American Water Newsroom

New Jersey American Water Partners with SHARES to Expand Access to Critical Bill Pay Assistance

CAMDEN, N.J. – March 12, 2025 – New Jersey American Water announced today that they will be partnering with SHARES (formerly New Jersey SHARES) to expand access to the Municipal Customer Assistance Program (MCAP), providing water, sewer, and electric assistance grants to qualifying households within its Liberty Water System in the City of Elizabeth. Liberty Water Company, a division of American Water Contract Services that is operated by New Jersey American Water, manages the City of Elizabeth's water system and customer billing, serving approximately 19,203 customers.

"New Jersey American Water is committed to making clean, safe, reliable water service accessible to all customers," said Mark McDonough, President, New Jersey American Water. "Our expanded partnership with SHARES demonstrates our commitment to providing meaningful assistance options for Liberty Water Company's Elizabeth customers. We understand that life happens. Whether it's job loss or an unforeseen illness, we encourage any customer facing temporary financial difficulties to take advantage of this unique program."

"SHARES' longstanding collaboration with New Jersey American Water exemplifies how utility providers and nonprofit organizations can work together to support residents in need," said Cheryl Stowell, CEO and President, SHARES. "This program can make a meaningful difference to families facing tough financial choices. We're proud to partner with a utility that prioritizes its customers' well-being and expands access to these bill-pay assistance programs."

Eligibility for qualifying customers is based on household size and income. In order to be eligible, households MUST:

- Have an active residential municipal utility account
- Reside at the service address listed on the utility bill
- Be experiencing a temporary financial crisis, such as a job loss or illness
- Be in arrears on their municipal water, sewer, and/or electric bill
- Have an income level at or below 400% of the Federal Poverty Level

For those who are eligible, households MAY:

- Receive one grant of up to $200 for water service once between January 1 and December 31 of a given year
- Receive one grant of up to $200 for sewer service once between January 1 and December 31 of a given year
- Receive one grant of up to $200 for electric service or electric heating source, if the household is heated with electric, once between January 1 and December 31 of a given year

For additional details about MCAP, including income eligibility for seniors and the disabled, customers are encouraged to contact SHARES directly at 1-866-657-4273 , or visit www.sharesnation.org.

For more information, customers may visit the Liberty Water Company webpage or call the Customer Service Center at 1-855-722-7066.

About New Jersey American Water

New Jersey American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state, providing high-quality and reliable water and wastewater services to approximately 2.9 million people.

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