

FINANCIAL ASSISTANCE PROGRAMS

For more than a decade, Virginia American Water has been assisting customers who qualify through its **H2O Help to Others Program™**.

If you're experiencing financial hardship, please reach out to us. We may be able to assist. Here are some of the programs we offer to help keep your life flowing:

FINANCIAL ASSISTANCE

Since 2010, Virginia American Water has assisted customers pay their water bill through the **H2O Help to Others Program™**.

The program offers grants of up to \$500 per year for customers who qualify. Grants are funded through a corporate donation as well as customer and employee contributions.

To qualify, customers must have annual household incomes at or below 150 percent of the federal poverty guidelines (see chart) and applicants must have made a sincere effort to pay their bill. A grant from this program may not cover the recipient's entire water bill.

MONTHLY INCOME GUIDELINES	
# of People in House	Total Combined Monthly Income
1	\$1,883
2	\$2,555
3	\$3,228
4	\$3,900
5	\$4,573
6	\$5,245

Contact Dollar Energy Fund if you have more than eight members in your household.

Para obtener información sobre nuestros programas de asistencia a los clientes en español, visite virginiaamwater.com. Seleccione Programas de asistencia para clientes en Servicio al cliente y facturación. Virginia American Water también brinda servicios de traducción al español a través del Servicio al cliente. Llame al 1-800-452-6863.

LEARN MORE ONLINE

- **Virginia American Water:** Scan the QR code or visit virginiaamwater.com. Under Customer Service & Billing, select Customer Assistance Programs.
- **Dollar Energy Fund:** www.dollarenergy.org



OTHER PROGRAMS VIRGINIA AMERICAN WATER OFFERS

- **Budget Billing** helps make managing your cash flow easier by providing predictable monthly payments and avoiding unplanned seasonal spikes.
- **Installment Plans** help to extend the time you have to pay a past due balance.
- **Preferred Due Date** enables eligible customers to adjust their due date.

To see if you are eligible or to enroll in the above programs, visit MyWater at amwater.com/mywater.

In the **Payment Assistance** box, click **See All Options**. You can also contact our Customer Service Center.

Payment Assistance

We have various assistance options available to help you pay your bill:

- Budget Billing
- Installment Plan (Pay over time)
- One Time Extension
- Medical Holds
- Preferred Due Date

[See All Options](#)

Water Saving Tips and Tools

We offer tips and tools to help customers save water and money. Visit us online at virginiaamwater.com. Under Water Information, select Detecting Leaks and Wise Water Use.