American Water Newsroom

American Water Welcomes in the New Year with New Ways to Save

Save money, water, time and stay informed in 2026

CAMDEN, N.J., Jan. 15, 2026 /PRNewswire/ -- American Water (NYSE: AWK), the largest regulated water and wastewater utility company in the U.S., celebrates the new year and offers tips to save customers money, water and time, from their kitchen to their backyard, as well as ways to stay informed about their water and wastewater service all year long.

"Now is a great time to start new habits, especially those that save water around the home," said **Cheryl Norton, Executive Vice President and Chief Operating Officer, American Water**. "Wise water use is not just about preserving our most precious resource for future generations; it can also help reduce your water and wastewater bill. Over the next ten years, American Water plans to invest $46 to 48 billion in system upgrades to strengthen our water and wastewater infrastructure, which reduces system leaks and increases efficiency and resiliency. We also provide customers with valuable resources to help them use water wisely and detect leaks quickly."

Save money on customer bills by conserving water at home. Here are some simple household tips to save all year long:

USE WATER WISELY INSIDE

- Run dishwasher and clothes washer only when full or install water- and energy-efficient appliances.
- Use low-flow showerheads and faucet aerators.
- Check for leaks and fix them as soon as possible.

PROTECT YOUR PIPES

- Insulate pipes in unheated areas to prevent them from freezing. If pipes run through cabinets, open the doors to allow warmer room temperatures to flow in.
- When temperatures stay below freezing, allow a small trickle of water to run to help keep pipes from freezing. Capture the drips to use later.
- Check for leaks after the first thaw by having a plumber walk the property to inspect water lines.

CONSERVE WATER OUTSIDE (When outdoor watering season begins)

- Water only when necessary. Turn off sprinklers during rain and for 48 hours after it ends.
- Use drip irrigation to water plants or water in the early morning/evening to reduce evaporation from the sun and heat.
- Check your irrigation system and repair any leaks. Disconnect hoses when not in use to stop leaks before they start.

"Additionally, American Water uses various technologies to monitor and detect leaks in our systems before they develop into larger issues," said **Norton**. "Acoustic leak monitoring records sound patterns underground to detect small leaks before they are visible above ground. Drones and other sensors utilize infrared and spectral technologies to detect leaks, while smart metering provides real-time water usage data. These technologies highlight the significant value that investments in infrastructure and innovation bring to system resilience and conservation efforts nationwide."

Save time by enrolling in Auto Pay and paperless billing. Customers can log into or sign up for their MyWater account and enroll in both programs today.

- With Auto Pay, a customer's bill will be paid automatically on time, every time
- Paperless billing helps to eliminate clutter and sends customers' bills via email

Stay informed. Within the MyWater account, customers can use the interactive Customer Advisory Map to check

for alerts in their area and to help ensure that their contact information and notification preferences are up to date. Customers can choose to receive a text, email and/or phone call in the event of a water emergency in their area.

Non-account holders and the general public can view the map to view alerts and report an emergency by visiting www.amwater.com and clicking on 'Alerts' or 'Report Emergency' at the top.

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.

SOURCE American Water

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