



PENNSYLVANIA
AMERICAN WATER

WE KEEP LIFE FLOWING™



Assisting
customers
in need for
decades



H2O HELP TO OTHERS™



WATER SERVICE ASSISTANCE

For 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 year.
- An 85 percent discount on the monthly service fee and 10 percent discount on the monthly volumetric charges, which saves the average residential customer using 3,458 gallons/month \$19.48 every month.
- Water-saving devices and education.

WASTEWATER SERVICE ASSISTANCE

- Grants of up to \$500 per year.
- A 30 percent discount on the total wastewater charges, which saves the average residential customer using 3,458 gallons/month \$23.52 every month.

ABOUT THE PROGRAMS

Grant Programs

In 2021, 1,680 households received grants totaling \$769,890. Grants are funded through a corporate donation (\$600,000 per year) and customer and employee donations. To qualify for a grant, customers must have annual

household incomes at or below 200 percent of the Federal Poverty guidelines (see chart below) and applicants must have made a sincere effort to pay their bill.

Discount Programs

To qualify for the water and/or wastewater discount program, customers must have annual incomes at or below 150 percent of the Federal Poverty guidelines (see chart). In 2021, we provided approximately \$4.5 million total in monthly bill discounts.

Water-Saving Devices and Education

Customers who qualify for the H2O Help to Others Program™ may also qualify to receive a water-saving kit that 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. In 2021, we provided 1,556 conservation kits and education to customers who qualified.

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 and additional qualification requirements, contact:

DOLLAR ENERGY FUND
1-888-282-6816

SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.



ASSIST A FAMILY IN NEED

H2O HELP TO OTHERS™ PROGRAM

PLEDGE FORM

Yes, I would like to assist an individual or family in need.

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 monthly water bill:

\$25 \$10 \$5 \$1 Other \$ _____

Name (please print)

Account Number

Address

City

State Zip

Signature

Date

Please complete, detach and return this form with your next Pennsylvania American Water bill payment. You can also send a donation directly to the Dollar Energy Fund at:

Dollar Energy Fund
P.O. Box 42329
Pittsburgh, PA 15203.

Please write "H2O Program Donation - PA" on the memo portion of your check.

For more information, call **1-888-282-6816**.

MONTHLY INCOME GUIDELINES

Number of Persons in Household	GRANT PROGRAM Total Combined Monthly Income	DISCOUNT PROGRAM Total Combined Monthly Income
1	\$2,265	\$1,699
2	\$3,051	\$2,289
3	\$3,838	\$2,879
4	\$4,625	\$3,469
5	\$5,411	\$4,059
6	\$6,198	\$4,649
7	\$6,985	\$5,239
8	\$7,771	\$5,829
For each additional person	\$786	\$590

HOW TO APPLY

Customers can apply online at dollarenergy.org/myapp or by calling Dollar Energy at **1-888-282-6816**.

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.

LEARN MORE ONLINE

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

For the latest news about Pennsylvania American Water, check us out on Facebook at www.facebook.com/pennsylvaniaamwater and follow us on Twitter at Twitter.com/paamwater.