

CUSTOMER ASSISTANCE PROGRAMS



American Water remains committed to helping our customers who are experiencing hardship due to the coronavirus (COVID-19) pandemic. We urge customers struggling to pay their bill to take action now and look at the programs available.

STATE CUSTOMER ASSISTANCE PROGRAMS

Many of our states offer low-income and/or hardship programs to our customers in need. These programs vary from state to state. To learn more about the Customer Assistance Programs available in your state, please click on name of your state below.

LOW-INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)

LIHWAP is a federally funded program that provides emergency assistance to families experiencing hardship with their water bills. The program assists customers who are behind on their drinking water and wastewater bill to help keep their water and wastewater service active.

INSTALLMENT PLANS

In some cases, we may also be able to offer customers an installment plan to extend the time a customer has to pay a past due balance. This is a free service that assists eligible customers spread the costs of the past due balances over time.

BUDGET BILLING

Budget billing is a free service that is available to eligible residential customers. The program makes managing your cash flow easier by providing predictable monthly payments and avoiding seasonal spikes that may be difficult to pay when not planned for in advance.

Programs and offerings vary by state. Learn more about the Customer Assistance Programs available in your state by clicking on the name of your state in the list below.

STATE CUSTOMER ASSISTANCE PROGRAM LINKS

[CALIFORNIA](#) | [ILLINOIS](#) | [INDIANA](#) | [IOWA](#)
[KENTUCKY](#) | [MARYLAND](#) | [MISSOURI](#)
[NEW JERSEY](#) | [PENNSYLVANIA](#)
[TENNESSEE](#) | [VIRGINIA](#) | [WEST VIRGINIA](#)

Unfortunately, Hawaii customers are not eligible at this time.

