

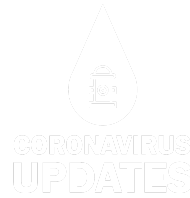


Customer Service & Billing  
(<https://amwater.com/paaw/customer-service-billing>)

Water Quality  
(<https://amwater.com/paaw/water-quality>)

Water Information  
(<https://amwater.com/paaw/water-information>)

About Us  
(<https://amwater.com/us>)



At Pennsylvania American Water, we remain steadfast in our commitment to keeping you informed as we work to deliver clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency. To access the latest American Water COVID-19 updates [click here](#).

### < Customer Service & Billing (<https://amwater.com/paaw/customer-service-billing>)

[Billing & Payment Info](https://amwater.com/paaw/customer-service-billing/billing-payment-info) (<https://amwater.com/paaw/customer-service-billing/billing-payment-info>)

[For New Customers](https://amwater.com/paaw/customer-service-billing/for-new-customers) (<https://amwater.com/paaw/customer-service-billing/for-new-customers>)

[Your Water and Wastewater Rates](https://amwater.com/paaw/customer-service-billing/your-water-and-wastewater-rates) (<https://amwater.com/paaw/customer-service-billing/your-water-and-wastewater-rates>)

[Rights & Responsibilities](https://amwater.com/paaw/customer-service-billing/rights-responsibilities) (<https://amwater.com/paaw/customer-service-billing/rights-responsibilities>)

[Turn Service On/Off](https://amwater.com/paaw/customer-service-billing/turn-service-on-off) (<https://amwater.com/paaw/customer-service-billing/turn-service-on-off>)

[Low Income Program](https://amwater.com/paaw/customer-service-billing/low-income-program) (<https://amwater.com/paaw/customer-service-billing/low-income-program>)

[W9 Tax Form](https://dnnh3qht4.blob.core.windows.net/portals/0/W9/Pennsylvania%20W-9%20Tax%20Form.pdf?cr-h&ci-DNMEFileManagerPolicy&ci-6alllowTjHD14ibWWalIAHRt35fDyvtm8twiTEac2CE4%3D) (<https://dnnh3qht4.blob.core.windows.net/portals/0/W9/Pennsylvania%20W-9%20Tax%20Form.pdf?cr-h&ci-DNMEFileManagerPolicy&ci-6alllowTjHD14ibWWalIAHRt35fDyvtm8twiTEac2CE4%3D>)



# AN UPDATE TO OUR RESPONSE ABOUT COVID-19

At Pennsylvania American Water, we remain committed to keeping you informed as we continue our work to deliver clean, safe and reliable water and/or wastewater services to you during the COVID-19 public health emergency.

## WE HAVE A PLAN

Pennsylvania American Water has activated our business continuity plan to strengthen our ability to continue to provide reliable, high-quality service to our customers. We continue delivering drinking water service that meets water quality standards, providing wastewater services and protecting our employees and customers during this public health emergency. We are confident that our preparedness efforts and the extraordinary efforts of our employees will enable us to successfully continue operations.

The current health emergency is a rapidly developing and changing situation. We are working to provide our customers and communities with water and wastewater services during this time, all while protecting the health and safety of our employees. Many of our employees are working double duty, not only taking care of you, our customers, but their own families as well. They are dedicated and know the essential service that they provide plays a critical role, given the importance of personal hygiene in preventing the spread of the coronavirus.

## WE KEEP SERVICE FLOWING

You may see Pennsylvania American Water employees and contractors performing needed tasks to keep our operations running, ensure service reliability, and prevent operational emergencies. We provide an essential service and continue to advance utility construction projects that are critical for the provision of safe, reliable water and wastewater service in coordination and compliance with all federal, state and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will do so in a way so that we are able to continue to provide water and wastewater services.

Below are the actions we have taken to continue to help our customers and communities through this crisis:

**KEEPING THE WATER ON** – Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs. We will continue to evaluate this suspension period and remain in compliance with state orders. Please note that your water service may be temporarily interrupted for planned and unplanned work that may be performed in your area.

**TURNED WATER SERVICE BACK ON** – For customers who were previously shutoff for non-payment, we've reinstated water service. This includes customers whose water service was turned off for non-payment of sewer service, even if Pennsylvania American Water is not the sewer service provider, unless those customers had already been final billed by their sewer service provider.

**SUSPENDED LATE FEES** – We have suspended late fees until further notice. If you're experiencing a financial hardship, please call us at 1-800-565-7292 to discuss your eligibility to enter into a payment arrangement. We also offer financial assistance through our **H2O Help to Others Program™** (<https://amwater.com/paaw/customer-service-billing/low-income-program>) through grants, bill discounts and water-saving devices and education.

**IMPLEMENTED SOCIAL DISTANCING** – As mentioned above, you may see our employees and crews performing work. **For your safety and the safety of our employees, we ask that you do not approach our employees.** If you have a question, visit our website or call us at 1-800-565-7292 to discuss. We request that you follow social distancing recommendations issued by the **Centers for Disease Control and Prevention** (<https://www.cdc.gov/coronavirus/2019-nCoV/community/index.html>).

**PROTECTING YOU** – We have suspended shutoffs during this public health emergency. If you are contacted by a person claiming to represent Pennsylvania American Water and they are threatening to shut off your service, then please hang up. You can call us back directly at 1-800-565-7292.

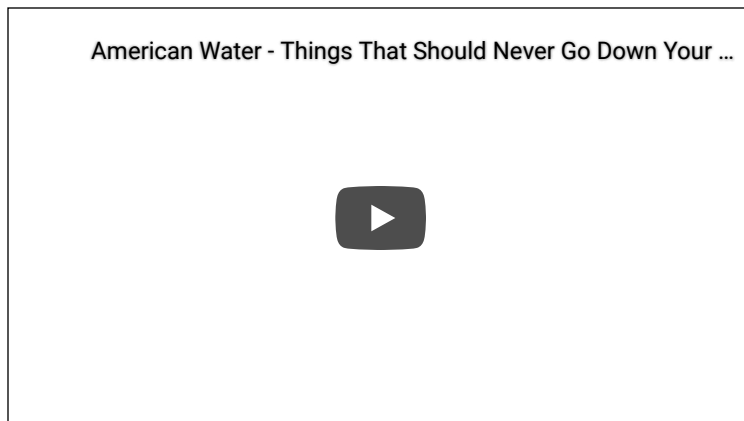
**HELPING OUR COMMUNITIES** – American Water and the American Water Charitable Foundation announced a \$100,000 contribution to Feeding America to support food banks across the country. The Foundation will also match employee donations to Feeding America, or other eligible organizations, up to \$1,000 per employee, in accordance with its matching gift guidelines.

**WATER-THEMED ACTIVITIES FOR THE WHOLE FAMILY** – We've ramped up our web-based outreach to deliver new fun, educational, water-related activities for kids and parents to do at home. Follow us on **Facebook** (<https://www.facebook.com/pennsylvaniaamwater/>) for new activities every day at noon, and visit our **YouTube channel** (<https://www.youtube.com/paamwater>) to access additional videos and activities. We will have even more coming out in the following weeks.

**UPDATING YOUR CONTACT INFORMATION** – Many customers have visited our **MyWater customer portal** (<https://wss.amwater.com/selfservice-web/login.do>) to update their emergency contact information. **If you have not done so, please take a moment to ensure your information is accurate.**

**DON'T FLUSH WIPES!** – With hand hygiene at the top of everyone's minds and toilet paper in high demand, many households are increasing their use of sanitizing wipes and "flushable" wipes. Please do not flush wipes down the toilet. Flushing wipes, paper towels, or other paper products not intended for use in wastewater systems down the toilet can lead to sewer backups and in-home plumbing issues which may be expensive to repair. Even wipes labeled as "flushable" or "biodegradable" can cause backups for sewer utilities and headaches for homeowners.

## Watch this "12 Things That Should Never Go Down Your Drain" video.



## ADDITIONAL WATER & WASTEWATER SAFETY INFORMATION

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual \(https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater#main-content\)](https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater#main-content).
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says \(https://waterfm.com/water-treatment-practices-effective-against-covid-19-who-says/\)](https://waterfm.com/water-treatment-practices-effective-against-covid-19-who-says/).

## ADDITIONAL CORONAVIRUS INFORMATION

For additional information about the coronavirus, please visit:

- [Centers for Disease Control and Prevention \(https://www.cdc.gov/coronavirus/2019-ncov/index.html?cmp=eml-AmtrakCovid19CorpCommEmailCDCLink-March2020-AGR-Program\)](https://www.cdc.gov/coronavirus/2019-ncov/index.html?cmp=eml-AmtrakCovid19CorpCommEmailCDCLink-March2020-AGR-Program).
- [World Health Organization \(https://www.who.int/emergencies/diseases/novel-coronavirus-2019\)](https://www.who.int/emergencies/diseases/novel-coronavirus-2019).

We will keep you updated on our actions as this national public health emergency evolves. For more information on our pandemic preparedness and response, as well as customer service options, visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com) (<https://amwater.com/paaw/>).

Stay healthy and safe. Thank you.



## MyWater (/myaccount)

Log in to MyWater to pay your bill online, set up emergency notifications, and manage your account

### On MyWater you can also:

- Pay your bill
- Check your account balance
- Turn your service on/off
- Sign up for alerts
- View your water usage
- Set up paperless billing

Log In to MyWater (/myaccount)



## Contact Us (/paaw/contact-us)

**Phone: 1-800-565-7292**

Call 24/7 for any emergency. Water emergencies don't keep business hours. For non-emergencies, call M-F 7am-7pm.

(<https://amwater.com/corp/careers>)



## Careers (<https://amwater.com/corp/careers>)

At American Water, our employees have more than a job. They have a calling.

Search Openings (<https://career4.successfactors.com/career?company=amwater>)

### Follow Us:

<https://www.facebook.com/pennsylvaniaamwater>

<https://twitter.com/paamwater>

<https://www.youtube.com/user/paamwater>

<https://www.instagram.com/paamwater/>

<https://waterstreet.blog/>

<https://amwater.com/corp/careers>

© 2020 American Water. "American Water" and the star logo are the registered trademark of American Water Works Company, Inc. All rights reserved.

[Privacy Policy \(/corp/Privacy-Policy\)](#) [Terms of Use \(/corp/Terms-of-Use\)](#)