

Illinois American Water Encourages Customers Needing Assistance To Utilize Federal Low-Income Assistance Program

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BELLEVILLE - Illinois American Water is encouraging customers who qualify and need financial assistance with their water and/or wastewater bills to utilize the federal assistance program LIHWAP. LIHWAP is a federally-funded program that provides bill payment assistance to help low-income families pay their water and/or wastewater bills. Qualifying residential customers could receive up to \$1,500 for their water and/or wastewater bill.

The program is available through Aug. 31, 2023, and is open to residential customers only. The Illinois Department of Commerce and Economic Opportunity (DCEO) is administering the program and assistance is provided by local Community Action Agencies (CAA) throughout the state.

“We understand the water bill may be one of the lowest household bills, but it can also be easy for customers to fall behind when household costs continue to rise,” said Illinois American Water Vice President Beth Matthews. “These federal funds can further help our customers keep service flowing.”

The federally-funded LIHWAP program assists residential customers who have been disconnected, are facing disconnection or have past-due balances. More information on LIHWAP can be found [here](#).

In addition to the LIHWAP program, Illinois American Water residential customers can receive assistance through the company’s H₂O Help to Others Program, installment plans and budget billing. Customers can find more information on the company’s website at www.illinoisamwater.com under Customer Service & Billing and Customer Assistance Program. Illinois American Water’s financial assistance programs are available to all regardless of income.

To learn more about Illinois American Water please visit www.illinoisamwater.com.

About Illinois American Water

Illinois 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 wastewater services to approximately 1.3 million people. American Water also operates a quality control and research laboratory in Belleville.

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 6,400 dedicated professionals who provide regulated and regulated-like drinking water and wastewater services to more than 14 million people in 24 states. American Water provides safe, clean, affordable and reliable water services to our customers to help keep their lives flowing. For more information, visit amwater.com and diversityataw.com. Follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).