

Your Questions Answered: Join Pennsylvania American Water's Coatesville District Customer Service Sessions

In-person and virtual customer service appointments available

COATESVILLE, Pa. (May 28, 2025) – [Pennsylvania American Water](#) recently announced several outreach sessions for customers in the Coatesville area. Customers will have the opportunity to ask questions about their water and/or wastewater service and learn more about [H2O Help to Others](#)™, the company's customer assistance program. The sessions are scheduled on Tuesdays, 11 a.m. to 3 p.m., from June 3-24 at Coatesville City Hall, 1 City Hall Place. Virtual sessions are also available on Wednesdays, 11 a.m. to 3 p.m., from June 4-25, 2025. Customers can schedule their appointment [here](#).

Pennsylvania American Water's H2O Help to Others Program has been assisting qualified customers facing financial hardships for more than 30 years. It offers grants, monthly bill discounts and arrearage forgiveness for customers at or below 250% of the Federal Poverty Income Guidelines. Customers can learn more at [pennsylvaniamwater.com/H2O](#) or by contacting Dollar Energy, the program administrator, at 888-282-6816.

Pennsylvania American Water's Coatesville district includes the City of Coatesville, Atglen, Parkesburg and South Coatesville boroughs and Caln, East Coventry, East Fallowfield, Highland, Sadsbury, Valley, West Brandywine and West Sadsbury townships in Chester County and Christiana and Quarryville boroughs and Bart, Colerain, Eden and Sadsbury townships in Lancaster County.

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, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,700 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, providing safe, clean, reliable and affordable water and wastewater services to approximately 2.4 million people.

About Pennsylvania American Water

Pennsylvania American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state, providing safe, clean, reliable and affordable water and wastewater services to approximately 2.4 million people.

Media Contacts

John Kelemen

External Affairs Manager

Pennsylvania American Water

John.kelemen@amwater.com

<https://stage.mediaroom.com/amwater/2025-05-28-Your-Questions-Answered-Join-Pennsylvania-American-Waters-Coatesville-District-Customer-Service-Sessions>