American Water Newsroom

American Water Launches Enhanced Digital Experience Focused on Simplicity, Service and Customer Support

CAMDEN, N.J., Nov. 10, 2026 /PRNewswire/ -- American Water (NYSE: AWK), the largest regulated water and wastewater utility company in the U.S., today announced the launch of a refreshed **amwater.com**, making it easier than ever for customers to access the information and services they need, whenever and wherever they need them.

Designed with customers in mind, the updated digital experience offers more intuitive navigation, improved search capabilities and streamlined access to the resources customers use most frequently — from paying bills and enrolling in paperless billing to reporting emergencies, viewing service alerts and exploring customer assistance programs.

"At American Water, everything we do starts with serving our customers well," said **Maureen Duffy, Executive Vice President, Communications and External Affairs, American Water**. "As customer needs continue to evolve, we've created a modern, intuitive digital platform that makes it easier for customers to connect with us, access the information they need and manage their water and wastewater service with confidence. These enhancements are another example of our commitment to delivering a customer experience that is as reliable and dependable as the service we provide every day."

"Whether customers are looking for information, checking for service updates, reporting an emergency or exploring customer assistance programs, we want every interaction with American Water to be simple and intuitive," said **Matthew Prine, Vice President, Chief Customer Officer, American Water**. "Our refreshed website makes it easier for customers to access the services and information they use most, while providing another convenient way to stay connected with us."

The updated website makes it easier for customers to:

- Access water quality information and educational resources
- Contact customer service and locate state-specific information
- Report water and wastewater emergencies
- Find outage and service interruption information
- Learn about customer assistance and affordability programs

The refreshed website is part of American Water's broader commitment to improving the customer experience through modern, secure and reliable digital tools. The improvements also strengthen the website's accessibility, reliability and overall performance, helping customers quickly find the information they need across desktop and mobile devices.

To explore American Water's refreshed digital experience, visit **amwater.com**.

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.

SOURCE American Water

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