American Water Newsroom

Maryland American Water Provides Financial Assistance Programs for Customers

Bel Air, M.D. (November 13, 2025) – Maryland American Water offers customers several financial assistance options to help pay their bill. Sometimes finances are stretched thin, and it can be hard to get back on track once an account falls behind.

“Maryland American Water is sensitive to the fact that some of our customers may be impacted by the government shutdown,” said Charlie Piekanski, Vice President of Operations, Maryland American Water. “Our goal is to provide every customer with safe, clean, and reliable drinking water 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.”

Below is a listing of American Water’s customer assistance programs that can help keep life flowing:

- H2O Help to Others Program: Offers grants of up to $500 per year for customers who qualify. Grants are funded through corporate donations as well as customer and employee donations.
- Installment Plans: In some cases, 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 assists eligible customers spread the costs of the past due balances over time.
- 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 Maryland 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.
- Preferred Due Date: Eligible customers can request to adjust their due date.

For more information about these programs, including eligibility guidelines and contact information, please visit www.marylandamwater.com/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.

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