Low-Income Customers of California American Water Affected by the COVID-19 Pandemic Receive Additional $8.3 Million in Relief

SAN DIEGO (April 15, 2024) – California American Water is proud to announce an additional $8.3 million in bill relief for customers who faced financial hardship due to the COVID-19 pandemic. This funding comes through the California Extended Water and Wastewater Arrearage Payment Program (Extended Arrearage Program) from the State Water Resources Control Board, utilizing federal American Rescue Plan Act funds.

This brings the total benefit for disadvantaged California American Water customers to $15.1 million under the California Water and Wastewater Arrearage Payment Program and the most recent Extended Arrearage Program.

"We understand the financial burdens many families faced during the pandemic," said Kevin Tilden, President of California American Water. "These funds provide much-needed relief to our customers who fell behind on their water bills."

California American Water has automatically applied the Extended Arrearage Program credits to qualifying accounts for unpaid water service bills accrued between June 16, 2021, and December 31, 2022. Qualified wastewater customers will receive assistance on arrearages accrued from March 4, 2020, through December 31, 2022. A detailed customer letter outlining the program details has been mailed to impacted customers.

This relief is another step California American Water has taken to provide financial aid to its customers. Customers with remaining balances accrued after December 31, 2022, can utilize interest and penalty-free payment plans or extensions, preventing them from experiencing disruptions in service after. Eligible customers can also enroll in California American Water's Customer Assistance Program, which provides qualifying customers a discount on their monthly service charge.

About California American Water

California American Water, a subsidiary of American Water (NYSE: AWK), provides high-quality and reliable water and wastewater services to approximately 700,000 people.

Media Contacts

Nichole Baxter

External Affairs Manager

916-291-0736

nichole.baxter@amwater.com

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