

H2O HELP TO OTHERS™

Assisting low-income customers for well over a decade



PENNSYLVANIA
AMERICAN WATER

Three Services Offered

For more than 18 years, Pennsylvania American Water has been assisting low-income customers who qualify through its H2O Help to Others Program™. The program offers three main services:

- Grants of up to \$500 per year
- A 65 percent discount on the monthly water service fee
- Water-saving devices and education

In 2010, Pennsylvania American Water provided \$275,772 in assistance grants to 922 households. Grants are funded through a corporate match (up to \$250,000 per year) of customer and employee donations. In addition, there were close to 11,300 customers enrolled in the monthly water discount program at the end of last year.

Assistance Program Expanded to Wastewater Customers

In January 2011, the program was expanded to include wastewater customers as well in the company's Coatesville, Lehman Pike, Claysville, Clarion, Blue Mountain and Winona Lakes service areas. The program offers two main services:

- Grants of up to \$500 per year
- A 15 percent discount on the total wastewater charges

Grant Program

To qualify for a grant, customers must have annual incomes at or below 200 percent of the Federal Poverty guidelines provided in the chart below, 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 and/or wastewater bill. For more information about the program and additional qualification requirements, customers can contact Dollar Energy Fund, Pennsylvania American Water's program administrator.

MONTHLY INCOME GUIDELINES FOR THE GRANT PROGRAM	
Number of Persons in Household	Total Combined Monthly Income
1	\$1,815
2	\$2,452
3	\$3,088
4	\$3,725
5	\$4,362
6	\$4,999
7	\$5,635
8	\$6,272
For each additional person	\$637



For more information

The program is administered by the Dollar Energy Fund (grants and discount) and Conservation Consultants, Inc. (water-saving devices and education), which are independent, non-profit organizations established to help those in need. For more information, or to see if you qualify for these programs, contact the Dollar Energy Fund, toll-free, at 1-888-282-6816.



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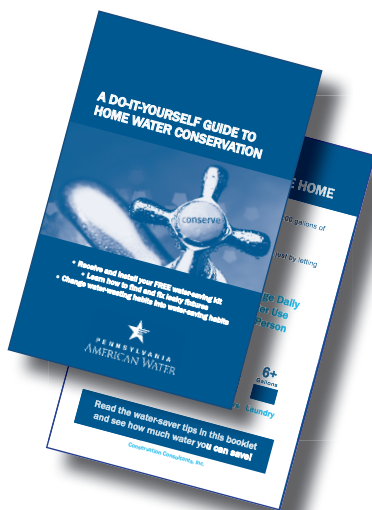
Discount Programs

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 provided in the chart below. For more information about the program and additional qualification requirements, customers can contact Dollar Energy Fund, Pennsylvania American Water's program administrator.

MONTHLY INCOME GUIDELINES FOR THE SERVICE FEE DISCOUNT	
Number of Persons in Household	Total Combined Monthly Income
1	\$1,361
2	\$1,839
3	\$2,316
4	\$2,794
5	\$3,271
6	\$3,749
7	\$4,226
8	\$4,704
For each additional person	\$478

Water-Saving Devices and Education on Wise Water Use

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, plumbing tape and toilet tummy. 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 that the customer can take an active part in reducing the water bill through wise water usage.



For more information

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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.

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.

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 water bill:

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

Name: _____
(please print)

Account Number: _____

Address: _____

City: _____

State: _____ Zip: _____

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

This program is administered by Dollar Energy Fund and Conservation Consultants, Inc. For more information, visit www.dollarenergy.org or on Pennsylvania American Water's website at www.pennsylvaniaamwater.com. Under the Customer Service menu, select Billing & Payment Information.