



PENNSYLVANIA
AMERICAN WATER

WE KEEP LIFE FLOWING®

LEARN MORE
ABOUT OUR

BILL PAYING
ASSISTANCE PROGRAMS

Learn about our H2O Help to Others program and other assistance available to you and your family. We hope you can join us.

For more than 30 years, Pennsylvania American Water has been assisting low-income customers who qualify through its H2O Help to Others Program™ through grants, discounts and more.

WHAT: Pennsylvania American Water Community Resource & Assistance

WHEN: Tuesday, January 21, 2025, 1 p.m. to 6:30 p.m.

WHERE: Port Vue Borough Social, 1191 Romine Avenue, Port Vue

Pennsylvania American Water and Dollar Energy Fund team members on hand to discuss:

- Bill payment assistance programs – overview and benefits
 - H2O Help to Others Program (emergency grants, bill discounts and conservation kits)
 - Payment arrangements
 - Budget billing
- Eligibility requirements
- Application process
- Tips to reduce water usage and lower your bill

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“Our customers are at the center of everything we do. We never forget that at the end of every water pipe there’s a family depending on us to provide this important and essential service.”

— **Justin Ladner**, President, Pennsylvania American Water

Not able to
join us?



Scan the QR code or visit pennsylvaniaamwater.com. Under **Customer Service & Billing**, select **Customer Assistance Programs**. Customers can also call Dollar Energy Fund at 1-888-282-6816, option 3.

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.



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.*
- **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.*

*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.

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
- Visit dollarenergy.org to find the organization in your community where you can apply
- Call Dollar Energy Fund at 1-888-282-6816

Common types of documentation are pay stubs from the last 30 days, current year Social Security award letters, unemployment award letters and child support orders. Dollar Energy Fund can typically accept screenshots taken with your cellular phone.

LEARN MORE ONLINE

Scan the QR code or visit pennsylvaniaamwater.com. Under Customer Service & Billing, select Customer Assistance Programs.



QUESTIONS?

Call Dollar Energy Fund at 1-888-282-6816, option 3.

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. 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. 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. 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.