New Jersey American Water Encourages Customers to Explore Bill Payment Assistance as Federal Shutdown Impacts Household Finances

Existing affordability programs provide critical support as more New Jersey families face financial uncertainty

CAMDEN, N.J. – OCT. 30, 2025 – As the federal government shutdown continues to delay pay for federal worker and contractors and disrupts funding for public programs, New Jersey American Water is reminding customers that several affordability resources are available to help maintain access to clean, reliable water and wastewater service.

For decades, New Jersey American Water has provided payment assistance programs for its customers and recently expanded eligibility guidelines to simplify enrollment for those in need. These changes were planned well before current events but have become especially timely for customers facing unexpected financial strain at this time.

“People across the state are juggling bills while paychecks are delayed or uncertain,” said Kim Schalek Downes, vice president of Business Development, Government and External Affairs. “Whether you are a federal employee, contractor, or a family affected indirectly, we want you to know that help is available to keep your water and wastewater service affordable.”

New Jersey American Water offers a variety of assistance options for eligible households. The company’s H2O Help to Others Program, administered in partnership with SHARES, provides a one-time emergency grant of up to $500 for customers falling behind on their water or wastewater bills. To increase accessibility, customers are now automatically eligible for this emergency assistance grant if they are enrolled in any of the following programs: Lifeline Communications Program, LIHEAP, Medicaid, SSI, SNAP, TANF, Veteran’s and Veteran’s Survivor’s Pension, and USF. As part of the program, the company’s Universal Affordability Discount also offers monthly reductions on both service and usage charges for households earning up to 200 percent of the federal poverty level.

Customers may also take advantage of budget billing to help smooth seasonal usage changes, flexible payment arrangements for those who need more time to pay, and a preferred due date option for those who qualify. Winter termination protections and medical certification may be available for customers with specific health or economic needs.

Customers can pay bills online through the MyWater portal, by phone, by mail, or in person at authorized payment locations.

“If you are concerned about paying your bill, for any reason, please contact us early,” Schalek Downes said. “The sooner we talk, the more we can do to help.”

Customers can learn more at www.newjerseyamwater.com/h2oprogram or by calling 1-800-272-1325. For grant application support, contact SHARES Nation at 1-877-NJAWH2O (1-877-652-9426).

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