American Water Offers Convenient Ways for Customers to Pay Their Bills

Payment Assistance Programs Are Available for Customers Facing Financial Difficulties

CAMDEN, N.J., April 2, 2026 /PRNewswire/ -- American Water (NYSE: AWK), the largest regulated water and wastewater utility company in the U.S., wants to remind customers that it provides secure and convenient bill payment options through its online portal, MyWater. The company recently broadened its platform to accept Apple Pay, Google Pay, Venmo, PayPal or PayPal Credit when enrolling in its Auto Pay program or making a one-time payment to make it easier for customers to pay their bills.

"American Water is dedicated to providing safe, clean, reliable and affordable drinking water and wastewater services to customers and the communities we serve, and part of that commitment is providing great customer service," said **Matthew Prine, VP, Chief Customer Officer, American Water**. "We recognize that customers have different needs and preferences when paying their bills, so we offer a variety of payment methods as well as customer assistance for those experiencing financial constraints."

American Water offers these online bill payment options:

- **Customers with a MyWater account:**
  - Pay with Apple Pay, Google Pay, Venmo, PayPal or PayPal Credit via MyWater. Choose a one-time payment or set up Auto Pay. A $1.95 fee for online transactions may apply.
  - Pay Automatically: Save time and postage by enrolling in American Water's Auto Pay program and your bill will be paid on time, every time. To enroll, log on to MyWater. A $1.95 fee for online transactions may apply.
- **Customers without a MyWater account:**
  - Visit amwater.com/billpay. Have your account number handy, as you will need it to pay your bill. A $1.95 fee for online transactions may apply.
  - Sign up for a MyWater account today to pay online or enroll in Auto Pay. MyWater also enables customer account management, including the ability to receive emergency and non-emergency alerts by phone, email or text.

The company also offers additional bill payment options:

- **Pay By Mail**: Send a check or money order along with the payment stub to the address provided on the bill. Please do not include cash, staples or paper clips.
- **Pay In Person**: Pay at one of the authorized payment locations. Visit https://amwater.com/corp/Customers-and-Communities/billing-payment-info and select "Pay In Person" to find the nearest location.
- **Pay By Phone**: Call 1-855-748-6066 to pay 24 hours a day, 7 days a week. Have the account number ready to share. A $1.95 transaction fee may apply.

Find all of American Water's payment options and additional details here: https://amwater.com/corp/Customers-and-Communities/billing-payment-info.

For customers experiencing financial hardship, American Water offers customer assistance programs. For more information, including eligibility, how to enroll and contact information, visit https://amwater.com/corp/Customers-and-Communities/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 and celebrating 140 years in 2026, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to approximately 14 million people with regulated operations in 14 states and on 18 military installations. American Water's approximately 7,000 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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