



PENNSYLVANIA
AMERICAN WATER

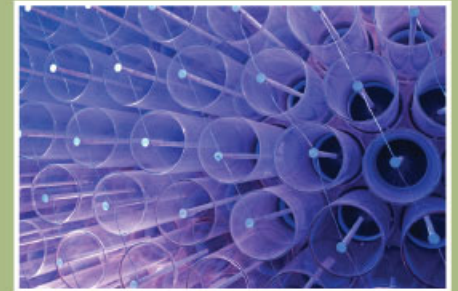
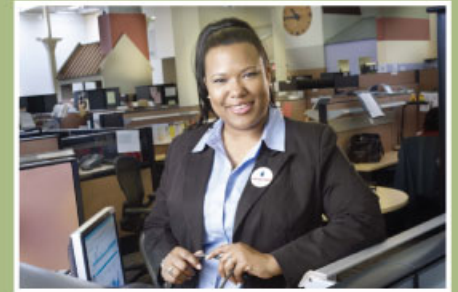
Pennsylvania American Water's H₂O- Help to Others Program

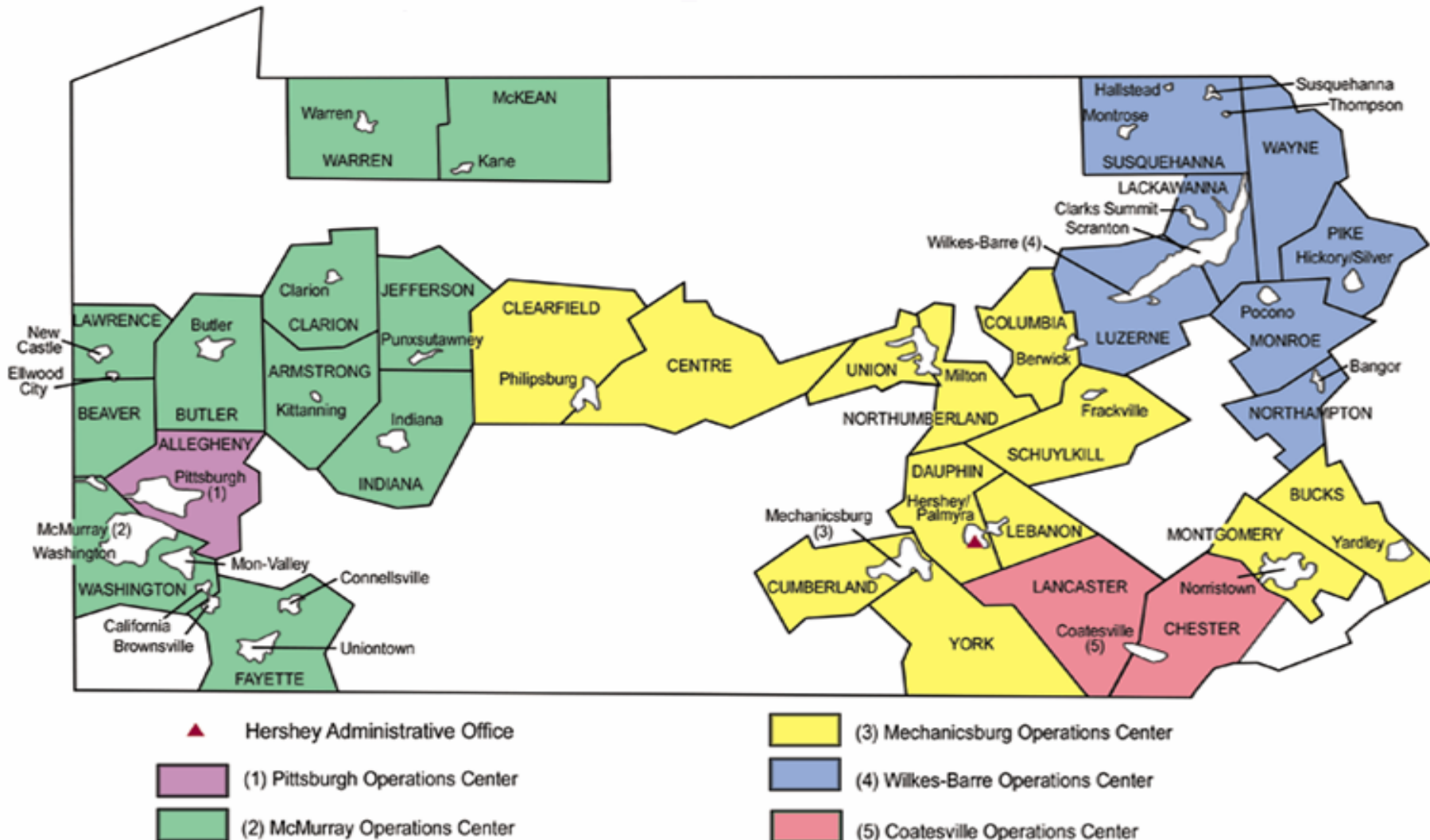
Prepared for: The 2008 State Revolving Fund Workshop

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The Art of Assisting Low Income Households & Communities







H₂O – Help to Others Program

Established in 1991, H₂O offers three main services to qualified customers:

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





H₂O – Help to Others Program

Funding for the program

- Customer and employee donations
- Matching stockholder contribution
- Fundraising activities

Has provided more than \$1.6 million in grants to 9,136 families





H₂O – Help to Others Program

Proven Results

- Customer Testimonials:
 - *“Thank you, Thank You, Thank You! I am deeply touched and thankful for your assistance. Since losing my job nine weeks ago, I have been working hard to find work, interview, and support my family... Thanks so much.”*
 - *“The H₂O Program is a real Godsend. I really appreciate everything that has been done to help me. The H₂O Program gave me some peace of mind and will help me to continue to save money on my water bill. Thank you!”*
- New Jersey American Water, Arizona American Water, West Virginia American Water have similar H₂O programs.
- Virginia American Water is preparing for a program launch.





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H₂O Help
to Others
Program

THANK YOU