New Jersey American Water Encourages Customers to Explore Payment Assistance Options as the New Jersey Winter Termination Program Winds Down

CAMDEN, N.J. MARCH 11, 2024 – As the Winter Termination Program comes to an end this week, New Jersey American Water is reaching out to customers who might be struggling with their water or wastewater bills, urging them to explore payment assistance options such as the H2O Help to Others Program.™

“We’re proud to provide water services at an incredible value for our customers at about one cent per gallon. Nonetheless, we recognize the financial challenges some of our customers may encounter as costs have risen for everything from gasoline to groceries,” stated Mark McDonough, president of New Jersey American Water. “It’s crucial for our customers to know about the various support programs we offer, and to utilize these resources if they find themselves in need.”

To ensure customers are well-informed about these assistance opportunities, New Jersey American Water is actively disseminating information through various channels, including social and digital media, bill inserts, email communications, and other customer-focused notifications. An informative video detailing the assistance programs and their advantages has also been made available for customer viewing.

For almost 20 years, New Jersey American Water has provided aid to eligible customers through its unique assistance program. The H2O Help to Others Program™, managed by New Jersey SHARES (NJ SHARES) — a nationally esteemed nonprofit organization — offers crucial support, advice, and referrals for essential services to New Jersey residents requiring aid.

Participants of the H2O Help to Others Program who meet specific income criteria may be eligible for grants up to $500 to assist with their indoor water bills, and could also receive up to a 100 percent discount on their monthly fixed service charges for water and/or wastewater services. For more details on the program and eligibility requirements, customers are encouraged to contact NJ SHARES directly at 877-NJAWH2O (652-9426), or visit www.njshares.org.

Customers looking to support others in need can contribute to the program by adding a donation via their New Jersey American Water bill. The company covers all administrative expenses for this initiative, ensuring that 100 percent of the contributions, along with matching funds, are directly allocated to qualifying customers.

In addition to this program, New Jersey American Water provides payment arrangements and budget billing options for those who may not qualify for the H2O Program but still need help managing their bills. Customers interested in these alternatives are invited to check the company's customer assistance web page or contact the Customer Service Center at 800-272-1325.

About New Jersey American Water

New Jersey American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state, providing high-quality and reliable water and wastewater services to approximately 2.9 million people.

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