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FOR IMMEDIATE RELEASE

Maine Water Expands Financial Assistance During Pandemic

Company waives late fees for 90 days, offers hardship assistance to unemployed customers

SACO, Me. — June 30, 2020 — Maine Water is expanding financial assistance for customers facing financial hardship during the COVID-19 pandemic.

Beginning July 1, 2020 and extending through the moratorium period on disconnection activities established by the Maine Public Utilities Commission, Maine Water Company will waive late fees on unpaid account balances for 90 days, allowing customers additional time to pay their water bills without penalty. The company will also offer direct financial assistance to customers who have become unemployed as a result of the pandemic through a new program called H2O Assistance. This program provides forgiveness of a portion of a water bill for qualifying residential customers on approved payment arrangements.

Rick Knowlton, president of Maine Water, said the company has been exploring ways to expand its financial assistance programs for some time and the COVID-19 pandemic added new urgency to the effort.

“We’re hoping to assist those most in need,” Knowlton said. “This is difficult economic period, and while most customers will continue to rely on the traditional local social service assistance programs available, H2O Assistance will provide an added safety net for our customers.”

Additional information is available on the company’s website at MaineWater.com/projects.

About Maine Water

Maine Water serves 32,000 customers, or a population of 80,000, in 21 communities throughout the state of Maine. For more information, visit www.MaineWater.com.