



PENNSYLVANIA  
AMERICAN WATER

WE KEEP LIFE FLOWING®



Assisting  
customers in need  
for decades



# H2O HELP TO OTHERS™

We want to help keep life flowing to our customers. One way we do this is through our customer assistance programs. If you're experiencing financial hardship, please reach out to us. We may be able to assist.

For more than 30 years, Pennsylvania American Water has been assisting customers who qualify through its H2O Help to Others Program™. Here's an overview of the programs we offer customers who qualify.

## WATER SERVICE ASSISTANCE

- **Grants of up to \$500** per household per year.
- **A 30% to 90% discount on the monthly service fee and a 20% to 80% discount on the monthly volumetric charges**, which saves the average residential customer using 3,201 gallons/month \$17.66 to \$64.99 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 37% to 85% discount on the total wastewater charges**, which saves the average residential customer using 3,201 gallons/month \$40.53 to \$93.12 every month.\*  
*See chart on reverse side.*

## NEW ARREARAGE FORGIVENESS PROGRAM

Residential customers enrolled in our H2O Help to Others monthly bill discounts may also be eligible for our Arrearage Forgiveness Program if they have a balance that is 60 or more days past-due and is at least \$150. Once accepted into the program, customers who pay their current monthly bill in full, plus a \$5 co-payment, will have \$25 of their past due balance forgiven.

## HOW TO APPLY

- 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

## LEARN MORE ONLINE

Scan the QR code or visit [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com).



Under Customer Service & Billing, select Customer Assistance Programs.

## OTHER PROGRAMS PENNSYLVANIA 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](http://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 [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Water & Wastewater Information, select Detecting Leaks and Wise Water Use.

## WATER & WASTEWATER GRANT PROGRAM INCOME GUIDELINES

250% of the FPIG	
Number of Persons in Household	Total Combined Monthly Income
1	\$3,137.50
2	\$4,258.33
3	\$5,379.17
4	\$6,500.00
5	\$7,620.83
6	\$8,741.67

Contact our program administrator, Dollar Energy Fund, if you have more than six members in your household.

### 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.

## WATER & WASTEWATER MONTHLY DISCOUNT INCOME GUIDELINES

% of Federal Poverty Income Guidelines (FPIG)	TIER 1 0–50% of the FPIG	TIER 2 51–100% of the FPIG	TIER 3 101–150% of the FPIG	TIER 4 151–200% of the FPIG
Number of Persons in Household	Total Combined Monthly Income			
1	\$0 – \$627.50	>\$627.51 – \$1,255.00	>\$1,255.01 – \$1,882.50	>\$1,882.51 – \$2,510.00
2	\$0 – \$851.67	>\$851.68 – \$1,703.33	>\$1,703.34 – \$2,555.00	>\$2,555.01 – \$3,406.67
3	\$0 – \$1,075.83	>\$1,075.84 – \$2,151.67	>\$2,151.68 – \$3,227.50	>\$3,227.51 – \$4,303.33
4	\$0 – \$1,300.00	>\$1,300.01 – \$2,600.00	>\$2,600.01 – \$3,900.00	>\$3,900.01 – \$5,200.00
5	\$0 – \$1,524.17	>\$1,524.18 – \$3,048.33	>\$3,048.34 – \$4,572.50	>\$4,572.51 – \$6,096.67
6	\$0 – \$1,748.33	>\$1,748.34 – \$3,496.67	>\$3,496.68 – \$5,245.00	>\$5,245.01 – \$6,993.33

Contact our program administrator, Dollar Energy Fund, if you have more than six members in your household.

## WATER SERVICE DISCOUNT

	TIER 1	TIER 2	TIER 3	TIER 4
Discount on water service charge	90% discount	75% discount	60% discount	30% discount
Discount on volumetric charges	80% discount	65% discount	40% discount	20% discount
Savings per month for the average residential customer using 3,201 gallons*	\$64.99 per month	\$53.16 per month	\$35.32 per month	\$17.66 per month

## WASTEWATER SERVICE DISCOUNT

	TIER 1	TIER 2	TIER 3	TIER 4
Discount on total wastewater charges	85% discount	73% discount	55% discount	37% discount
Savings per month for the average residential customer using 3,201 gallons*	\$93.12 per month	\$79.97 per month	\$60.25 per month	\$40.53 per month

\*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.

**Para obtener información sobre nuestros programas de asistencia a los clientes en español, visite [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com).** Seleccione Programas de asistencia para clientes en Servicio al cliente y facturación. Pennsylvania American Water también brinda servicios de traducción al español a través del Servicio al cliente. Llame al 1-800-565-7292.