



LEARN MORE ABOUT OUR

CUSTOMER ASSISTANCE PROGRAMS

We're hosting a virtual information session on our H2O Help to Others program and other assistance available. We hope you can join us.



For more 12 years, West Virginia American Water has been assisting customers who qualify through its H2O Help to Others Program™. Join us and learn more about our customer assistance programs.

WHO: West Virginia American Water Customers

WHAT: Virtual Information Session on West Virginia American Water's Customer Assistance Programs

WHEN: Thursday, June 24, 2021, 7:00 p.m.

WHERE: Online (pre-registration not required).

TO LOG IN: Visit livestream.com/americanwater/wvcaw a few minutes prior to the event. There will not be a special login to join the meeting. **Note:** If viewing from a phone or tablet, you may be prompted to install the Livestream app and create a log-in, however the meeting will open in your cell phone Internet browser with no app installation needed.

Representatives from West Virginia American Water and our program administrator, Dollar Energy Fund, will provide information about:

- Bill payment assistance programs – overview and benefits
 - H2O Help to Others Program (emergency grants and bill discounts)
 - Payment arrangements
 - Installment plans
- Eligibility requirements
- Application process

Participants will also have the ability to ask questions via an online chat function live during the event.



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

NOT ABLE TO JOIN US?

Here's an overview of our H2O Help to Others™ Program



For more than 12 years, West Virginia American Water has been assisting customers who qualify through its H2O Help to Others Program™.

Assistance through Dollar Energy Fund

If you have a West Virginia American Water cutoff notice or have already been disconnected and your household income is at or below 150 percent of the federal poverty income guidelines, you may qualify for assistance through the Dollar Energy Fund. Eligible customers receive a one-time grant of up to \$500 applied directly to their utility bills. The grants are distributed on a first come, first served basis beginning October 1. To learn more or to apply, visit dollarenergy.org or call customer service at 1-800-685-8660.

Monthly income guidelines for customer assistance through Dollar Energy Fund (total combined monthly income)

# of People in House	Discount Program
1	\$1,610
2	\$2,177
3	\$2,745
4	\$3,312
5	\$3,880
6	\$4,447
For each additional person	\$567

ASSISTANCE THROUGH THE SPECIAL REDUCED RATE PROGRAM

West Virginia American Water's Special Reduced Rate Program provides a 20 percent discount on current residential water and wastewater rates for households that qualify. Eligibility is determined by the West Virginia Department of Health & Human Resources (WV DHHR). To qualify, you must be a residential West Virginia American Water customer and currently receive at least one of the following:

1. Supplemental Security Income (SSI)
NOTE: children under age 18 are not eligible.
2. WV WORKS
3. Supplemental Nutrition Assistance Program (SNAP) and be 60 years of age or older



How it works

West Virginia American Water customers who are determined by WV DHHR to be eligible should receive a special application from WV DHHR. These applications were customized specifically for this program and are the only way to enroll. If you did not receive an application form and are certain that you receive one of the three types of assistance listed, please contact your county WV DHHR office to request an application.

IMPORTANT:

- **Applications should be mailed to West Virginia American Water, 4002 Ohio River Road, Huntington, WV 25702.**
- **Faxed and/or scanned applications cannot be accepted.**
- **Please do not include the application with your bill.**

Customers enrolled in the Special Reduced Rate Program receive a 20 percent discount that appears as a credit on their monthly water and/or wastewater bills. The discount is applied to water and wastewater rates authorized by the Public Service Commission only; NOT taxes, surcharges or any other charges. Once enrolled, customers do not need to re-enroll every year. If a customer who is currently enrolled in the discount program is no longer receiving one of the three qualifying types of assistance, West Virginia American Water will remove the discount from the customer's account within 30 days of being notified of the change in benefits by WV DHHR.

LEARN MORE ONLINE

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