American Water Newsroom

Your Questions Answered: Join Pennsylvania American Water's NEPA Customer Service Sessions

In-person and virtual customer service appointments available for customers in Lackawanna and Luzerne counties

SCRANTON, Pa. (April 21, 2025) – Pennsylvania American Water recently announced several outreach sessions for customers in Lackawanna and Luzerne counties. During appointments, customers will have the opportunity to ask questions about their water and/or wastewater service, learn more about customer assistance offerings, or enroll in H2O Help to Others™, the company's customer assistance program. The sessions are scheduled for Wednesday afternoons, from April 23-June 18, 2025, in multiple locations throughout the company's NEPA service area. Virtual sessions are also available Tuesdays and Thursdays from 12-5 p.m., April 22-June 19, 2025. Customers can schedule their appointment here.

In-person sessions will be held:

- April 23, 12-4 p.m., Carbondale Library, 5 North Main Street, Carbondale
- April 30, 1-5 p.m., Weston Field, 982 Providence Road, Scranton
- May 7, 12-4 p.m., Pittston Memorial Library, 47 Broad Street, Pittston
- May 14, 12-4 p.m., Scranton Salvation Army, 500 South Washington Avenue, Scranton
- May 21, 12-4 p.m., Commission on Economic Opportunity, 148 Amber Lane, Wilkes-Barre
- May 28, 12-4 p.m., NeighborWorks NEPA, 815 Smith Street, Scranton
- June 4, 12-4 p.m., Valley Community Library, 739 River Street, Peckville
- June 11, 12-4 p.m., Wilkes-Barre City Hall, 40 East Market Street, Wilkes-Barre
- June 18, 12-4 p.m., Holy Rosary Center, 316 West Market Street, Scranton

Pennsylvania American Water's H2O Help to Others Program has been assisting qualified customers facing financial hardships for more than 30 years. It offers grants, monthly bill discounts and arrearage forgiveness for customers at or below 250% of the Federal Poverty Income Guidelines. Customers can learn more at pennsylvaniamwater.com/H2O or by contacting Dollar Energy, the program administrator, at 888-282-6816.

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 Pennsylvania American Water
Pennsylvania American Water, a subsidiary of American Water, is the largest regulated water utility in the state, providing safe, clean, reliable and affordable water and wastewater services to approximately 2.4 million people.

Media Contacts

Susan Turcmanovich
External Affairs Manager, Northeast PA
Pennsylvania American Water
susan.turcmanovich@amwater.com

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