

At Pennsylvania American Water, we believe fresh, clean water is a resource that should be made available to everyone. That is why we offer a program to provide assistance to low-income families.



Printed on paper containing recycled content. Each ton of recycled paper saves 7,000 gallons of water.



AM411i

In a world where everything we touch frequently changes, water is our constant. We've never stopped needing it to drink, to cook, to clean, to live. We'll always need it for sanitation, for fire protection, for watering our lawns and washing our cars.

It's easy to take water for granted. And because so many do, we don't.

We are scientists, environmentalists, innovators, and protectors. We are also residents and employees in the communities we serve. We understand how important, how precious, and how critical water is to daily life.

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

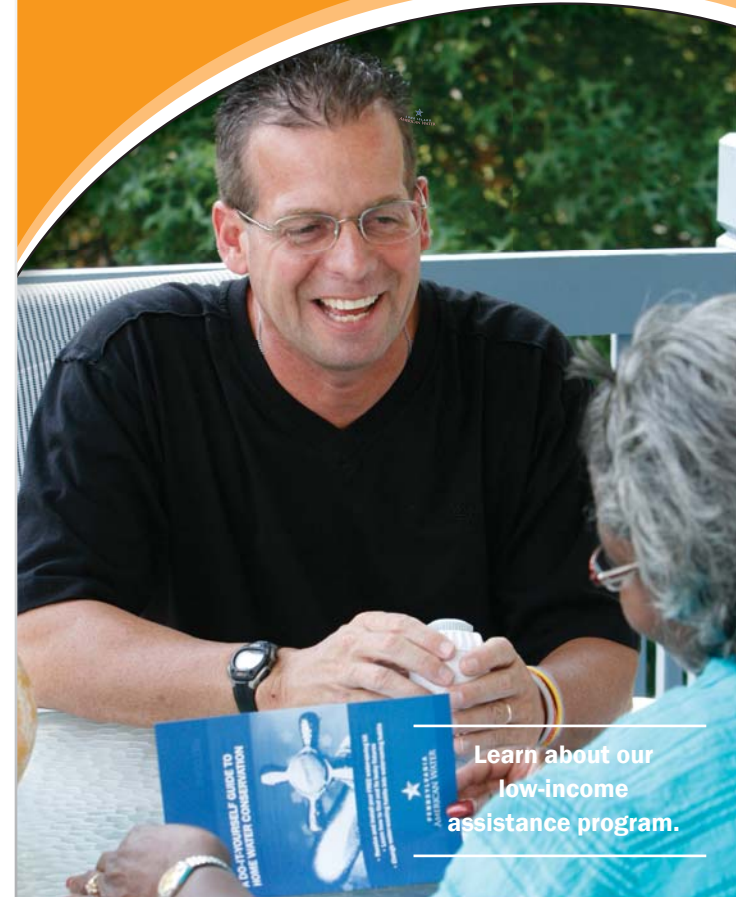


**PENNSYLVANIA
AMERICAN WATER**
www.pennsylvaniaamwater.com
1-800-565-7292

H₂O Help to Others Program™



**PENNSYLVANIA
AMERICAN WATER**



Learn about our
low-income
assistance program.

H₂O Help to Others Program™

For more than 15 years, Pennsylvania American Water has been assisting low-income customers who qualify through its **H₂O Help to Others Program™**. The program provides three services:

- Grants of up to \$500 per year
- 65 percent discount on the monthly service fee
- Water-saving devices and education

In 2009, Pennsylvania American Water provided nearly \$285,600 in assistance grants to 961 households. Grants are funded through a corporate match (up to \$250,000 per year) of customer and employee donations. In addition, there were more than 6,600 customers enrolled in the monthly discount program at the end of last year.

A grant from this program may not cover the recipient's entire water bill. To qualify for this program, the total monthly household income can not exceed the monthly guidelines listed in the chart below, and all applicants must have made a sincere effort to pay their bill. Please contact Dollar Energy Fund, our program administrator, for additional qualification requirements.

2010 MONTHLY INCOME GUIDELINES FOR THE GRANT PROGRAM	
Number of Persons In Household	Total Combined Monthly Income
1	\$1,805
2	\$2,428
3	\$3,052
4	\$3,675
5	\$4,298
6	\$4,922
7	\$5,545
8	\$6,168
For each additional family member add \$623	

To qualify for the service fee discount, the total monthly household income can not exceed the monthly guidelines listed in the chart below. Please contact Dollar Energy Fund, our program administrator, for additional qualification requirements.

2010 MONTHLY INCOME GUIDELINES FOR THE SERVICE FEE DISCOUNT	
Number of Persons In Household	Total Combined Monthly Income
1	\$1,354
2	\$1,821
3	\$2,289
4	\$2,756
5	\$3,224
6	\$3,691
7	\$4,159
8	\$4,626
For each additional family member add \$468	

For more information

The H₂O Help to Others Program™ is administered by Dollar Energy Fund (grants and discount) and Conservation Consultants, Inc. (water-saving devices and education), which are independent, non-profit organizations established to help those in need. For more information, or to see if you qualify for these programs, call Dollar Energy Fund toll-free at 1-888-282-6816.

COVER: H₂O Help to Others Program™ Administrator Pat Lovelace (right) meets with a customer whose health care issues resulted in unexpected bills for his family. The customer applied for assistance from the program and was approved. Here, he learns about the use of water-saving devices and other ways to reduce water usage.

Make your pledge to the H₂O Program today.



If you wish to contribute to the program, you can do so by adding a donation to your monthly Pennsylvania 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 Pennsylvania American Water bill payment. You can also send a donation directly to the Dollar Energy Fund at P.O. Box 42329, Pittsburgh, PA 15203. Please write "H₂O Program Donation - PA" 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 1-888-282-6816.

This program is administered by Dollar Energy Fund.

www.dollarenergy.org



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