



PENNSYLVANIA
AMERICAN WATER

WE KEEP LIFE FLOWING®



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.

Mike Doran
President
Pennsylvania American
Water

LEARN MORE

Visit us online at pennsylvaniaamwater.com. Under **Customer Service & Billing**, select **Customer Assistance Programs**.

Customers can also contact our Customer Service Center at 1-800-565-7292.

Hours: M–F, 7 a.m.–7 p.m.
For Emergencies:
We're available 24/7.

HAVING TROUBLE PAYING YOUR MONTHLY BILLS?



We're here to help.

We want to help keep the water flowing for our customers. If you're experiencing financial hardship, please reach out to us. We may be able to assist through one or more of these programs:



FINANCIAL ASSISTANCE

Through our **H2O Help to Others Program™**, we offer financial assistance for water and wastewater customers who qualify, including grants of up to \$500 a year, discounts on monthly bills, and water-saving devices and tips. Learn more online. Under **Customer Service & Billing**, select **Customer Assistance Programs**. To see if you qualify, contact the Dollar Energy Fund, our program administrator, at 1-888-282-6816.

INSTALLMENT PLANS

You may be eligible for an installment plan to extend the time you have to pay a past due balance. Installment plans vary based on your past due amount and the information you provide to us about your ability to pay. We collect this information, including household income and number of people in your household, to determine what options we can provide to you.

BUDGET BILLING

Budget billing is a free service that is available to eligible residential customers. The program makes managing your cash flow easier by providing predictable monthly payments and avoiding unplanned seasonal spikes that may be difficult to pay.

CALL US. WE'RE HERE TO HELP.

If you've experienced a job loss and financial hardship, please don't wait. Please reach out to us to see if you qualify for any of our assistance programs. The only thing we care more about than water is our customers.

WATER SAVING TIPS AND TOOLS

We offer tips and tools to help customers save water and money:

- **Leak Detection Kit** to help identify common and not-so-common household leaks.
- **Conservation Tips**
- **Water Use Calculator**, which allows you to input water use information specific to your household and offers tips on where you can save water and energy based on that information.

Visit pennsylvaniaamwater.com. Under **Water Information**, select **Detecting Leaks** and **Wise Water Use**.

GOVERNMENT PROVIDED ASSISTANCE PROGRAMS

Don't wait to apply. Programs are temporary and funding is limited.

Low-Income Household Water Assistance Program: Water and wastewater bill assistance up to \$5,000 for qualifying low-income households. **For more info or to apply:** Learn more at dhs.pa.gov/WaterHelp, or call 877-395-8930.

Emergency Rental Assistance Program: Rental and utility bill assistance for qualifying renters and landlords. **For more info or to apply:** County ERAP contact (look up at dhs.pa.gov/ERAP) or compass.state.pa.us.

PA Homeowner Assistance Fund: Financial assistance to homeowners for qualified housing related expenses, including utility bills. **For more info or to apply:** pahaf.org or 888-987-2423.

Local help agencies: Dial 2-1-1