



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      | 40% 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<br>0–50%<br>of the FPIG | TIER 2<br>51–100%<br>of the FPIG | TIER 3<br>101–150%<br>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](http://dollarenergy.org/myapp)
- Visit [dollarenergy.org](http://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](http://pennsylvaniaamwater.com)  
Under Customer Service & Billing, select Customer Assistance Programs.
- **Dollar Energy Fund:** [www.dollarenergy.org](http://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](http://pennsylvaniaamwater.com). Under **Water Information**, select **Detecting Leaks** and **Wise Water Use**.