American Water Newsroom

Your Questions Answered: Join Pennsylvania American Water's Elizabeth Area Customer Service Sessions

One-on-one sessions available for Mon Valley customers to ask questions and get information.

MCMURRAY, Pa. (June 1, 2026) – Pennsylvania American Water will hold several in-person and virtual sessions for customers in its Elizabeth Borough water and wastewater system. Company representatives will be available to address questions about water or wastewater service, billing and H2O Help to Others™ Program, the company's customer assistance program.

The sessions will be held both virtually and in person to provide customers with flexible options for participation. Customers in Elizabeth and Lincoln boroughs and Elizabeth and Forward townships are encouraged to schedule a one-on-one appointment to speak directly with company representatives and ask questions.

In-person sessions will be held at the Elizabeth Borough Volunteer Fire Department Event Center (101 South 1st Avenue)

- Thursday, June 4, from 2 - 5 p.m.
- Thursday, June 11, from 2 - 5 p.m.

Virtual (online) sessions will be held:

- Tuesday, June 2, from 3 - 6 p.m.
- Tuesday, June 9, from 3 - 6 p.m.

Customers can pre-register for the information sessions by clicking here:

In December 2025, Pennsylvania American Water acquired the Elizabeth Borough Municipal Authority wastewater system, which added approximately 660 direct customer connections in Elizabeth Borough, Allegheny County. Pennsylvania American Water already provides water service to these customers. The wastewater system also serves approximately 1,500 indirect customers in Lincoln Borough , Elizabeth , and Forward townships.

Pennsylvania American Water's H2O Help to Others Program has been assisting qualified customers facing financial hardships for more than 30 years. It offers grants, monthly bill discounts, and arrearage forgiveness for customers at or below 250% of the Federal Poverty Income Guidelines. Customers can learn more at pennsylvaniaamwater.com/H2O or by contacting Dollar Energy, the program administrator, at 888-282-6816.

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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