Pennsylvania American Water Hosts ‘H20 2025 Kickoff and Open House’ for York Community Leaders





YORK, Pa. (March 17, 2025) – Pennsylvania American Water recently hosted an open house event for dozens of York area community leaders to kick off the company's H2O Help to Others™ customer assistance program for 2025. The event was part of the company's ongoing efforts to increase awareness of and enrollment in its financial assistance program.

"At Pennsylvania American Water, we strive to ensure the services we provide are safe, reliable and affordable. That's why we are proud to have been among the first utility companies in the nation to offer a formal financial assistance program to customers experiencing need," said Pennsylvania American Water President Justin Ladner. "While over the last 30-plus years, we have delivered millions of dollars in assistance to customers facing financial difficulty, we still know there is significant opportunity to increase enrollment in our assistance program and get more help to more customers in York and across the Commonwealth."

Pennsylvania American Water's York wastewater system serves approximately 14,000 direct customer connections within the City of York. Of those customers, approximately 5,600 are eligible for the H2O Help to Others customer assistance program according to the Federal

Poverty Income Guidelines. Currently, less than 250 customers in the City of York are enrolled in the program – or just 4% of potentially eligible customers in the city.

That is why the company opened its doors to York community nonprofit leaders and local and state officials. In addition to information on the customer assistance program and how to enroll more people, the local leaders also received an overview of Pennsylvania American Water's investments in the system to date and its community support through local partnerships. Since acquiring the wastewater system, the company has invested more than $13.7 million in capital and system upgrades, and it plans to invest over $60 million into the York Wastewater system by 2030. View a video of the event here.

"When a customer is having trouble paying their utility bill, they are probably having trouble paying for transportation, paying for childcare, or paying for healthcare," said Chad Quinn CEO of Dollar Energy Fund, the nonprofit administrator of the H2O Help to Others program. "If you are an agency specializing in those other challenges, connecting with the H2O program and Dollar Energy Fund can help take care of their other needs, like their utility bills."

Since acquiring the City of York's wastewater system less than three years ago, Pennsylvania American Water has developed strong partnerships with local community organizations to build local awareness and promote participation in its H2O Help to Others low-income financial assistance program.

"These community leaders know the City of York and its people better than anyone," Ladner said. "That's why we're partnering with them to help spread the word about these financial assistance programs and how they can benefit so many people here in York."

Pennsylvania American Water recently announced its 2025 H20 Help to Others program offerings, which include an increased income threshold for the program's grant and bill discount offerings, as well as a new Arrearage Forgiveness Program.

"This program brings down the cost of your bills," said York Mayor Michael Helfrich. "We need you to apply right now. This is money you can keep in your pocket."

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

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

Pennsylvania 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 2.3 million people.

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