

CUSTOMER ASSISTANCE

Assisting low-income customers for nearly a decade



NEW JERSEY
AMERICAN WATER

Assisting customers who need it most

For more than eight years, New Jersey American Water has been assisting low-income customers who qualify through its H2O Help to Others Program™ and Low Income Payment Program (LIPP).

H2O Help to Others Program™

Our **H2O Help to Others Program™** provides aid to those who need it most. Customers who qualify may receive a grant of up to \$500 to help pay their water bill. 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 income. In 2008, the company provided more than \$175,000 in assistance grants to 669 households. The program's grant monies are funded through a corporate match (up to a total of \$50,000) of customer and employee donations.



Low Income Payment Program (LIPP)

The **Low Income Payment Program (LIPP)** takes the H2O Program one step further by providing aid to New Jersey American Water's most economically challenged customers. This aid can be equivalent to as much as 20 percent of a customer's monthly bill, depending on eligibility.

Eligibility Guidelines

To qualify for the H2O and LIPP programs, customers must have annual incomes at or below 200 percent of the Federal Poverty guidelines for the H2O program and 175 percent for LIPP program, as provided in the chart below. For additional qualification requirements, customers can contact New Jersey SHARES, New Jersey American Water's program administrator.

MONTHLY INCOME GUIDELINES		
	H2O PROGRAM	LIPP PROGRAM
Number of Persons in Household	Total Combined Monthly Income	Total Combined Monthly Income
1	\$1,805	\$1,580
2	\$2,428	\$2,125
3	\$3,052	\$2,671
4	\$3,675	\$3,217
5	\$4,298	\$3,761
6	\$4,922	\$4,307
7	\$5,545	\$4,853
8	\$6,168	\$5,397
For each additional person	\$623	\$546

Effective Feb. 1, 2009 - January 31, 2010

For more information

The program is administered by New Jersey SHARES, which is an independent, non-profit organization established to help those in need.

For more information, or to see if you qualify for these programs, contact New Jersey SHARES, toll-free, at:

1-877-652-9426

(1-877-NJAWH2O)

WE CARE ABOUT WATER. IT'S WHAT WE DO.



Lower your water bill by using water wisely

In addition to our two low-income programs, we educate customers on the importance of using water wisely to reduce their water bill by following these simple tips:

- Take a shower instead of a bath. It can save 40 - 55 gallons of water.
- Install water-saving showerheads and shorten your shower time to five minutes.
- Turn off the water while you are brushing your teeth.
- Rinse produce in a basin as opposed to running water.
- Run only full loads in your dishwasher and washing machine.
- Check your toilets for leaks – a leaky toilet can waste up to 100 gallons of water every day!
- Use a broom instead of a hose to clean patios and sidewalks.
- Water your lawn and plants only when they need it and make sure sprinklers are off when it rains. Watering after dark reduces the amount of water you need to achieve the same results as watering during the day.
- Use a hose nozzle on your hose to better control the flow.
- Don't leave the water running while washing your car. Using a spray nozzle and a bucket will help to use less water.
- Plant appropriately for your local climate. Choose plants that are drought-tolerant. Your local nursery can help.

For more tips, visit www.newjerseyamwater.com.

Want to Lend a Hand?

If you wish to contribute to the program, you can do so by adding a donation to your monthly New Jersey American Water bill. You can be assured that 100 percent of your donation and our matching funds go directly to qualifying customers. Our company assumes all administrative costs for this program, so that every penny you donate goes directly to this worthwhile cause.

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
1901 North Olden Avenue Extension
Suite 1A
Ewing, NJ 08618

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

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: _____

For more information, call **1-877-652-9426**
(1-877-NJAWH20).

This program is administered by New Jersey SHARES. For more information, log on to www.njshares.org or visit New Jersey American Water's website at www.newjerseyamwater.com. Under the Customer Service menu, select Billing & Payment Information.