

Illinois American Water Expands Income-Based Discount Program

Continues to help customers pay water and wastewater bills

Belleville, Ill. – (July 1, 2025) – Illinois American Water is increasing the income threshold for customers to receive assistance through its Income-Based Discount Program, beginning July 1, 2025. The program aims to support more customers paying their monthly water and/or wastewater bills.

“The expansion of the Illinois American Water Income-Based Discount Program will help our residential customers who need financial help the most,” said Rebecca Losli, president, Illinois American Water. “Our goal is to make water and wastewater service affordable to our customers while continuing to make strategic investments in our water and wastewater infrastructure.”

Illinois American Water has partnered with Dollar Energy since August 2023 on the income-based discount program. As part of the program, approved water and/or wastewater customers receive a monthly discount on their water and/or wastewater bill. Starting July 1, 2025, the Income-Based Discount Program eligibility threshold is moving from 150% of the Federal Poverty Level to 300% of the Federal Poverty Level. The expansion includes moving from a flat 70% discount on the volumetric/usage charge portion of the bill to a four-tiered approach that provides greater discounts to our customers who need assistance. The four tiers, which can be viewed in detail on the [Dollar Energy website](#), apply to both the usage charges and the customer charge.

Losli noted that customer and community feedback led to Illinois American Water's expansion of the program, approved by the Illinois Commerce Commission (ICC): “Our customers and community leaders wanted a more inclusive program. We listened, and so did the ICC.”

For questions about the program, or to apply for the Income-Based Discount Program, customers can call Dollar Energy at 1-888-282-6816 or they can apply directly at the [company's website that includes an income calculator and a link to the application](#).

Once enrolled in the Income-Based Discount Program, customers will be required to recertify their number of household members and income information on an annual basis to remain enrolled in the program.

The Income-Based Discount Program is available in addition to Illinois American Water's [H2O Help to Others](#) customer assistance program, administered via the local Salvation Army chapter.

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 Illinois American Water

Illinois American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state, providing safe, clean, reliable and affordable water and wastewater services to approximately 1.3 million people. American Water also operates a quality control and research laboratory in Belleville.

Media Contacts

Anna Kubas

Senior Manager External Communications

Illinois American Water

anna.kubas@amwater.com

<https://newsroom.amwater.com/2025-07-01-Illinois-American-Water-Expands-Income-Based-Discount-Program>