



PENNSYLVANIA
AMERICAN WATER

WE KEEP LIFE FLOWING™



Assisting
customers
in need for
decades



H2O HELP TO OTHERS™



WATER SERVICE ASSISTANCE

For more than 30 years, Pennsylvania American Water has been assisting customers who qualify through its H2O Help to Others Program™. The program offers three main services:

- **Grants of up to \$500** per household per year.
- **A 40% to 80% discount on the monthly service fee and a 25% to 80% discount on the monthly volumetric charges**, which saves the average residential customer using 3,212 gallons/month \$19.93 to \$55.39 every month.* See chart on reverse side.
- **Water-saving devices and education.** The water-saving kit includes a low-flow shower head, faucet aerators, toilet tank diverter and non-toxic leak-detecting dye tablets. Also included is an educational booklet that explains how to install the devices and provides helpful tips on how to save water inside and outside the home, so customers can take an active part in reducing their water bill through wise water use.

WASTEWATER SERVICE ASSISTANCE

- **Grants of up to \$500** per household per year.
- **A 30% to 80% discount on the total wastewater charges**, which saves the average residential customer using 3,212 gallons/month \$42.00 to \$88.18 every month.* See chart on reverse side.

MONTHLY INCOME GUIDELINES

WATER & WASTEWATER GRANT PROGRAM INCOME GUIDELINES	
200% of the FPIG	
Number of Persons in Household	Total Combined Monthly Income
1	\$2,430
2	\$3,287
3	\$4,143
4	\$5,000
5	\$5,857
6	\$6,713

Contact our program administrator, Dollar Energy Fund, if you have more than six members in your household.

FOR MORE INFORMATION

Pennsylvania American Water's **H2O Help to Others Program™**

is administered by the Dollar Energy Fund, an independent, non-profit organization established to help those in need.

For more information about the program or for help determining your eligibility, contact:

DOLLAR ENERGY FUND
1-888-282-6816

SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

WATER SERVICE ASSISTANCE

MONTHLY WATER DISCOUNT			
	TIER 1	TIER 2	TIER 3
Discount on total water charges	80% discount	65% discount	40% discount
Discount on volumetric charges	80% discount	50% discount	25% discount
Savings per month for the average residential customer using 3,212 gallons*	\$55.39 per month	\$37.25 per month	\$19.93 per month

WASTEWATER SERVICE ASSISTANCE

MONTHLY WASTEWATER DISCOUNT			
	TIER 1	TIER 2	TIER 3
Discount on total wastewater charges	80% discount	50% discount	30% discount
Savings per month for the average residential customer using 3,212 gallons*	\$88.18 per month	\$65.09 per month	\$42.00 per month

MONTHLY DISCOUNT INCOME GUIDELINES			
% of Federal Poverty Income Guidelines (FPIG)	TIER 1 0–50% of the FPIG	TIER 2 51–100% of the FPIG	TIER 3 101–150% of the FPIG
Number of Persons in Household	Total Combined Monthly Income		
1	\$0 – \$608	>\$608 – \$1,215	>\$1,215 – \$1,823
2	\$0 – \$822	>\$822 – \$1,643	>\$1,643 – \$2,465
3	\$0 – \$1,036	>\$1,036 – \$2,072	>\$2,072 – \$3,108
4	\$0 – \$1,250	>\$1,250 – \$2,500	>\$2,500 – \$3,750
5	\$0 – \$1,464	>\$1,464 – \$2,928	>\$2,928 – \$4,393
6	\$0 – \$1,678	>\$1,678 – \$3,357	>\$3,357 – \$5,035
Contact our program administrator, Dollar Energy Fund, if you have more than six members in your household.			

*The actual discount amount may vary based on rate zone and usage. Discount shown is for rate zone 1 customers with a 5/8" meter.

HOW TO APPLY

Grants

- Apply online at dollarenergy.org/myapp
- Visit dollarenergy.org to find the organization in your community where you can apply
- Call Dollar Energy Fund at 1-888-282-6816

Discounts

- Call Dollar Energy Fund at 1-888-282-6816

LEARN MORE ONLINE

- **Pennsylvania American Water:** pennsylvaniaamwater.com
Under Customer Service & Billing, select Customer Assistance Programs.
- **Dollar Energy Fund:** www.dollarenergy.org

WANT TO LEND A HAND?

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.

OTHER PROGRAMS PENNSYLVANIA AMERICAN WATER OFFERS

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. We collect this information, including household income and number of people in your household, to determine what options we can provide to you.

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 1-800-565-7292, 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 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 pennsylvaniaamwater.com. Under **Water Information**, select **Detecting Leaks** and **Wise Water Use**.