American Water Newsroom

Pennsylvania American Water Offers Customer Assistance Options

MECHANICSBURG, Pa. (Oct. 31, 2025) – Pennsylvania American Water recognizes that customers may be facing financial challenges related to the government shutdown. The company offers several payment plans and assistance programs to support customers with their water and/or wastewater bill.

“Pennsylvania American Water is sensitive to the fact that some of our customers may be impacted by the government shutdown,” said Gary Lobaugh, the company’s director of government and external affairs. “Our goal is to provide every customer with safe, clean, and reliable drinking water and wastewater services without placing further strain on their finances. We offer a variety of programs designed to ease financial stress and encourage customers to explore these assistance options.”

Available customer assistance programs include:

- H2O Help to Others Program™: For more than 30 years, Pennsylvania American Water has been assisting customers who qualify through this program, which offers income-eligible customers annual grants, monthly bill discounts and water-saving devices and education. Learn more at pennsylvaniaamwater.com/H2O.
- Payment Arrangements: If customers are unable to pay their bill by the due date, they can visit MyWater to review payment plan options or contact Pennsylvania American Water’s Customer Service Organization at 1-800-565-7292 before the due date to work with them to determine payment arrangements that may be available.
- Budget Billing: A free service that is available to eligible residential customers. The program makes managing your cash flow easier by providing predictable monthly payments and avoiding seasonal spikes that may be difficult to pay when not planned for in advance.
- Installment Plans: The company may be able to offer customers – both residential and commercial – an installment plan to extend the time they have to pay a past due balance. This is a free service that helps eligible customers spread the costs of the past due balances over time.
- Preferred Due Date: Eligible customers can request to adjust their due date.

For more information, including eligibility guidelines, how to enroll and contact information, please visit www.amwater.com/paaw/customer-service-billing/Customer-Assistance-Programs.

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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