

35 Years of Support: Pennsylvania American Water Marks Milestone for Customer Assistance Program

First-of-its-kind customer assistance program continues helping thousands of families across Pennsylvania 35 years later

MECHANICSBURG, Pa., Oct. 16, 2026 /PRNewswire/ -- This fall, [Pennsylvania American Water](#) marks the 35th anniversary of its low-income assistance program – [H2O Help to Others](#). Since launching in 1991 as the first water utility assistance program of its kind, the program has grown to support tens of thousands of customers through grants, bill discounts, debt forgiveness, and water-saving resources.

"Affordable access to water is essential for every family and household we serve," said Pennsylvania American Water President Justin Ladner. "For 35 years, H2O Help to Others has been a critical part of our commitment to customers, helping connect those facing financial challenges with meaningful support that can make a real difference in their lives."

Administered in partnership with Dollar Energy Fund, H2O Help to Others began with one-time hardship grants and has evolved to offer tiered monthly bill discounts, debt forgiveness, and free water-saving devices and education. Income-eligible water and wastewater customers with household incomes up to 250% of the Federal Poverty Income Guidelines may qualify for assistance.

During the past 35 years, the H2O Help to Others Program has provided more than 40,000 hardship grants totaling over \$12 million. Today, more than 25,000 Pennsylvania American Water customers receive monthly bill discounts averaging nearly \$20. In 2025 alone, the company provided more than \$16 million in bill discounts and distributed nearly 1,000 water conservation kits to customers across the Commonwealth.

Every day, the program helps seniors on fixed incomes, working families experiencing temporary setbacks, and customers facing unexpected financial challenges maintain access to an essential service.

"Pennsylvania American Water recognized the need for customer assistance long before water utilities were expected to provide these programs," said Chad Quin, chief executive officer of Dollar Energy Fund. "Their leadership helped establish a model that continues to connect customers with essential support when they need it most."

The H2O Help to Others Program was established when customer assistance programs were uncommon among water utilities, demonstrating Pennsylvania American Water's long-standing commitment to affordability and customer support. Over the years, the company has continued to evaluate and expand program offerings to meet evolving customer needs and strengthen access to assistance.

"We continuously review our customer assistance programs because the needs of our communities continue to change," added Ladner. "For 35 years, H2O Help to Others has reflected our belief that customers shouldn't have to choose between affordability and access to a safe, reliable water supply. While we're proud to celebrate this milestone, our focus remains on helping customers today while continuing to provide the high-quality service our communities depend on every day."

Learn more about Pennsylvania American Water's H2O Help to Others Program at pennsylvaniaamwater.com/H2O.

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 19 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.

About Pennsylvania American Water

Pennsylvania American Water, a subsidiary of American Water, is the largest regulated water utility in the state with approximately 1,200 dedicated employees working to provide safe, clean, reliable and affordable water and wastewater services to approximately 2.5 million people.

SOURCE American Water

For further information: David Misner, Senior Manager, External Communications, 717-261-7525, David.Misner@amwater.com

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