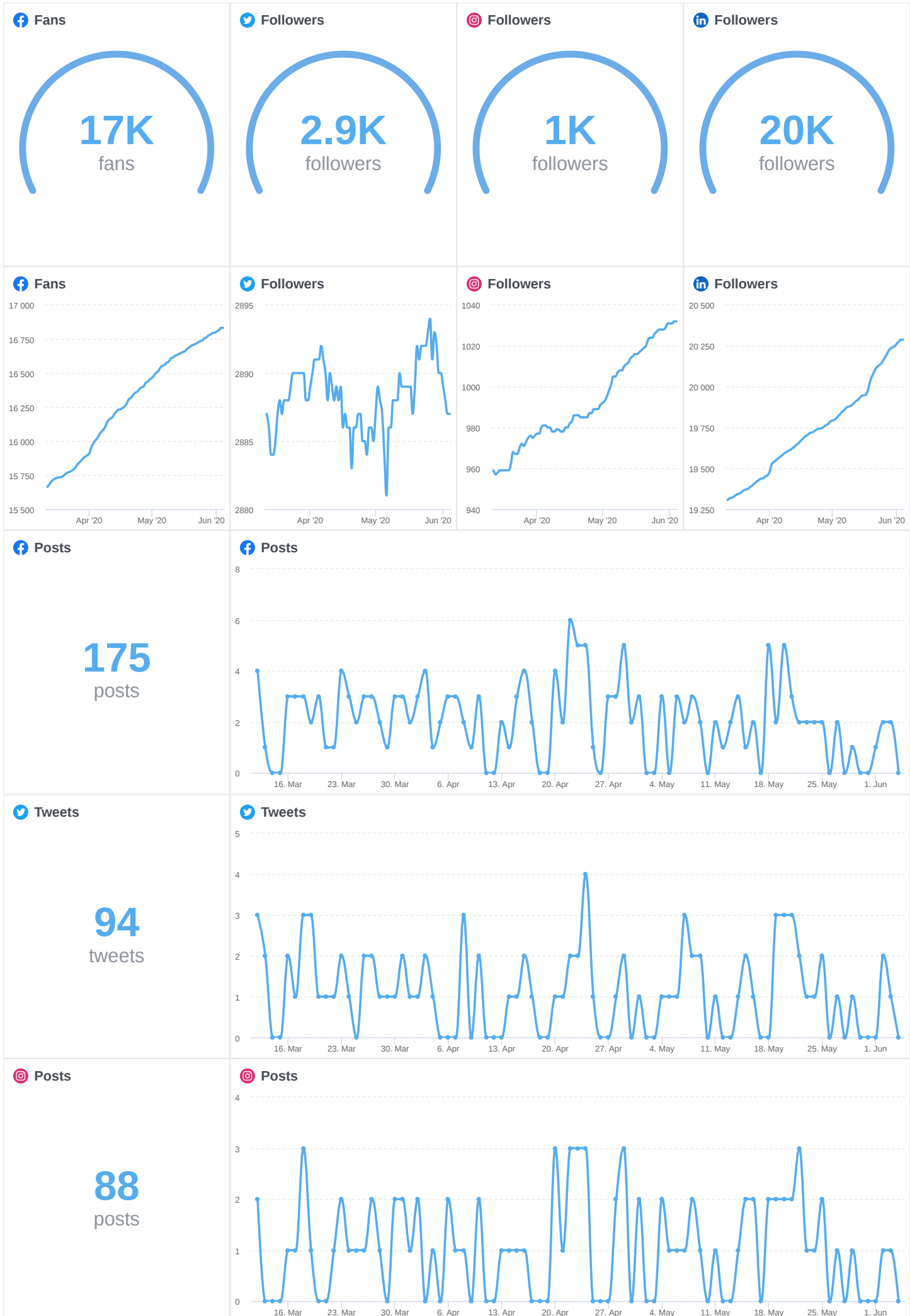
Mar 12 - Jun 04, 2020

 @paamwater

















 American Water

















 paamwater









 Pennsylvania American Water



























<p>in Posts</p> <p>14 posts</p>	<p>in Posts</p>		
<p>f Engagement</p> <p>34K engagements</p>	<p>t Engagement</p> <p>121 engagements</p>	<p>@ Engagement</p> <p>1.1K engagements</p>	<p>in Engagement</p> <p>2.8K engagements</p>
<p>f Engagement > Type</p> <p>Reactions 26K</p> <p>Shares 4.3K</p> <p>Comments 3.3K</p>	<p>t Engagement > Type</p> <p>Likes 87</p> <p>Retweets 32</p> <p>Replies 2</p>	<p>@ Engagement > Type</p> <p>Likes 1.1K</p> <p>Comments 26</p>	<p>in Engagement > Type</p> <p>Reactions 2.5K</p> <p>Shares 230</p> <p>Comments 143</p>
<p>f Traffic</p> <p>14K clicks</p>	<p>t Traffic</p> <p>268 clicks</p>	<p>f Traffic > Page</p> <p>Pennsylvania American ... 14K</p>	<p>t Traffic > Account</p> <p>@paamwater 268</p>
<p>f Page Content Clicks</p> <p>120K clicks</p>	<p>f Post Clicks</p> <p>36K clicks</p>	<p>in Page Clicks</p> <p>3.1K clicks</p>	<p>in Post Clicks</p> <p>3.1K clicks</p>

Posts Table			Reactions	Comments	Shares
Date	Message				
 Pennsylvania American Water May 01, 19:02	 <p>Thanks to our field employees who continue to keep the water flowing in these times. We're beyond proud. If you see our employees performing essential work, shout a thank you and please continue to follow the CDC's social distancing recommendations. #TogetherWeCan #KeepLifeFlowing</p> <p>Employees coronavirus</p>		2,188	63	86
 Pennsylvania American Water Apr 29, 00:00	 <p>Thanks to our field employees who continue to keep the water flowing in these times. We're beyond proud. If you see our employees performing essential work, shout a thank you and please continue to follow the CDC's social distancing recommendations. #TogetherWeCan #KeepLifeFlowing</p>		1,782	47	91
 Pennsylvania American Water Apr 28, 00:00	 <p>So many things have changed over the past few weeks, but one thing will always remain the same: our commitment to bringing you clean, reliable water service. Thank you to all of our employees for your dedication and resilience during this difficult time. #TogetherWeCan #KeepLifeFlowing</p>		1,244	42	39
 Pennsylvania American Water May 06, 00:00	 <p>As a member of our Water Quality and Environmental Compliance team, Kelly Hays is focused on making sure our customers' tap water is of great quality. Thank you Kelly, and all of the employees who continue to #KeepLifeFlowing ☺ #DrinkingWaterWeek2020</p>		1,160	47	20
 Pennsylvania American Water May 04, 16:00	 <p>☺ Happy Teacher Appreciation Week! Thank you teachers, for your tireless efforts to shape our future. Now more than ever, we appreciate the job you do ☺☺ We're taking a break from our #WondersOfWater series to show our teachers some virtual love! ☺☺ Need some more inspiration? Check out these ideas: https://www.waterford.org/resources/teacher-appreciation-week-ide...</p>		1,037	19	86
 Pennsylvania American Water May 04, 00:00	 <p>The world is changing. Our commitment to bringing you safe, reliable drinking water hasn't. Thanks to our field employees who continue to keep the water flowing during these times. We couldn't be more proud of the work you do! #TogetherWeCan #KeepLifeFlowing</p> <p>Employees coronavirus</p>		942	26	24
 Pennsylvania American Water Apr 23, 19:00	 <p>☺☺☺ We interrupt your #WFH routine to bring you this #EarthDayAtHome tip: Conserve water and save up to 70 GALLONS by taking a ☺ shower instead of a bath ☺ ... But wait, there's MORE! ...☺ time your shower to keep it under 5 minutes and you'll save up to ONE THOUSAND gallons of water each month! ☺ To make it easy, we've put together a special shower playlist ☺...</p> <p>PA Earth Day PA Water Conservation</p>		853	44	149
 Pennsylvania American Water Apr 02, 00:55	 <p>A nationwide need for medical supplies has catapulted Pennsylvania American Water Engineer Jed Fiscus and his family into action. When not working, Jed helps his six children sew homemade face masks for family members who work in healthcare, as well as local medical workers. To date- the family has sewed over 200 masks with no plans to stop. "Healthcare workers a...</p>		853	50	48

Tweets Table			Retweets	Replies	Likes
Date	Message				
 @paamwater Mar 21, 01:30	 <p>We know it's tempting but DO NOT flush wipes! ☺ Flushing wipes -- even so-called "flushable" wipes -- can lead to costly plumbing repairs. Put your wipes where they belong: in the trash ☺☺ http://ow.ly/2cy550yRnbv</p>		7	0	5
 @paamwater Mar 13, 00:32	 <p>In response to COVID-19, we've initiated business continuity plans and placed a moratorium on water service shut offs in an effort to keep our customers and employees safe.△ Read more here ☺ http://ow.ly/L2X250yKy08 https://twitter.com/paamwater/status/1238261583345782784/photo/1</p> <p>Safety coronavirus</p>		3	0	6
 @paamwater Apr 16, 00:00	 <p>Looking for a way to help those in our local community? Our employees in Southwestern PA are hosting a virtual food drive to support the Greater Washington County Food Bank. A \$5 donation can purchase 25 meals for those in need! https://www.gwcfb.org/virtual-food-drive</p>		2	0	1
 @paamwater May 29, 00:01	 <p>Do you know where your drinking water comes from? #KnowYourSource https://twitter.com/paamwater/status/1266157589093638147/photo/1</p> <p>Know Your Source</p>		1	0	1
 @paamwater May 27, 19:46	 <p>@paamwater #Scranton employees Mark Baloh, Chrissy Stanishfski, Rella Dempsey, and Susan Turcmanovich volunteered at the #FriendsofthePoor food distribution at PNC Field. Volunteering in our community is one more way we #KeepLifeFlowing #TogetherWeCan https://twitter.com/paamwater/status/1265731066930835457/photo/1</p>		1	0	0
 @paamwater May 20, 19:10	 <p>#TankYouWeek FUN FACT: The height of a water storage tank takes into consideration the lay out of the land and the amount of people living in the area. Shorter towers are placed on hills or higher ground. In flat areas, the towers are taller or elevated. https://twitter.com/paamwater/status/1263185278837182464/photo/1</p> <p>PA Infrastructure PA-Tank You Week</p>		1	0	7
 @paamwater May 20, 13:10	 <p>Have you ever wondered why water storage tanks are painted certain colors? Check back Friday as we answer your tank-related questions! #TankYouWeek https://twitter.com/paamwater/status/1263094721347571712/video/1</p>		1	0	4
 @paamwater Apr 24, 21:00	 <p>Saving water is easier than you think. Find out how water-wise you are by taking this home water audit ☺ http://ow.ly/qgUW50zmQRJ #EarthDay #UseWaterWisely https://twitter.com/paamwater/status/1253790993704501249/photo/1</p> <p>PA Earth Day PA Water Conservation</p>		1	0	1

Posts Table			Likes	Comments
Date	Message			
 paamwater Jun 03, 00:00	 <p>The sun is shining and the grass is growing! Try this water-saving tip the next time you mow the lawn ☺☺</p>		7	0
 paamwater Jun 02, 00:05	 <p>Every employee at Pennsylvania American Water touches our customers in one way or another. We are featuring a new employee from around the Commonwealth every week to highlight their roles in delivering customer service excellence.</p> <p>PA-EmployeeSpotlight</p>		7	0
 paamwater May 29, 00:01	 <p>Do you know where your drinking water comes from? #KnowYourSource #drinkingwater #sourcewater #sourcewaterprotection #watersheds #watershededucation #waterreduction #waterconservation #nesbittdam #pennsylvania #LuzerneCounty</p> <p>Know Your Source</p>		19	0
 paamwater May 27, 19:46	 <p>@paamwater #Scranton employees volunteered at the #friendsofthepoorscrantonpa food distribution at PNC Field. One more way we #KeepLifeFlowing #TogetherWeCan #Volunteer #scramwaterworks</p>		27	0

	paamwater May 25, 13:03		Today, we celebrate Memorial Day to honor all of those who have served our country. We thank you and we salute you!	12	0
	paamwater May 25, 00:00		(No description)	7	0
	paamwater May 24, 00:00		(No description)	7	0
	paamwater May 23, 18:00		#TankYouWeek FUN FACT: Located in Warren, PA this glass-lined ground storage tank sits atop a hill to provide water storage to customers below. It's an integral part of the Warren water system!	12	0

in Posts Table									
Date	Message	Reac...	Com...	Shares	Clicks	Impr...	% Eng...		
 American Water Apr 23, 14:30	 We are excited to launch a unique opportunity to visit a water treatment plant, without having to leave your home. An online, 360-degree virtual tour of our largest water treatment plant Missouri American Water's Central Plant serving St. Louis County. To learn more: https://bit.ly/3aAuq4o	217	4	27	344	6,696	8.84%		
 American Water May 19, 13:10	 American Water has named William Varley (left) its Chief Growth Officer effective June 1, 2020. Varley is returning to American Water to take over growth responsibilities from Aldie Warnock (right), who announced his planned retirement effective January 2, 2021. https://bit.ly/2T4t3C	231	32	6	432	9,644	7.27%		
 American Water May 07, 17:18	 We're thrilled to announce that American Water has been named a 2020 DiversityInc Noteworthy Company by DiversityInc, the gold standard in the U.S. for ranking companies for diversity, equity and inclusion. http://ow.ly/opSD50zzXGN #diversity #inclusion #Top50	172	8	22	112	5,330	5.89%		
 American Water Mar 20, 16:49	 American Water and American Water Charitable Foundation announced today a \$100,000 donation to Feeding America to help food banks across the country support individuals and families impacted by the coronavirus (COVID-19). ow.ly/ZnOG50yResO	230	1	27	45	5,381	5.63%		
 American Water Apr 08, 14:46	 American Water received a score of 87 (out of 100) as reported in the S&P Global Ratings ESG Evaluation Report, the highest evaluation score given by S&P in the U.S. and the 2nd highest globally. "We are extremely proud to have been recognized for our commitment to..."	178	9	19	129	6,190	5.41%		
 American Water Apr 01, 18:42	 Today, we want to formally announce that Walter Lynch is now the President and CEO of American Water, the largest publicly traded U.S. water and wastewater utility. Lynch leads a team of 6,800 dedicated professionals who provide water and wastewater service to 15 million...	881	121	16	1,616	50,472	5.22%		
 American Water Apr 21, 14:08	 The current times can bring up a lot of uncertainty and unanswered questions. We're here to answer some FAQs and offer peace of mind that your water is still clean, safe, reliable and affordable: ow.ly/eww150zkcKm	121	1	15	95	4,513	5.12%		
 American Water Apr 06, 17:22	 American Water announced that it has made a contribution of \$500,000 to the American Water Charitable Foundation (AWCF) in support of coronavirus relief efforts. AWCF will disburse the funds directly to several critical COVID-19 specific initiatives. http://ow.ly/7gTa50z6J9v	252	4	19	96	7,251	5.12%		

 **Pennsylvania American Water**
Published by Hootsuite [?] · March 12 · 🌐

In response to COVID-19, we've initiated business continuity plans and placed a moratorium on water service shut offs in an effort to keep our customers and employees safe. ⚠️ Read more here 🖱️
<http://ow.ly/oBcL50yKyat>



CORONAVIRUS UPDATES

About the Coronavirus and Your Drinking Water

Pennsylvania American Water Learn More
Water Utility Company

 **Pennsylvania American Water**
Published by Laura Martin [?] · March 17 · 🌐


IMPORTANT: "According to the U.S. Environmental Protection Agency, America's drinking water supplies remain a safe and affordable way to access the water needed for drinking, cooking and maintaining personal hygiene during the COVID-19 outbreak."




MAJOR WATER ASSOCIATIONS REASSURE PUBLIC ON SAFETY OF TAP WATER DURING COVID-19 OUTBREAK

National Association of Water Companies
March 17 · 🌐

PSA: Read this joint statement from NAWC, the American Water Works Association and the Association of Metropolitan Water Agencies on the safety of your tap #water amidst the COVID-19 outbreak: <https://bit.ly/2QE4A8v>

 **Pennsylvania American Water**
Published by Hootsuite [?] · March 19 · 🌐

In response to COVID-19, we're continuing the suspension of all water service shut offs due to nonpayment. We're also providing an update on how we're working to keep our employees safe during this time. ⚠️ Read more here 🖱️ <http://ow.ly/ouAt50yQgIG>



CORONAVIRUS UPDATES

 **Pennsylvania American Water**
Published by Hootsuite [?] · March 22 · 🌐



THANKS TO OUR EMPLOYEES

We want to give a shout out to our employees who continue to keep the water flowing for our customers during these unprecedented times. THANKS!



PENNSYLVANIA
AMERICAN WATER

 **Pennsylvania American Water**
Published by Hootsuite [?] · March 23 · 🌐

SAFETY TIP

Pennsylvania American Water has suspended shutoffs during the current health emergency. If contacted by a person claiming to represent Pennsylvania American Water and they are threatening to shut off your service, you can always hang up and call us back directly 855-669-8753. Spot the signs of a possible scam.


 **PENNSYLVANIA AMERICAN WATER**






 **Pennsylvania American Water**
Published by Hootsuite [?] · March 24 · 🌐

At Pennsylvania American Water, we're invested in our communities' water and wastewater systems. Which is why we'll continue outdoor work reading meters, operating valves, inspecting and flushing hydrants and performing other critical operational functions. We ask that members of the public do not approach our employees while they're performing work. We keep life flowing – so you can focus on your family's health and safety.




 **Pennsylvania American Water**
Published by Hootsuite [?] · March 27 · 🌐


**HAVE YOU TURNED TO “ALTERNATIVES”
BECAUSE OF THE TOILET PAPER SHORTAGE?**

and even
cotton rounds!


**TIP: Other paper products can clog your sewer
pipes and leave you with a nasty repair bill.**
Instead of flushing these items, throw them in the trash.




 **Pennsylvania American Water**
Published by Hootsuite [?] · March 31 · 🌐

Please and THANK YOU! 🙏 #TogetherWeCan #KeepLifeFlowing


**WORKING
FOR YOU!**




For your safety and the safety of our employees, please follow the social distancing recommendations issued by the CDC if we're performing essential work.




Pennsylvania American Water COVID-19 Response – Social Media Examples

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 4 · 🌐



We're committed to providing clean, safe, reliable & affordable water. As the EPA announced, Americans can continue to use and drink water from their tap as usual. To stay on top of updates and to find answers to FAQs, click here: <http://ow.ly/lwtr50z4piR>



 **Pennsylvania American Water**
Published by Hootsuite [?] · April 5 · 🌐


Pennsylvania American Water knows the importance of standing by our communities. In addition to suspending shut-offs and the restoration of previously shut-off customers, we are suspending late fees until further notice. We are also working with customers who are experiencing hardships including offering payment programs.

Learn more about our H2O: Help To Others program 🙌
<http://ow.ly/hPzq50z4tQn>



H2O Help to Others™
WASTEWATER SERVICE ASSISTANCE

- Grants of up to \$500 per year
- A 20 percent discount on the total wastewater charges



[About this website](#)

YOUTUBE.COM
H2O - Help to Others
Sometimes customers face circumstances that stretch th... [Learn More](#)

Pennsylvania American Water COVID-19 Response – Social Media Examples

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 5 · 🌐

At Pennsylvania American Water, we're invested in our communities' water and wastewater systems. Which is why we'll continue outdoor work reading meters, operating valves, inspecting and flushing hydrants and performing other critical operational functions. We ask that members of the public do not approach our employees while they're performing work. We keep life flowing – so you can focus on your family's health and safety.



 **Pennsylvania American Water**
Published by Hootsuite [?] · April 9 · 🌐

You might be eating at home more these days, but don't be so quick to wash every dish right away. 💧 More water-saving practices here: <http://ow.ly/UVv550yY4Oe>



Water Street Blog

Waiting for a full load of dishes can save the average family nearly 320 gallons of water!

Pennsylvania American Water COVID-19 Response – Social Media Examples

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 13 · 🌐

💧 Cohesion, adhesion & surface tension (oh my!) -- in today's #WonderOfWater series, we're learning about the properties of water through simple activities you can do at home.

🏆 How many drops of water can you put on a penny? Find out by playing the H2O Olympics!

📷 POST A PHOTO of your projects and don't forget to check back tomorrow at 12p for another water-related lesson or activity.... See More



YOUTUBE.COM
H2O Olympics
Learn about Adhesion, Cohesion, and surface tension in... [Learn More](#)

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 15 · 🌐


Find yourself doing more laundry these days? According to the EPA, a standard washing machine uses about 40 gallons of water per load. Want to save water and money? Try these tips:

- 💧 Reuse towels
- 💧 Only run full loads
- 💧 Use less hot water
- 💧 Skip the extra rinse cycle

More water and money-saving tips 🙌 <http://ow.ly/WygY50ze4KY>
#UseWaterWisely #TogetherWeCan #KeepLifeFlowing





It's National Laundry Day

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 16 · 🌐


Sometimes customers face circumstances that stretch their financial resources. Pennsylvania American Water is here to assist. Our customer service representatives will work with you on a plan to pay the balance of your bill over time. You might also be qualified to receive assistance through our H2O Help to Others Program™.


Learn more 🖱️ <http://ow.ly/gbd150zfx5t>




**H2O Help to Others™**
WASTEWATER SERVICE ASSISTANCE

- Grants of up to \$500 per year
- A 20 percent discount on the total wastewater charges

**PENNSYLVANIA AMERICAN WATER**
WE KEEP LIFE FLOWING

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 21 · 🌐

In celebration of #EarthDay, we're highlighting some easy ways to help conserve the planet's most-precious resource: water. You can start by making small changes around your home. Take the pledge to make every day Earth Day and celebrate #EarthDayAtHome 🌍💚💧




WATER SAVING TIP

With more of us staying at home these days, here's a tip to reduce your water use. **Wait for a full load of dishes.** This can eliminate one load of dishes per week.

For more tips, visit pennsylvaniaamwater.com.

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 23 · 🌐


In celebration of #EarthDay, we're highlighting some easy ways to help conserve the planet's most-precious resource: water. You can start by making small changes around your home. Take the pledge to make every day Earth Day and celebrate #EarthDayAtHome 🌍💧💧



WATER SAVING TIP

With more of us staying at home these days, here's a tip to reduce your water use. **Turn off the water while shaving or brushing teeth.**

For more tips, visit pennsylvaniaamwater.com.

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 23 · 🌐

💧💧💧 We interrupt your #WFH routine to bring you this #EarthDayAtHome tip:

Conserve water and save up to 70 GALLONS by taking a 🚿 shower instead of a bath 🛁 ...

But wait, there's MORE!


... ⌚ time your shower to keep it under 5 minutes and you'll save up to ONE THOUSAND gallons of water each month! 🌍

To make it easy, we've put together a special shower playlist 🎵 of songs that are 5 minutes in length or less. So go ahead, pick a tune and sing like no one's listening!

Click here for the playlist 📌
<https://open.spotify.com/playlist/5YsRtswE7tSORNwcHENBM8...>

TIME YOUR SHOWER TO KEEP IT UNDER 5 MINUTES. YOU'LL SAVE UP TO 1,000 GALLONS PER MONTH

EVERY DROP COUNTS



 **Pennsylvania American Water**
Published by Hootsuite [?] · April 23 · 🌐

COVID-19 has hit Southeast PA particularly hard. That's why we're glad to be able to help several great organizations with relief efforts in Bucks, Chester, Delaware, and Montgomery Counties. Read more here:
<http://ow.ly/Cnim50zmT02>



 **Pennsylvania American Water**
Published by Hootsuite [?] · April 24 · 🌐

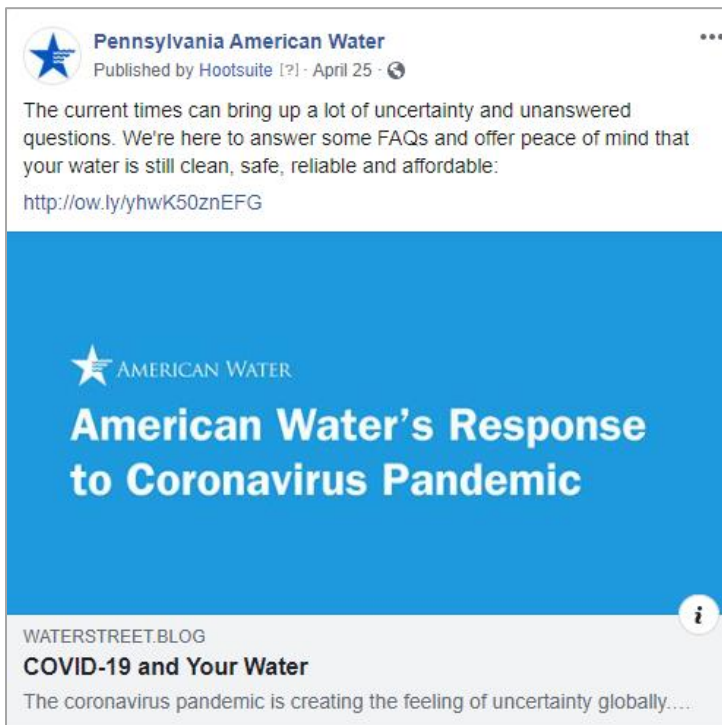
Small changes can make a big difference! Take the pledge to make every day Earth Day #EarthDayAtHome 🌍💚💧

WATER SAVING TIP

With more of us staying at home these days, here's a tip to reduce your water use. **Check your plumbing fixtures for leaks.** Small household leaks can add up to gallons of water lost every day. And, if you find any, fix them!

For more tips, visit pennsylvaniaamwater.com.







Pennsylvania American Water
Published by Hootsuite [?] · April 27 · 🌐

The Pennsylvania Public Utility Commission is urging consumers to understand the resources & options available to help keep utility service affordable during the COVID-19 pandemic. Consumers should contact their utilities for assistance before bills become past-due.
http://www.puc.pa.gov/about_puc/press_releases.aspx...



“MANAGING UTILITY BILLS DURING THE CORONAVIRUS CRISIS”

RESOURCES ⓘ

There are many resources available to keep utility bills affordable, but consumers need to speak up and explore options with their utilities.

CONSERVE 🌱

Energy usage makes up the largest portion of monthly utility costs for most consumers, so conservation can reduce the size of future energy bills.

CALL PUC ☎️

The PUC's Bureau of Consumer Services is available for questions and consumer complaints. Call 1-800-692-7380 or online at www.puc.pa.gov

Utility Customer Assistance Programs (CAPs)

CAPs offer discounted bills for qualifying low-income customers. If your family income has dropped because of the coronavirus emergency, it's possible that CAPs could reduce your monthly utility bill. If you're currently in a CAP and your income has dropped further, you may now qualify for an even lower payment.

Other Options to Help with Bills

BUDGET BILLING - Annual utility costs are averaged over 12 months so bills don't jump up or down from month to month.

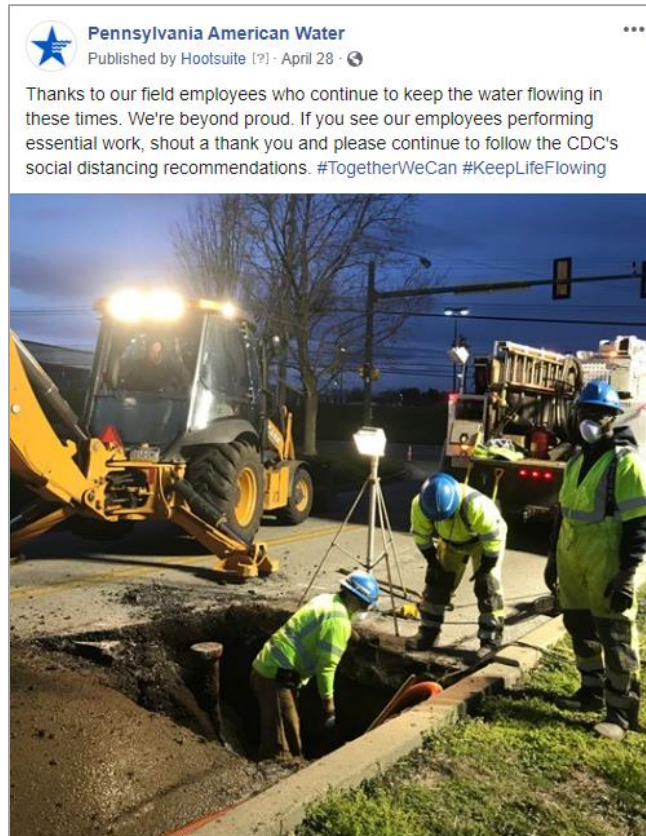
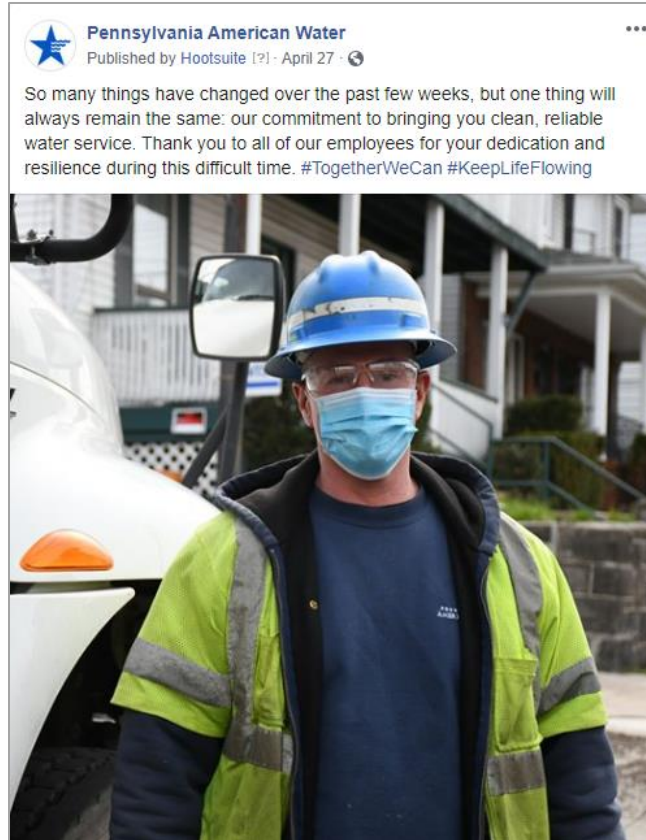
PAYMENT PLANS - Help customers address past-due utility bills or delinquent balances over a period of time.

HARDSHIP FUNDS - Financial assistance programs supported by utilities and donations from utility customers, along with non-profit and charitable organizations operating in the Commonwealth.

LIFELINE for Phone & Internet Services

Contact your telephone company or a participating wireless services provider about Lifeline, a federal financial support program that helps eligible low-income consumers and households to keep their telephone and internet access services.

Pennsylvania American Water COVID-19 Response – Social Media Examples



 **Pennsylvania American Water**
Published by Hootsuite [?] · April 29 · 🌐

In light of the Commonwealth's announced plans for phased reopening, we encourage building owners and operators to adopt a proactive approach to restarting their building water systems that includes flushing stagnant water from facility pipes. This helpful guide is part of our continued commitment to keeping our customers informed as we continue to deliver, clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency. Read more and download this 1-pager here:
<http://ow.ly/V6I550zslgW>



HAS YOUR FACILITY BEEN CLOSED FOR WEEKS? FLUSH THE PIPES.

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 30 · 🌐

For more information about our assistance programs, visit:
<http://ow.ly/VYxj50ztnDC>




HELPING CUSTOMERS IN NEED

Sometimes customers face circumstances that stretch their financial resources.
Pennsylvania American Water offers a low-income program for customers who qualify. Learn more at pennsylvaniaamwater.com. Under **Customer Service & Billing**, select **Low Income Program**.




Pennsylvania American Water COVID-19 Response – Social Media Examples





 **Pennsylvania American Water**
Published by Hootsuite [?] · May 12 at 12:25 PM · 🌐

Sometimes customers face circumstances that stretch their financial resources. Pennsylvania American Water is here to assist. Our customer service representatives will work with you on a plan to pay the balance of your bill over time. You might also be qualified to receive assistance through our H2O Help to Others Program™.


Learn more 🖱️ <http://ow.ly/gbd150zfX5t>




H2O Help to Others™
WASTEWATER SERVICE ASSISTANCE



- Grants of up to \$500 per year
- A 20 percent discount on the total wastewater charges


PENNSYLVANIA
AMERICAN WATER
WE KEEP LIFE FLOWING

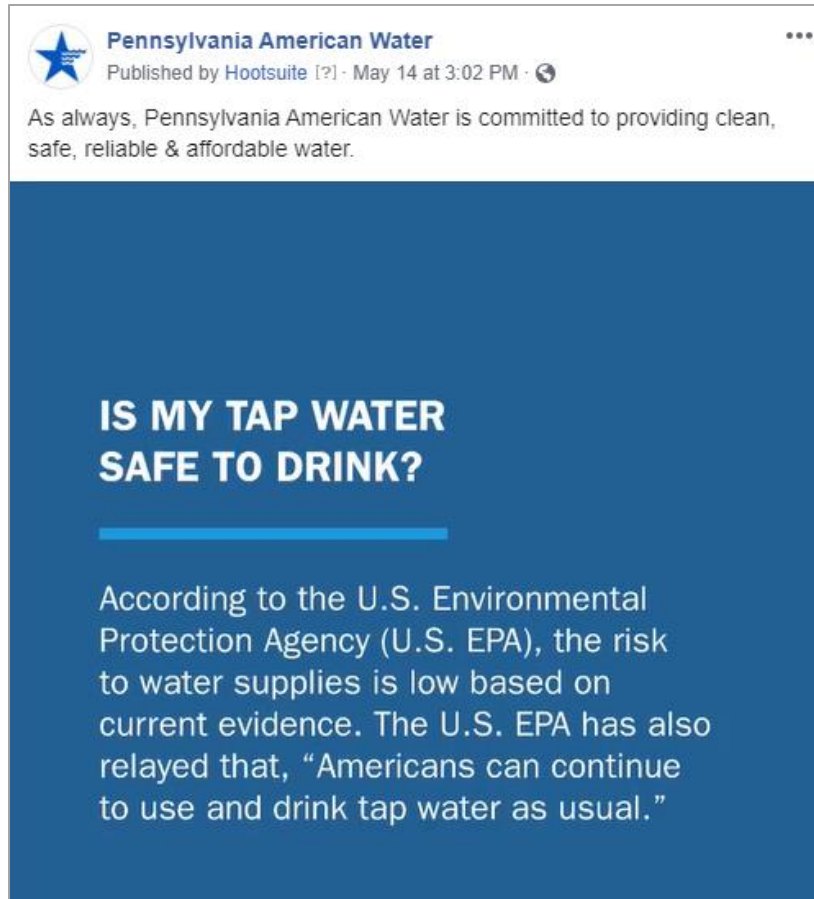
 **Pennsylvania American Water**
Published by Hootsuite [?] · May 12 at 8:30 PM · 🌐

We're proud to support local organizations that have been working tirelessly to help families during this challenging time. Pennsylvania American Water recently donated \$25,000 to the Greater Pittsburgh Community Food Bank. The money will help support the food bank's COVID-19 relief efforts and purchase 125,000 meals. #TogetherWeCan #KeepLifeFlowing

Learn more 🖱️ https://amwater.com/.../news-community/pa_news_feed/id/5758328



THANK
YOU




Pennsylvania American Water
Published by Hootsuite [?] · May 14 at 3:02 PM · 🌐

As always, Pennsylvania American Water is committed to providing clean, safe, reliable & affordable water.

IS MY TAP WATER SAFE TO DRINK?

According to the U.S. Environmental Protection Agency (U.S. EPA), the risk to water supplies is low based on current evidence. The U.S. EPA has also relayed that, “Americans can continue to use and drink tap water as usual.”



Pennsylvania American Water
Published by Hootsuite [?] · May 15 at 10:05 AM · 🌐


🚫 Spot the signs of a possible scam 🚫

SAFETY TIP

Pennsylvania American Water has suspended shutoffs during the current health emergency. If contacted by a person claiming to represent Pennsylvania American Water and they are threatening to shut off your service, you can always hang up and call us back directly 855-669-8753. Spot the signs of a possible scam.




Pennsylvania American Water COVID-19 Response – Social Media Examples

 **Pennsylvania American Water**
Published by Hootsuite [?] · May 24 at 11:15 AM · 🌐

Earlier this week, representatives from Pennsylvania American Water joined members of the Pittsburgh Black Elected Officials Coalition for a live town hall to discuss utility companies during and after COVID-19.

You can find a copy of the Utility Resources Guide 👉
<https://drive.google.com/open...>



The graphic features a blue background with a white silhouette of a city skyline at the top. Below the skyline is the Pittsburgh Black Elected Officials Coalition logo. The main text reads: "PBEOC TOWN HALL UTILITIES DURING & AFTER COVID-19 THURSDAY, MAY 21, 2020 5:30 P.M. TO 6:30 P.M. JOIN US ON FACEBOOK LIVE WWW.FACEBOOK.COM/PITTSBURGHBLACKOFFICIALS".

 **Pennsylvania American Water**
Published by Hootsuite [?] · May 27 at 3:43 PM · 🌐

Pennsylvania American Water Scranton employees Mark Baloh, Chrissy Stanishefski, Rella Dempsey, and Susan Turcmanovich volunteered at the Friends of the Poor Scranton food distribution at PNC Field. Volunteering in our community is one more way we #KeepLifeFlowing #TogetherWeCan



The collage consists of four photos. The top photo shows three women wearing blue face masks and green shirts. The bottom row contains three smaller photos showing volunteers in green shirts and blue masks working with cardboard boxes and food items.

 **Pennsylvania American Water**
Published by Hootsuite [?] · June 1 at 8:45 PM · 🌐

Now, more than ever, it's important to make sure a call or email is really coming from your utility company. Our latest Water Street blog offers tips to help avoid scams, fraud and protect your personal data during a crisis and beyond.

<http://ow.ly/1tzq50zVBEy>



AVOID COMMON UTILITY SCAMS

Whether it's a phone call, text, email or person standing at your door, **be skeptical and always verify who you are talking to.**

READ MORE ON THE WATER STREET BLOG

WATERSTREET.BLOG

Avoiding Opportunistic Utility Scams

Often emergency events can provide scammers an opportunity to make...

 **Pennsylvania American Water**
Published by Hootsuite [?] · June 2 at 8:00 PM · 🌐

The sun is shining and the grass is growing! Try this water-saving tip the next time you mow the lawn ☀️🌱💧



SAVE WATER

Set your lawn mower one notch higher to make your lawn more drought-tolerant.