



PENNSYLVANIA
AMERICAN WATER

WE KEEP LIFE FLOWING™



LEARN MORE
ABOUT OUR

BILL PAYING ASSISTANCE
PROGRAMS

We're hosting a virtual information session on our H2O Help to Others program and other assistance available. We hope you can join us.



For more than two decades, Pennsylvania American Water has been assisting customers who qualify through its H2O Help to Others Program™. Join us and learn more about our customer assistance programs.

WHO: Pennsylvania American Water Customers

WHAT: Virtual Information Session on Pennsylvania American Water's Customer Assistance Programs

WHEN: Thursday, December 17, 2020, 4 - 5 p.m.

WHERE: Online (pre-registration not required).

TO LOG IN: Visit <https://bit.ly/2JWLHNA> a few minutes prior to the event. There will not be a special login to join the meeting. **Note:** If viewing from a phone or tablet, you may be prompted to install the Livestream app and create a log-in, however the meeting will open in your cell phone Internet browser with no app installation needed.

Representatives from Pennsylvania American Water and our program administrator, Dollar Energy Fund, will provide information about:

- Bill payment assistance programs – overview and benefits
 - H2O Help to Others Program (emergency grants, bill discounts and conservation kits)
 - Payment arrangements
 - Budget billing
- Eligibility requirements
- Application process
- Tips to reduce water usage and lower your bill

Participants will also have the ability to ask questions via an online chat function live during the event.



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.



Assisting
customers for
decades

NOT ABLE TO JOIN US?

Here's an overview of our H2O Help to Others™ Program



For more than 25 years, Pennsylvania American Water has been assisting customers who qualify through its H2O Help to Others Program™. The program offers three main services: grants, a discount on the service charge, and water-saving devices and education grants and a discount on the service charge.

WATER SERVICE ASSISTANCE

For more than 25 years, Pennsylvania American Water has been assisting customers who qualify through its H2O Help to Others Program™. The program offers three main services:

- Grants of up to \$500 per year
- An 85 percent discount on the monthly water service charge
- Water-saving devices and education

WASTEWATER SERVICE ASSISTANCE

- Grants of up to \$500 per year
- A 20 percent discount on the total wastewater charges

ABOUT THE PROGRAMS

Grant Programs

During the 2018-19 program year, Pennsylvania American Water provided \$501,378 in water and wastewater assistance grants to 1,860 households. Grants are funded through a corporate donation (\$450,000 per year) and customer and employee donations. To qualify for a grant, customers must have annual household incomes at or below 200 percent of the Federal Poverty guidelines (see chart) and applicants must have made a sincere effort to pay their bill.



Discount Programs

To qualify for the water and/or wastewater discount program, customers must have annual incomes at or below 150 percent of the Federal Poverty guidelines (see chart).

Water-Saving Devices and Education

Customers who qualify for the H2O Help to Others Program™ may also qualify to receive a water-saving kit that includes a low-flow shower head, faucet aerators, toilet tank diverter and non-toxic leak-detecting dye tablets. Also included is an educational booklet that explains how to install the devices and provides helpful tips on how to save water inside and outside the home, so customers can take an active part in reducing their water bill through wise water use.

MONTHLY INCOME GUIDELINES

Number of Persons in Household	GRANT PROGRAM Total Combined Monthly Income	DISCOUNT PROGRAM Total Combined Monthly Income
1	\$2,127	\$1,595
2	\$2,873	\$2,155
3	\$3,620	\$2,715
4	\$4,367	\$3,275
5	\$5,113	\$3,835
6	\$5,860	\$4,395
7	\$6,607	\$4,955
8	\$7,353	\$5,515
For each additional person	\$747	\$560

LEARN MORE ONLINE

- **Pennsylvania American Water:** pennsylvaniaamwater.com
Under Customer Service & Billing, select Customer Assistance Programs.
- **Dollar Energy Fund:** www.dollarenergy.org