

Thousands of York City Wastewater Customers Eligible for Pennsylvania American Water's Customer Assistance Program

YORK, Pa. (Feb. 19, 2025) – Thousands of wastewater customers in the City of York are eligible for financial assistance from [Pennsylvania American Water](#), but less than 4% are currently enrolled. With a goal of increasing participation in its [H2O Help to Others](#)[™] customer assistance program, the company is working with community partners to increase awareness and boost enrollment among its York customers.

While 5,635 customers in the City of York are eligible for the [H2O Help to Others](#)[™] program, fewer than 200 are currently enrolled.

“As a company, we strive to ensure the services we provide are safe, reliable and affordable,” said Pennsylvania American Water President Justin Ladner. “That’s why we’ve been providing financial assistance to customers through the H2O Help to Others program for more than 30 years. We know thousands of customers in York could use the help, and we’re working with our community partners to get those eligible customers signed up.”

Since acquiring the City of York’s wastewater system less than three years ago, Pennsylvania American Water has developed strong partnerships with community organizations in the local community, including York County Veterans Outreach, York County Food Bank, Keystone Kidspace, Community Progress Council, Family First Health, York County Economic Alliance, York City Parks Conservancy and the York Revolution, among others. Through these partnerships, the company is working to introduce itself to the community and promote participation in its H2O Help to Others low-income financial assistance program.

Late last year, the company announced an [increased income threshold](#) for the program’s grant and bill discount offerings. This program expansion means that 1,751 additional households in York are now eligible for H2O Help to Others support.

“As we continue our efforts to ensure affordability for our customers, we couldn’t be more pleased to share that we’ve expanded our H2O Help to Others program to ensure that assistance is available to those who experience the most need in our service areas,” Ladner said.

Pennsylvania American Water has historically offered both monthly bill discounts program and annual grants through its assistance program. But last year, as part of its rates approved by the Pennsylvania Public Utility Commission’s July 22, 2024 [rate order](#), the company also announced a new Arrearage Forgiveness Program, which helps customers pay off outstanding balances.

The monthly bill discount program has been expanded to include four tiers of income-based assistance for customers. Customers with household incomes up to 200% of the Federal Poverty Income Guidelines (FPIG) can now receive assistance. Previously, the program was limited to those with household incomes no more than 150% of FPIG.

The expanded program also means that customers may receive discounts of between 30% and 90% of their monthly wastewater bills. Previously, the program was capped at 80% of customers’ monthly bills.

Pennsylvania American Water also increased the income eligibility for its H2O Help to Others wastewater grants, which provides up to \$500 per household per year for eligible customers. The offering has been expanded to those with household incomes of up to 250% of FPIG, an increase from 200% of FPIG previously. The grant application period is currently open.

The company’s new Arrearage Forgiveness Program forgives \$25 of participating customers’ past-due balance when they make a current monthly bill payment in full, plus a \$5 co-payment. For example, if a qualifying customer has a past-due balance of \$240 and a monthly bill of \$30 through the Arrearage Forgiveness Program, the customer would pay \$35 each month for eight months to eliminate their past-due balance.

To participate in Pennsylvania American Water's new Arrearage Forgiveness Program, residential customers must be enrolled in the company's H2O Help to Others monthly bill discounts and meet income eligibility guidelines. They must also have a past due balance of \$150 or more for wastewater services that is at least 60 days past due.

"We encourage any customer who experiences financial difficulty to reach out to us to learn about the options available to them," Ladner said. "Assistance provided through our H2O Help to Others Program helps us keep life flowing for our customers."

Other H2O Help to Others offerings include water-saving devices and education for income-eligible customers. The company's customers can also use budget billing, installment plans and preferred due date selection to help pay their bills.

To apply for Pennsylvania American Water's H2O Help to Others grants and/or bill discounts, customers should contact Dollar Energy Fund at 1-888-282-6816 or dollarenergy.org. Additional information is also available on the company's [website](#).

Pennsylvania American Water customers who would like to help others in need can contribute to H2O Help to Others by adding a donation to their monthly wastewater bill. Pennsylvania American Water assumes all administrative costs, ensuring 100 percent of donations and the company's matching funds go directly to qualifying customers.

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 Pennsylvania American Water

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