American Water Newsroom

# Your Questions Answered: Join Pennsylvania American Water's McKeesport System Customer Service Sessions

## In-person and virtual customer service appointments available for customers in McKeesport, Port Vue and Dravosburg communities

MCMURRAY, Pa. (May 22, 2025) – Pennsylvania American Water recently announced several outreach sessions for customers in its McKeesport District. During appointments, customers will have the opportunity to ask questions about their water and/or wastewater service and learn more about H2O Help to Others™, the company's customer assistance program. The sessions are scheduled on Wednesdays between 11 a.m. and 3 p.m. from May 28-July 16, 2025, with multiple locations in McKeesport, Port Vue and Dravosburg. Virtual sessions are also available Tuesdays and Thursdays from 11 a.m. to 3 p.m., May 27-July 17, 2025. Customers can schedule their appointment here.

In-person sessions will be held:

McKeesport City Hall (500 5th Avenue, McKeesport)

- May 28, 11 a.m. to 3 p.m.
- June 4, 11 a.m. to 3 p.m.

Port Vue Borough Building, lower level (1191 Romine Avenue, McKeesport)

- June 11, 11 a.m. to 3 p.m.
- June 18, 11 a.m. to 3 p.m.
- July 9, 11 a.m. to 3 p.m.
- July 16, 11 a.m. to 3 p.m.

Dravosburg Borough Building (226 Maple Avenue, Dravosburg)

- June 25, 11 a.m. to 3 p.m.
- July 2, 11 a.m. to 3 p.m.

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 pennsylvaniaamwater.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.

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