American Water Newsroom

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

CAMDEN, N.J. – MARCH 13, 2025 – American Water (NYSE: AWK), the largest regulated water and wastewater utility company in the U.S., highlights 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. At American Water, we are committed to providing safe, clean, reliable and affordable water and wastewater services to our customers, as well as helping to ensure they can easily access information about their services,” said Matthew Prine, Vice President, Chief Customer Officer, American Water. “By offering customer service and information through our digital tools, we empower our customers to conduct business at their convenience, not just during standard operating 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 (Monday – Friday, 7 a.m. to 7 p.m.): 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 drinking water in our systems by entering your zip code.
    - Lead and Drinking Water: Learn about service line inventory and find out if the customer side of your service line is made of lead or another material. If unknown, it is easy to locate, identify, and report.
    - MyWater: View up to three years’ worth of water usage data and conservation tips.

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.

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