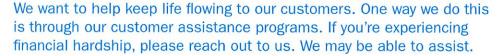


WE KEEP LIFE FLOWING®



Assisting customers in need for decades

H20 HELP TO OTHERS™



For more than 30 years, Pennsylvania American Water has been assisting customers who qualify through its H20 Help to Others Program $^{\text{TM}}$. Here's an overview of the programs we offer customers who qualify.

WATER SERVICE ASSISTANCE

- Grant(s) of up to a maximum amount of \$500 per year per household.
- 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.¹
 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

- Grant(s) of up to a maximum amount of \$500 per year per household.
- 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.¹
 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 copayment, 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

LEARN MORE ONLINE

Scan the QR code or visit 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. Payment arrangements are also available for nonresidential customers who qualify.
- 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 Opti

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 Federal Poverty Income Guidelines (FPIG) ²			
Number of Persons in Household	Total Combined Monthly Income		
1	\$3,260		
2	\$4,406		
3	\$5,552		
4	\$6,698		
5	\$7,844		
6	\$8,990		
Contact our program administrator, Dol	llar 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 FPIG	TIER 1 0–50% 51–100% of the FPIG 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 - \$652	>\$653 - \$1,304	>\$1,305 - \$1,956	>\$1,957 - \$2,608	
2	\$0 - \$881	>\$882 - \$1,763	>\$1,764 - \$2,644	>\$2,645 - \$3,525	
3	\$0 - \$1,110	>\$1,111 - \$2,221	>\$2,222 - \$3,331	>\$3,332 - \$4,442	
4	\$0 - \$1,340	>\$1,341 - \$2,679	>\$2,680 - \$4,019	>\$4,020 - \$5,358	
5	\$0 - \$1,569	>\$1,570 - \$3,138	>\$3,139 - \$4,706	>\$4,707 - \$6,275	
6	\$0 - \$1,798	>\$1,799 – \$3,596	>\$3,597 - \$5,394	>\$5,395 - \$7,192	
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 ¹	\$64.99 per month	\$53.16 per month	\$35.32 per month	\$17.66 per month

WASTEWATER SERVICE DISCOUNT

EXPOSITE VICTOR OF	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 ¹	\$93.12 per month	\$79.97 per month	\$60.25 per month	\$40.53 per month

¹The actual discount amount may vary based on rate zone and usage. Discount shown is for Rate Zone 1 customers with a 5/8" meter. ²Based on the U.S. Department of Health and Human Services 2025 FPIG.

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.