



NEW JERSEY  
AMERICAN WATER

WE KEEP LIFE FLOWING™



LEARN MORE  
ABOUT OUR

BILL PAYING ASSISTANCE  
PROGRAMS

We're hosting a virtual information session  
on our H2O Help to Others program.  
We hope you can join us.



For nearly two decades, New Jersey American Water has been assisting customers who qualify through its H2O Help to Others Program™. Join us and learn more about our customer assistance programs.

**WHO:** New Jersey American Water Customers

**WHAT:** Virtual Information Session on New Jersey American Water's Bill Paying Assistance Programs

**WHEN:** Wed., November 18, 2020, 4 - 5 p.m.

**WHERE:** Online (pre-registration not required).

Visit <https://bit.ly/3liWHma> a few minutes prior to the event. There will not be a special login to join the meeting.

**Note:** You may be prompted to download the Teams app when you click the link to join the meeting.

**Representatives from New Jersey American Water and our program administrator, New Jersey Shares, will provide information about:**

- Program overview and benefits
- Eligibility requirements
- Application process demonstration
- Answers to commonly asked questions

Participants will also have the ability to ask questions live during the event.

Assisting  
customers for  
decades



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

# NOT ABLE TO JOIN US?

## Here's an overview of our H2O Help to Others™ Program



For nearly two decades, New Jersey American Water has been assisting customers who qualify through its H2O Help to Others Program™. There are two main components of the program: grants and a discount on the service charge.

### GRANTS

Customers who qualify may receive a grant of up to \$500 to help pay their water bill for indoor water use only. This would not apply to water for outdoor purposes, such as sprinkler systems. 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.

### SERVICE CHARGE DISCOUNT

Customers who qualify may also receive a 100 percent discount on their monthly fixed service charge for water. Service charge discounts are also available for our wastewater customers.

**DSIC DISCOUNT:** Customers who qualify for the service charge discount, are also eligible to receive a discount off the monthly DSIC charge, which is based on meter size. This is available to customers who apply between July 1, 2020-March 31, 2021.



### ELIGIBILITY GUIDELINES

To qualify for the H2O program, customers must have annual incomes at or below 300 percent of the Federal Poverty guidelines (see chart on reverse side). Customers must also fulfill at least 50 percent of the payment terms. For additional qualification requirements, customers can contact New Jersey SHARES, New Jersey American Water's program administrator. **NOTE:** Grants are available to qualifying customers once every three years for indoor water use only. New Jersey American Water is temporarily waiving this restriction through March 31, 2021, for any customer that has not yet received a grant in 2020 to date.

### MONTHLY INCOME GUIDELINES

# of People in House	Total Combined Monthly Income
1	\$3,190
2	\$4,310
3	\$5,430
4	\$6,550
5	\$7,670
6	\$8,790
7	\$9,910
8	\$11,030
For each additional person	\$1,120

### LEARN MORE

New Jersey American Water's program is administered by New Jersey SHARES. For more information, log on to [www.njshares.org](http://www.njshares.org) or visit New Jersey American Water's website at [newjerseyamwater.com](http://newjerseyamwater.com). Under Customer Service & Billing, select Bill Paying Assistance.

Customers can also contact New Jersey SHARES, toll-free, at:

**NEW JERSEY SHARES**  
**1-877-652-9426**

(1-877-NJAWH20)