ILLINOIS AMERICAN WATER

WE KEEP LIFE FLOWING®

H2O HELP TO OTHERS PROGRAM™

One-time, supplemental assistance for residential water and/or wastewater customers who would otherwise have trouble paying their bill.

The H2O Help to Others Program™ for Illinois-based American Water customers is supported by the company and generous customers. The program is administered by select Salvation Army agencies in the company's service territory.

Any Illinois American Water residential customers who request assistance from The Salvation Army and demonstrate financial need under the criteria established by The Salvation Army are eligible to seek participation in the H2O Help to Others Program™.

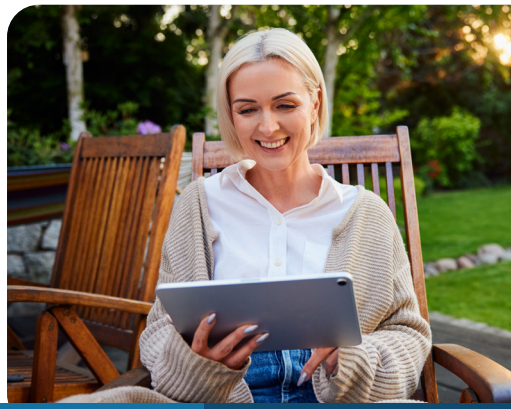
ELIGIBILITY

- Must be a residential customer of Illinois American Water.
- Must provide a current copy of a delinquent water and/or wastewater bill to a Salvation Army caseworker.
- Must demonstrate financial need not due to chronic or intentional delinquency.
- The Salvation Army may only assist an individual/family one time per calendar year through this program, with maximum assistance of $100.00 per individual/family toward a delinquent account.

For more information, contact the Illinois American Water Customer Service Center at 800-422-2782.

HOW YOU CAN HELP

Illinois American Water customers who wish to contribute to the H2O Help to Others Program™ may do so by adding a donation to their bill payment. Your one-time pledge or recurring donation will be automatically added to your water bill as designated.



HOW DO I APPLY FOR H2O HELP TO OTHERS ASSISTANCE?

Contact a Salvation Army near you* or contact the Illinois American Water Customer Service Center at 800-422-2782.

Alton Salvation Army: 618-465-7765
525 Alby Street, Alton, IL 62002

Belleville Salvation Army: 618-235-7378
20 Glory Place, Belleville, IL 62226

Cairo Salvation Army: 618-993-5854
906 Tower Square Plaza, Marion, IL 62959

Champaign Salvation Army: 217-373-7832
2212 N Market, Champaign, IL 61822

East St. Louis Salvation Army: 618-874-3136
616 N. 16th Street, East St. Louis, IL 62205

Granite City Salvation Army: 618-451-7957
3007 E. 23rd Street, Granite City, IL 62040

Jerseyville Salvation Army: 618-498-6669
813 W. Carpenter Street, Jerseyville, IL 62052

Lincoln Salvation Army: 217-732-7890
307 N. Kickapoo, Lincoln, IL 62656

Peoria Salvation Army: 309-655-7272
401 N.E. Adams, Peoria, IL 61603

Pekin Salvation Army: 309-346-3010
243 Derby Street, Pekin, IL 61554

Pontiac Salvation Army: 815-844-5005
112 N. Division, Pontiac, IL 61764

South Beloit Salvation Army: 815-972-1135
416 S. Madison Street, Rockford, IL 61104

Sterling Salvation Army: 815-625-1622
409 Avenue F, Sterling, IL 61081

Streator Salvation Army: 815-672-2746
126 S. Bloomington Street, Streator, IL 61364

CHICAGO METRO AREA

Aurora Salvation Army: 630-897-7265
437 E. Galena Boulevard, Aurora, IL 60505

Bolingbrook Salvation Army: 630-759-1317
241 Canterbury Lane, Bolingbrook, IL 60440

Des Plaines Salvation Army: 847-981-9111
609 W. Dempster, Des Plaines, IL 60016

Joliet Salvation Army: 815-726-4834
300 3rd Avenue, Joliet, IL 60433

Norridge Salvation Army: 708-456-6220
8354 W. Foster Avenue, Norridge, IL 60706

Oakbrook Terrace Salvation Army: 630-629-4948
1 S. 415 Summit, Villa Park, IL 60181

**Our team is actively working to identify more partnerships and expand program capacity. If a Salvation Army agency is not close to your residence, we can help connect you to an agency that will consider your request for assistance.*

SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.