Pennsylvania American Water Assistance Programming Highlighted by National Federation of Independent Businesses

Flexible payment options help 300+ business stay afloat across the Commonwealth

MECHANICSBURG, Pa. (Oct. 14, 2025) – The National Federation of Independent Business (NFIB), the nation's leading small business advocacy organization, is urging its members to take advantage of financial assistance offered by Pennsylvania American Water, the largest investor-owned water and wastewater utility in the state. The company's recently launched commercial payment plans help qualifying businesses pay back past-due account balances.

"We encourage NFIB members that are Pennsylvania American Water customers and are experiencing financial hardship to take advantage of this assistance program as it can provide meaningful relief to businesses in need," said NFIB Pennsylvania State Director Greg Moreland. "We encourage other Pennsylvania utilities to also work with the commonwealth's small businesses – the backbone of our communities – as utility costs across the board continue to rise."

Pennsylvania American Water commercial accounts across the state may be eligible for a payment arrangement plan. The company reports that more than 100 installment plans have already been successfully completed by commercial accounts and over 300 are currently open.

"I am proud that we, at the Pennsylvania Office of Small Business Advocate successfully negotiated with Pennsylvania American Water Company to establish this first ever formal program, which offers vital support to small businesses struggling with rising utility costs," said Pennsylvania Small Business Advocate NazAarah Sabree. "I am grateful to both Pennsylvania American Water for extending payment arrangements to commercial consumers and to the NFIB for helping ensure that small businesses are aware of this valuable resource. This is a meaningful step forward. Just as residential consumers benefit from essential programs and protections, small businesses, the lifeblood of Pennsylvania's economy, must also have access to assistance that helps them remain stable and resilient during challenging times."

Designed on a case-by-case basis through direct coordination between the customer and the utility, the arrangement plans help commercial customers, including small businesses tackle overdue balances by creating a payback plan that meets their unique circumstances.

"We understand that financial difficulties arise for our customers – residential customers and business customers alike," said Pennsylvania American Water President Justin Ladner. "Expanding our payment arrangement offering to non-residential customers is a recent enhancement we've made to help ensure all of our customers have options available that support their needs through challenging circumstances."

Pennsylvania American Water business accounts experiencing financial hardship should contact the company's Customer Service Organization at 1-800-565-7292 to discuss payment plan opportunities.

Pennsylvania American Water also offers a variety of financial assistance offerings for its residential water and/or wastewater customers through its H2O Help to Others Program. Additional information is available at pennsylvaniaamwater.com/H2O.

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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