

Press Release



New Jersey American Water Offers Virtual Information Session on Payment Assistance Programs

CAMDEN, N.J. (November 13, 2020) – New Jersey American Water is hosting a virtual information session for customers about its payment assistance programs on **Wednesday, November 18, 2020 from 4 p.m. to 5 p.m.**

Representatives from New Jersey American Water and the company's H2O Help to Others program administrator, New Jersey Shares, will provide information about payment arrangements and budget billing, and H2O Program eligibility requirements and benefits. A demonstration of the application process will also be shown, as well as answers to commonly asked questions. Participants will also be able to ask questions live during the event.

"We are thrilled to offer this live information session to help our customers navigate our different assistance programs," said Denise Venuti Free, Director of Communications and External Affairs at New Jersey American Water. "Understanding the unique financial challenges COVID-19 has created for our customers, our hope is to help eliminate any barriers preventing customers in need from applying for assistance."

To access the live session, visit <https://bit.ly/3liWHma> a few minutes prior to the event. There will not be a special login to join the meeting, but attendees may be prompted to download the free Microsoft Teams app when clicking the link to join the meeting. More information can be found on the "[Bill Paying Assistance](#)" page of the company's website at www.newjerseyamwater.com.

For nearly a decade, New Jersey American Water has been assisting qualified customers through this unique assistance program. H2O Help to Others Program is administered by [New Jersey SHARES](#) (NJ SHARES), a nationally recognized nonprofit organization providing statewide help, guidance and referral for essential services to New Jersey residents in need of assistance.

Through the company's [H2O Help to Others Program](#), assistance is made available to customers in two distinct ways – through grants and/or a discount on service charges. Customers meeting lower income requirements can qualify for grants of up to \$500 to help pay their indoor water bill. Qualified customers also have the opportunity to receive up to 100 percent discount on their monthly fixed service charge for water and/or wastewater bill. Customers who qualify for the service charge discount are also eligible to receive an additional discount off the monthly distribution system infrastructure surcharge (DSIC), based on their meter size. In an effort to make it easier for customers impacted by COVID-19 to apply and qualify for assistance, New Jersey American Water recently expanded its H2O Program to include benefits to customers who apply from July 1, 2020 through March 31, 2021.

Press Release



Customers interested in learning more about the program and its qualifications are encouraged to attend the virtual information session. They may also contact NJ SHARES directly at 877-NJAWH2O (652-9426), or online at www.njshares.org.

Additionally, New Jersey American Water offers payment arrangements and budget billing for customers who need assistance paying their bills but may not qualify for the H2O Program. Customers who would like to explore these options are encouraged to call the Customer Service Center at 800-272-1325.

About New Jersey American Water

New Jersey American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 2.8 million people. For more information, visit www.newjerseyamwater.com and follow New Jersey American Water on [Twitter](#) and [Facebook](#).

About American Water

With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,800 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).

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