



NEW JERSEY
AMERICAN WATER

WE KEEP LIFE FLOWING™



H2O HELP TO OTHERS™

One way we do this is through our customer assistance programs. If you're experiencing financial hardship, please reach out to us. We may be able to assist. Here are programs we offer to help keep your life flowing:

FINANCIAL ASSISTANCE

Through our H2O Help to Others Program™, we offer financial assistance for water and wastewater customers who qualify.

- **Grants:** Customers who qualify may receive a grant of up to \$500 to help pay their water bill for indoor water use only. This would not apply to water for outdoor purposes, such as sprinkler systems. A grant from this program may not cover a recipient's entire water bill. In some cases, recipients must pay a portion of their bill based on their balance. Grants are available to qualifying customers once every three years.
- **Service Charge Discount:** Customers who qualify may receive a 100 percent discount on their monthly fixed service charge for water. Service charge discounts are also available for our wastewater customers.
- **DSIC Discount:** Customers who are on social security or Medicare are also eligible to receive a discount off the monthly DSIC charge, which is based on meter size.



Our customers are at the center of everything we do. We never forget that at the end of every water pipe there's a family depending on us to provide this important and essential service.

Mark McDonough, President
New Jersey American Water

Do you qualify?

To qualify, customers must have annual incomes at or below 300 percent of the Federal Poverty Income Guidelines (FPIG). For additional qualification requirements, please contact New Jersey SHARES, New Jersey American Water's program administrator.

MONTHLY INCOME GUIDELINES

# of People in House	Total Combined Monthly Income
1	\$3,645
2	\$4,930
3	\$6,215
4	\$7,500
5	\$8,785
6	\$10,070
7	\$11,355
8	\$12,640
For each additional person	\$1,713

FOR MORE INFORMATION

For more information, or to see if you qualify for these programs, contact New Jersey American Water's program administrator, New Jersey SHARES, toll-free, at:

NEW JERSEY SHARES

1-877-652-9426

(1-877-NJAWH2O)
www.njshares.org



MAKE A DIFFERENCE

You can make a difference in someone's life by contributing to the H2O Help to Others Program™ today. New Jersey American Water assumes all administrative costs for this program, so that every penny you donate goes directly to qualifying customers in need.

INSTALLMENT PLANS

You may be eligible for an installment plan to extend the time you have to pay a past due balance. Installment plans vary based on your past due amount and the information you provide to us about your ability to pay.

BUDGET BILLING

Budget billing is a free service that is available to eligible residential customers. The program makes managing your cash flow easier by providing predictable monthly payments and avoiding unplanned seasonal spikes that may be difficult to pay. To learn more about budget billing or installment plans, contact our Customer Service Center at 1-800-272-1325, M-F, 7 a.m. to 7 p.m.

WATER SAVING TIPS AND TOOLS

We offer tips and tools to help customers save water and money:

- **Leak Detection Kit** to help identify common and not-so-common household leaks.
- **Conservation Tips**
- **Water Use Calculator**, which allows you to input water use information specific to your household and offers tips on where you can save water and energy based on that information.

Visit newjerseyamwater.com. Under **Water Information**, select **Detecting Leaks** and **Wise Water Use**.

LEARN MORE ONLINE

- **New Jersey American Water:** newjerseyamwater.com
Under Customer Service & Billing, select Bill Paying Assistance.
- **New Jersey SHARES:** www.njshares.org

Para obtener información sobre nuestros programas de asistencia a los clientes en español, visite newjerseyamwater.com. Seleccione Programas de asistencia para clientes en Servicio al cliente y facturación. New Jersey American Water también brinda servicios de traducción al español a través del Servicio al cliente. Llame al 1-800-272-1325.

ASSIST A FAMILY IN NEED

H2O HELP TO OTHERS™ PROGRAM PLEDGE FORM

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 monthly water bill:

\$25 \$10 \$5 \$1 Other \$ _____

Name (please print)

Account Number

Address

City

State

Zip

Signature

Date

Please complete, detach and return this form with your next New Jersey American Water bill payment. You can also send a donation directly to New Jersey SHARES at:

New Jersey SHARES
4 Walter E. Foran Boulevard
Suite 105
Flemington, NJ 08822

Please write "H2O Program Donation - NJ" on the memo portion of your check.

For more information, call **1-877-652-9426**
(1-877-NJAWH2O).