

CUSTOMER ASSISTANCE

Fact Sheet for Call Center Representatives



NEW JERSEY
AMERICAN WATER

Assisting customers who need it most

For more than eight years, New Jersey American Water has been assisting low-income customers who qualify through its **H2O Help to Others Program™**.

Grant Program

Customers who qualify may receive a grant of up to \$500 to help pay their water bill. A grant from this program may not cover a recipient's entire water bill. In some cases, recipients must pay a portion of their bill based on their income. In 2010, the company provided more than \$170,000 in assistance grants to 609 households. The program's grant monies are funded through a corporate match (up to a total of \$50,000) of customer and employee donations.

To qualify, customers must meet the following requirements:

- The applicant must be living at the property and must be the customer of record paying the bill. This means landlords can not apply for a grant if they are not living at the property for which the grant is being requested. It also means that a tenant can not apply for the grant if they are not paying the water bill.
- The customer must meet the income requirements. The total household income must be at or below 200 percent of the Federal Poverty guidelines (see chart below). Refer to H2O program column.
- The customer must have made a \$100 payment within the past 90 days.
- Customer must make a good faith effort to pay their outstanding water bill and must be willing to be placed on a payment program first, before receiving a grant. Available funds are not unlimited, and our goal is to assist those customers who truly need it most.
- Only balances on current properties are to be considered.
- The maximum grant is \$500. If the amount due is over \$500, the customer must pay all but \$500 prior to receiving a grant.
- The customer must be delinquent at least \$100 and have received a termination notice.
- Only residential customers may apply. Commercial and industrial customers are not eligible.
- Customers with a shared meter are not eligible.
- Customers can only receive one grant within a 12-month period.
- Edison and Liberty customers are not eligible.
- Customers may be disqualified if it is discovered that fraudulent information was provided or if the customer fails to make a good faith effort to pay their water bill.

MONTHLY INCOME GUIDELINES

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 **H2O Help to Others Program™** is administered by New Jersey SHARES, which is an independent, non-profit organization established to help those in need.

For more information, or to see if you qualify for these programs, contact New Jersey SHARES, toll-free, at:

1-877-652-9426
(1-877-NJAWH2O)

Discount on Service Charge

The discount on the service charge provides aid to New Jersey American Water's most economically challenged customers. At December 2010, we had 560 customers enrolled in this program. For those who are eligible, this would show up on the bill as a monthly discount. Customers can be enrolled regardless of account balance. To qualify, customers must meet the following requirements:

- The discount is equivalent to 100 percent of the service charge for water. If we provide both water and sewer service, customers may be eligible to receive a discount on each service that is equivalent to the water service charge.
- The applicant must be living at the property and must be the customer of record paying the bill. This means landlords can not apply for a grant if they are not living at the property for which the grant is being requested. It also means that a tenant can not apply for the grant if they are not paying the water bill.
- The customer must meet the income requirements. The total household income must be at or below 200 percent of the Federal Poverty guidelines (see chart on reverse). Only residential customers may apply. Commercial and industrial customers are not eligible.
- Customers with a shared meter are not eligible.
- Edison and Liberty customers are not eligible.
- Customers may be disqualified from the discount program without notice if it is discovered that fraudulent information was provided or if the customer fails to pay their water bill.

Water-saving Programs and Education

Beginning April 1, customers who qualify for financial assistance may also qualify for comprehensive water audits by phone, free water-saving retrofit kits and up to \$300 for in-home leak repairs and the installation of water-efficient devices.

- NOTE: not all customers who qualify for financial assistance automatically qualify for this program.
- NJAW's program administrator for this program is MMSI. There is no need for the customer to contact us about this service. MMSI will reach out to customers who qualify for financial assistance and ask them a series of questions (conduct a water audit). If the customer meets the initial requirements based on the audit, the customers' water use will be reviewed. If water use indicates that a higher than normal consumption, they may qualify for this program.
- Customers who are renters do NOT qualify for this program

Lower your water bill by using water wisely

In addition to our **H2O Help to Others Program™**, we educate customers on the importance of using water wisely to reduce their water bill by following these simple tips:

- Take a shower instead of a bath. It can save 40 - 55 gallons of water.
- Install water-saving showerheads and shorten showers to five minutes.
- Turn off the water while you are brushing your teeth.
- Rinse produce in a basin as opposed to running water.
- Run only full loads in your dishwasher and washing machine.
- Check your toilets for leaks – a leaky toilet can waste up to 100 gallons of water every day!
- Use a broom instead of a hose to clean patios and sidewalks.
- Water your lawn and plants only when needed and turn off sprinklers when it rains. Watering after dark reduces the amount of water you need to achieve the same results as watering during the day.
- Use a hose nozzle on your hose to better control the flow.
- Don't leave the water running while washing your car. Using a spray nozzle and a bucket will help to use less water.
- Plant appropriately for your local climate. Choose plants that are drought-tolerant. Your local nursery can help.

For more tips, visit www.newjerseyamwater.com.

Want to Lend a Hand?

If customers wish to contribute to the program, they can do so by adding a donation to their monthly New Jersey American Water bill. 100 percent of their donation and the company's matching funds go directly to qualifying customers. New Jersey American assumes all administrative costs for this program, so that every penny donated goes directly to this worthwhile cause.

Customers can check off on their bill if they want to contribute or send a donation directly to New Jersey SHARES at:
New Jersey SHARES,
1901 North Olden Avenue
Extension, Suite 1A,
Ewing, NJ 08618

Please write "H2O Program Donation - NJ" on the memo portion of your check.

This program is administered by New Jersey SHARES.

For more information, log on to www.njshares.org or visit New Jersey American Water's website at newjerseyamwater.com. Under the Customer Service menu, select Low Income Program.