American Water Newsroom

Iowa American Water's H2O Program Helps Customers Maintain Essential Service

More than $4,600 in emergency assistance has supported customers in Scott and Clinton counties so far in 2026

DAVENPORT, IA – OCTOBER 26, 2026 – Iowa American Water is reminding customers facing financial hardship that help may be available. So far in 2026, its H2O Help to Others Program has provided more than $4,600 in emergency assistance to over 50 families in Scott and Clinton counties, helping them maintain essential water and wastewater service.

"Behind every grant is a neighbor facing an unexpected challenge. Maintaining the affordability of our essential water and wastewater services is a key focus at Iowa American Water," said **Brad Nielsen,** president of Iowa American Water. "Helping more than 50 local families reflects our commitment to caring for customers and strengthening the communities we serve. No one should navigate financial hardship alone, and we encourage customers who need help to reach out."

Supported by charitable contributions and administered locally by Community Action of Eastern Iowa, the H2O Help to Others Program is one of several assistance options available to eligible customers:

- **H2O Help to Others Program:** Emergency grants for eligible customers struggling to pay a water or wastewater bill and at risk of losing service. For eligibility information, contact Community Action of Eastern Iowa at (563) 243-5220 in Clinton or (563) 324-3236 in the Iowa Quad Cities.
- **Installment Plans:** Eligible customers may spread a past-due balance over an agreed schedule of up to six months. Contact Iowa American Water before the bill is due.
- **Budget Billing:** A free residential program that makes monthly bills more predictable by reducing seasonal highs and lows.

To discuss payment arrangements or enroll in Budget Billing, call 1-866-641-2108, Monday through Friday, 7 a.m. to 7 p.m. Additional eligibility and program details are available on Iowa American Water's Customer Assistance Programs page.

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 Iowa American Water
Iowa American Water, a subsidiary of American Water, is the largest regulated water utility in the state with

approximately 90 dedicated employees working to provide safe, clean, reliable and affordable water and wastewater services to approximately 225,000 people.

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