



Make your pledge today

It's easy to make a donation to support the Dollar Energy Fund. If you are a West Virginia American Water customer, you can do so by adding a donation to your monthly West Virginia American Water bill.

West Virginia American Water will match customer pledges, up to established guidelines, for customers in the areas we serve. 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 West Virginia American Water bill payment. You can also send a donation directly to the Dollar Energy Fund at P.O. Box 3979, Charleston, WV 25339. Please write "Dollar Energy Fund Donation - WV" 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 _____

You may also make a contribution online at www.dollarenergy.org.

West Virginia residents may obtain a summary of Dollar Energy Fund, Inc. registration and financial documents from the Secretary of State, State Capitol, Charleston, West Virginia 25301. Registration does not imply endorsement.

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About the Dollar Energy Fund

Dollar Energy Fund Inc. is a non-profit 501(c)3, founded in 1983 in western Pennsylvania by a coalition of concerned community and business leaders. Since its inception, the Hardship Program has provided more than \$103 million in utility assistance to more than 360,000 low-income households.

In West Virginia, the program has provided more than 24,000 households with grants totaling almost \$5 million since 2008. This achievement was possible because of the support of West Virginia American Water, five other partnering utility companies (First Energy, American Electric Power, Dominion Hope, Equitable Gas and Mountaineer Gas), various corporations, foundations and customers like you. The program was originally made possible through the assistance and encouragement of the Governor's office, the utility industry and a start-up grant from The Claude Worthington Benedum Foundation.

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WA108i

Helping customers in need



**WEST VIRGINIA
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Learn about our low-income customer assistance programs.



At about a penny per gallon, your water bill is one of the lowest household bills you pay. However, we also know that our bill is not the only bill customers pay each month and understand that some may need financial assistance to keep the water flowing.



Customer assistance through the Dollar Energy Fund

Help when you need it

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, 2014. To apply, go online to www.dollarenergy.org or call 211 (information and referral) for more information.

MONTHLY INCOME GUIDELINES FOR CUSTOMER ASSISTANCE THROUGH THE DOLLAR ENERGY FUND	
Number of Persons in Household	DISCOUNT PROGRAM Total Combined Monthly Income
1	\$1,459
2	\$1,966
3	\$2,474
4	\$2,981
5	\$3,489
6	\$3,996
7	\$4,504
8	\$5,011
For each additional person	\$507

Customer assistance through the Special Reduced Rate Program

West Virginia American Water launched a new program in April 2013 that provides a 20 percent discount on current residential water rates for low income households that qualify, as approved by the Public Service Commission (PSC) of West Virginia.

Who is eligible

Eligibility for this program is determined by the West Virginia Department of Health & Human Resources (WVDHHR). To qualify, you must be a residential West Virginia American Water customer and currently receive at least one of the following:

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

What it means for those who qualify

West Virginia American Water already provides high-quality, reliable water service for about a penny per gallon—an exceptional value. Customers who qualify for this discount program will receive service for less than a penny per gallon. The average

residential household bill (3,453 gallons) would be discounted from \$43.30 to \$34.64 per month and the minimum bill (1,500 gallons) would be discounted from \$23.20 to \$18.56 per month.

How it works

West Virginia American Water customers who are determined by WVDHHR to be eligible should have received a special application in the mail from WVDHHR. 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 above, please contact your county WVDHHR office to request an application.

Customers enrolled in the special reduced rate program receive a 20 percent discount that appears as a credit on their monthly water bills. The discount is applied to water rates authorized by the Public Service Commission only; NOT wastewater rates, 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 WVDHHR.

How our customer assistance programs are funded

Customers' monthly West Virginia American Water payments do not subsidize the customers enrolled in these programs. Instead, the state reimburses the company for the special reduced rate program through a credit toward its state business and occupation tax. Likewise, grants made through the Dollar Energy Fund are made possible by the shareholders of West Virginia American Water, not our customers.