American Water Newsroom

West Virginia American Water Launches Web-Based Customer Assistance Program Finder

Customers can research and determine financial assistance for water, wastewater bills

Charleston, W.Va., (Aug. 15, 2024) – West Virginia American Water has launched an online survey designed to help customers research and determine their eligibility for various financial assistance programs to help manage their water and/or wastewater bills.

"We understand that customers can face challenging situations when paying their bills," said Rob Burton, president of West Virginia American Water. "This tool is the first of its kind for any water or wastewater utility in West Virginia and offers a convenient way for customers to research and find financial assistance programs that are the right fit for their current situation."

The survey, accessible on the "Customer Assistance Programs" page under the "Customer Service & Billing" tab on the company's website, allows customers to enter basic information about their billing status and financial situation. After completing the survey, customers will receive information on the assistance programs for which they may qualify.

West Virginia American Water collaborates with state and county agencies to connect customers with several utility assistance programs, including:

- H2O Help to Others Program
  Qualified customers may be eligible for $350 in utility assistance every six months.
- Low Income Tariff Rate (SRRRS Reduced Rate)
  Qualified customers may be eligible for a reduced monthly rate.
- Low-Income Household Water Assistance Program (LIHWAP)
  Water and wastewater bill assistance for qualifying low-income households.
- Special Residential Reduced Rate Discount Program (SRRRS Reduced Rate + Low Income Discount)
  A 20% discount on current residential water and wastewater rates for qualifying customers.

Additionally, West Virginia American Water offers installment plans and budget billing options for residential customers. An installment plan allows customers to extend the time they have to pay a past due balance. Budget billing provides customers with a predictable monthly bill amount.

For more information about West Virginia American Water's customer assistance programs or to determine eligibility, please visit the Customer Assistance Programs page on the company's website under "Customer Service & Billing."

About American Water

American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,500 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

For more information, visit amwater.com and join American Water on LinkedIn, Facebook, X and Instagram.

About West Virginia American Water

West Virginia American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state, providing high-quality and reliable water services to approximately 600,000 people.

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