American Water Newsroom

West Virginia American Water Reminds Customers of Critical Bill Assistance Programs

Charleston, W.Va. – October 31, 2025 – West Virginia 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.

“We understand that the ongoing government shutdown may be creating financial uncertainty for many families across West Virginia,” said Scott Wyman, President of West Virginia American Water. “We want our customers to know that they’re not alone. West Virginia American Water offers a variety of customer assistance programs designed to help ease the burden of paying water and wastewater bills. We encourage our customers to explore these options.”

Available customer assistance programs include:

- H20 Help to Others Program: Awards grants of up to $350 per household every six months (maximum of $700 per year). Grant awards are based on need and grant amounts are determined on a case-to-case basis.
- Low Income Tariff Rate (SRRRS Reduced Rate): Customers who have a total household income of $30,120 or less, regardless of the number of people in the household, may be eligible for a reduced monthly rate on their water and/or wastewater bills.
- Special Reduced Rate Program for Low Income Customers: For certain low-income customers, West Virginia American Water offers customers a 20 percent discount (administered by the Department of Human Services) on top of the residential reduced rate approved by the Public Service Commission of West Virginia.
- 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 West Virginia American Water’s customer service center 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: We may be able to offer customers an installment plan to extend the time customers 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.

West Virginia American Water also encourages customers to take the brief, anonymous survey on their website to see what financial assistance programs for which they may qualify. For more information, including eligibility guidelines, how to enroll and contact information, please visit https://www.amwater.com/wvaw/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 West Virginia American Water

West Virginia American Water, a subsidiary of American Water, is the largest regulated water utility in the state, providing safe, clean and reliable water and wastewater services to approximately 583,000 people.

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