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

CAMDEN, N.J. MARCH 11, 2025 – 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 its H2O Help to Others Program™.

“At New Jersey American Water, we take great pride in offering various support programs and resources for customers facing financial challenges,” stated Mark McDonough, President of New Jersey American Water. “With water service costing about one cent per gallon, we’re already committed to delivering exceptional value. However, as the cost of other essentials like groceries and fuel continues to rise, we want to help ensure that every customer can access safe, clean, reliable drinking water without stretching their budget.”

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 SHARES — a nationally esteemed nonprofit organization — offers crucial support, advice, and referrals for essential services to New Jersey residents requiring aid. To help 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.

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 60 percent discount on both their monthly fixed service and volumetric charges for water and/or wastewater services. For more details on the program and eligibility requirements, customers are encouraged to contact SHARES directly at 877-NJAWH2O (652-9426), or visit http://sharesnation.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 enroll online in their MyWater account at amwater.com/mywater.

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