American Water Newsroom

# California American Water Highlights Digital Options to Manage Your Account and Stay Informed

[SAN DIEGO] – MARCH 10, 2025 – California American Water shares how customers can easily manage their account and locate information at any time of the day, by using its online self-service customer portal, MyWater, and the company website.

“Customers are the center of everything we do,” said California American Water’s Vice President of Operations Garry Hofer. “As part of that mission, we want to make their interactions with us as effortless and efficient as possible. By providing customer service and information through our online tools, we enable our customers to do business when they want to, not just during regular business hours.”

Here are some ways to easily access information using these digital tools:

- **Manage your account, payments, and financial assistance**
- MyWater: View and pay your bill, sign up for Auto Pay and Paperless Billing, enroll in payment assistance, and turn service on and off.
- Billing and Payment Info: Pay your bill online, as well as by phone, by mail, in person, or through a third party.
- Customer Assistance Programs: Learn more about the payment options and assistance programs available to help pay your bill.
- Virtual Assistant (888-237-1333, Monday – Friday, 7 a.m. to 7 p.m.): Call to obtain account information, make a one-time bill payment, or enroll in AutoPay and Paperless Billing.
- **Stay Informed with Alerts and Notifications**
- Alerts: Use our interactive Customer Advisory Map to find alerts near you.
- Report Emergencies: Submit reports about water-related emergencies.
- MyWater: Manage contact information and notification preferences to receive alerts, view customized service alerts, and report water-related emergencies.
- **Water Quality and Conservation Information**
- Water Quality Reports: Provided on an annual basis, learn more about the quality of source water in our systems by entering your zip code.
- Wise Water Use: Learn tips for reducing usage and protecting our source waters.
- MyWater: View up to three years’ worth of water usage data and conservation tips.

Learn more about California American Water here.

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 6,700 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 California American Water
California American Water, a subsidiary of American Water, provides high-quality and reliable water and wastewater services to approximately 700,000 people. For more information, visit www.californiaamwater.com and follow California American Water on LinkedIn, Facebook, X, and Instagram.

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