

Learn more

Visit westvirginiaamwater.com. Under “Customer Service & Billing,” click on “Customer Assistance Programs.”

Want to lend a hand?

To contribute, add a donation to your monthly West Virginia American Water bill. West Virginia American Water will match your pledge, up to established guidelines. Our company assumes all administrative costs, so that 100 percent of your donation and our matching funds go to qualifying customers.

Please complete, detach and return this form with your next West Virginia American Water bill payment. You can also send a donation directly to the Dollar Energy Fund at PO Box 42329, Pittsburgh, PA 15203. Please write “Dollar Energy Fund Donation - WV” on the memo portion of your check. Contributions can also be made online at dollarenergy.org.

Yes, I would like to assist an individual or family in need.

- I would like to make a one-time donation of \$_____
- I would like to donate a regular amount each month. Please add this amount to my water bill:
- \$25 \$10 \$5 \$1 Other \$_____

Name (please print) _____

Account Number _____

Address _____

City _____ State _____ Zip _____

Signature _____

Date _____

West Virginia residents may obtain a summary of Dollar Energy Fund, Inc. registration and financial documents from the Secretary of State, State Capitol, Charleston, West Virginia 25301. Registration does not imply endorsement.



HELPING CUSTOMERS IN NEED

Learn about our customer assistance programs



**WEST VIRGINIA
AMERICAN WATER**

WE KEEP LIFE FLOWING™

WE OFFER TWO PROGRAMS FOR CUSTOMERS IN NEED

Assistance through Dollar Energy Fund

If you have a West Virginia American Water cutoff notice or have already been disconnected and your household income is at or below 150 percent of the federal poverty income guidelines, you may qualify for assistance through the Dollar Energy Fund. Eligible customers receive a one-time grant of up to \$500 applied directly to their utility bills. The grants are distributed on a first come, first served basis beginning October 1. To learn more or to apply, visit www.dollarenergy.org or call customer service at 1-800-685-8660.

Monthly income guidelines for customer assistance through Dollar Energy Fund

(total combined monthly income)

# of People in House	Discount Program
1	\$1,595
2	\$2,155
3	\$2,715
4	\$3,275
5	\$3,835
6	\$4,395
For each additional person	\$560

Assistance through the Special Reduced Rate Program

West Virginia American Water's Special Reduced Rate Program provides a 20 percent discount on current residential water and wastewater rates for households that qualify. Eligibility is determined by the West Virginia Department of Health & Human Resources (WVDHHR). To qualify, you must be a residential West Virginia American Water customer and currently receive at least one of the following:

1. Supplemental Security Income (SSI)
NOTE: children under age 18 are not eligible.
2. WV WORKS
3. Supplemental Nutrition Assistance Program (SNAP) and be 60 years of age or older

How it works

West Virginia American Water customers who are determined by WVDHHR to be eligible should receive a special application from WVDHHR. These applications were customized specifically for this program and are the only way to enroll. If you did not receive an application form and are certain that you receive one of the three types of assistance listed, please contact your county WVDHHR office to request an application.

IMPORTANT: Applications should be mailed to West Virginia American Water, 1600 Pennsylvania Ave., Charleston, WV 25302 as directed in the letter from WVDHHR. Please do not include the application with your bill.

Customers enrolled in the Special Reduced Rate Program receive a 20 percent discount that appears as a credit on their monthly water and/or wastewater bills. The discount is applied to water and wastewater rates authorized by the Public Service Commission only; NOT taxes, surcharges or any other charges. Once enrolled, customers do not need to re-enroll every year. If a customer who is currently enrolled in the discount program is no longer receiving one of the three qualifying types of assistance, West Virginia American Water will remove the discount from the customer's account within 30 days of being notified of the change in benefits by WVDHHR.

How the programs are funded

Customers' monthly West Virginia American Water payments do not subsidize the customers enrolled in these programs. Instead, the state reimburses the company for the Special Reduced Rate Program through a credit toward its state Business & Occupation tax. Likewise, grants made through the Dollar Energy Fund are made possible by the shareholders of West Virginia American Water, not our customers.