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Wawa Thanks Customers for Top Ratings on 2024 American Customer Satisfaction Index (ACSI®) Study

Wawa Places First in Convenience Store Rankings in Inaugural Study

October 1, 2024 – Wawa, Inc., is thanking customers and associates for rating the regional chain #1 nationally in convenience stores in the [2024 American Customer Satisfaction Index \(ACSI®\) Convenience Store Survey](#) with an industry-leading score of 82 out of 100. The benchmark measurements in the survey included overall convenience, food variety and quality and helpfulness of staff among others. The ACSI Convenience Store Study 2024 is based on 5,710 completed surveys. Customers were chosen at random and contacted via email between March and September 2024. Download the [study](#) here.

“We are grateful to our associates for making recognition like this possible by continuing to deliver our purpose of fulfilling lives at our stores,” said Chris Gheysens, Wawa CEO. “We are also thankful to our amazing customers for taking time to complete the survey and for allowing us to serve them and create meaningful connections inside and outside our stores. These ratings are incredibly meaningful to all Wawa associates as they strive to provide the best possible customer experience every day.”

About the ACSI

The [American Customer Satisfaction Index \(ACSI®\)](#) has been a national economic indicator for over 25 years. It measures and analyzes customer satisfaction with approximately 400 companies in about 40 industries and 10 economic sectors, including various services of federal and local government agencies. Reported on a scale of 0 to 100, scores are based on data from interviews with roughly 200,000 customers annually. For more information, visit www.theacsi.org.

About Career Opportunities: Soar with Wawa!

Wawa is in the midst of expanding to several markets and is creating thousands of new jobs and career opportunities for those interested in soaring with the company. Joining the Wawa team makes you part of a longstanding tradition of success that spans decades, hundreds of stores, multiple states and counting! Wawa associates own 39% of the company through an Employee Stock Ownership Plan (ESOP). View [career opportunities at Wawa](#) and examples of fulfilling careers.

About Wawa, Inc.

Wawa, Inc., a privately held company, began in 1803 as an iron foundry in New Jersey. Toward the end of the 19th Century, owner George Wood took an interest in dairy farming and the family began a small processing plant in Wawa, PA in 1902. The milk business was a huge success, due to its quality, cleanliness and “certified” process. As home delivery of milk declined in the early 1960s, Grahame Wood, George’s grandson, opened the first Wawa Food Market in 1964 in Pennsylvania as an outlet for dairy products. Today, Wawa is your all day, every day stop for freshly prepared foods, beverages, coffee, fuel services and surcharge-free ATMs. Wawa stores are located in Pennsylvania, New Jersey, Delaware, Maryland, Virginia, Florida, North Carolina, Alabama and Washington, D.C. with more than 1,060 locations to date. The stores offer a large fresh foodservice selection, including Wawa brands such as custom prepared hoagies, freshly-brewed coffee, hot breakfast sandwiches, hand-crafted specialty beverages, a dinner menu including burgers and an assortment of soups, sides and snacks. Forbes.com Ranks Wawa as #20 of America’s Largest Private Companies, #1 in Convenience Category for America’s Best Customer Service by Newsweek, one of Forbes 2023 America’s Best Employers for Women and New College Grads.

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