American Water Newsroom

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

In-person and virtual customer service appointments available

NORRISTOWN, Pa. (July 21, 2025) – Pennsylvania American Water recently announced several outreach sessions for customers in the greater Norristown area. Customers will have the opportunity to ask questions about their water service and learn more about H2O Help to Others™, the company's customer assistance program. The sessions are scheduled for:

• Thursday 7/24, Office of State Rep. Greg Scott (1019 W. Main Street, Norristown PA) from 10 a.m. to 2 p.m.

• Thursday 8/7, Office of State Rep. Greg Scott (1019 W. Main Street, Norristown PA) from 5 p.m. to 7 p.m.

• Tuesday 8/12, Greater Plymouth Community Center (2910 Jolly Road, Plymouth Meeting, PA) from 10 a.m. to 12 p.m.

• Tuesday 8/19, Lower Providence Township Building (100 Parklane Drive, Eagleville PA) from 10 a.m. to 2 p.m.

• Tuesday 8/26, Lower Providence Township Building (100 Parklane Drive, Eagleville PA) from 10 a.m. to 2 p.m.

Virtual sessions are also available on Wednesdays, July 30, Wednesday, August 6 and Wednesday, August 13 from 11 a.m. to 3 p.m.

Customers should schedule their in-person or virtual appointment here.

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 Fund, the program administrator, at 888-282-6816.

Pennsylvania American Water's Norristown district includes the municipality of Norristown, Bridgeport and Conshohocken boroughs and East Norriton, Lower Providence, Perkiomen, Plymouth, Skippack, Upper Merion, West Norriton, Whitemarsh, Whitpain, Worcester and Upper Merion townships.

About Pennsylvania American Water

Pennsylvania 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 2.4 million people.

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