

## Virginia American Water Offers Customer Assistance Options

ALEXANDRIA, Va. (November 3, 2025) – Virginia American Water recognizes that customers may be facing financial challenges related to the government shutdown. The company offers several payment plans and assistance programs to support customers with their water and/or wastewater bill.

“Virginia American Water is sensitive to the fact that some of our customers may be impacted by the government shutdown,” said Charlie Piekanski, Vice President of Operations, Virginia American Water. “Our goal is to provide every customer with safe, clean, and reliable drinking water and wastewater services without placing further strain on their finances. We offer a variety of programs designed to ease financial stress and encourage customers to explore these assistance options.”

Available customer assistance programs include:

- **H2O Help to Others:** Our customer assistance program offers grants of up to \$500 per year for customers who qualify.
- **Payment Arrangements:** If customers are unable to pay their bill by the due date, they can visit [MyWater](#) to review payment plan options or contact Virginia American Water’s customer service center before the due date to work with them to determine payment arrangements that may be available.
- **Budget Billing:** 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.
- **Installment Plans:** We may be able to offer customers an installment plan to extend the time customers have to pay a past due balance. This is a free service that helps eligible customers spread the costs of the past due balances over time.
- **Preferred Due Date:** Eligible customers can request to adjust their due date.

For more information on our H2O Help to Others Program, including eligibility guidelines, and how to apply online, please click the Customer Assistance Program link under Customer Service & Billing on the [company’s website](#).

### 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 Virginia American Water

Virginia 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 384,000 people.

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