



**At Pennsylvania American Water, the health and safety of our customers, communities and employees is our top priority. Please visit our website for the latest updates on our response to COVID-19.**



## DON'T FLUSH WIPES!

With hand hygiene at the top of everyone's minds and toilet paper in high demand, many households are increasing their use of sanitizing wipes and "flushable" wipes. Please do not flush wipes down the toilet. Flushing wipes, paper towels, or other paper products not intended for use in wastewater systems can lead to sewer backups and in-home plumbing issues which may be expensive to repair. Even wipes labeled as "flushable" or "biodegradable" can cause backups for sewer utilities and headaches for homeowners. Watch our "12 Things That Should Never Go Down Your Drain" video at: [youtube.com/paamwater](https://www.youtube.com/paamwater)

AND THOSE WIPES YOU  
THOUGHT WERE "FLUSHABLE"...



**THEY'RE NOT.**

**"FLUSHABLE" WIPES ARE ONE OF THE LEADING  
CAUSES OF CLOGGED PIPES.**  
So, throw those in the trash!

## LEARN MORE

**For additional information about the coronavirus and drinking water and wastewater, please visit:**

- [epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater](https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater)
- [waterfm.com/water-treatment-practices-effective-against-covid-19-who-says](https://www.waterfm.com/water-treatment-practices-effective-against-covid-19-who-says)

**For additional information about the coronavirus, please visit:**

- [cdc.gov/coronavirus/2019-ncov](https://www.cdc.gov/coronavirus/2019-ncov)
- [who.int/emergencies/diseases/novel-coronavirus-2019](https://www.who.int/emergencies/diseases/novel-coronavirus-2019)



## AMERICAN WATER RESPONSE TO COVID-19

**At Pennsylvania American Water, we remain committed to keeping you informed as we continue our work to deliver clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency.**

### WE HAVE A PLAN

Pennsylvania American Water has activated our business continuity plans to strengthen our ability to continue to provide reliable, high-quality service to our customers. We continue delivering drinking water service that meets water quality standards, providing wastewater services and protecting our employees and customers during this public health emergency. We are confident that our preparedness efforts and the extraordinary efforts of our employees will enable us to successfully continue operations.

The current health emergency is a rapidly developing and changing situation. Many of our employees are working double duty, not only taking care of you, our customers, but their own families as well. They are dedicated and know the essential service that they provide plays a critical role, given the importance of personal hygiene in preventing the spread of the coronavirus.



**WE KEEP LIFE FLOWING™**



## WE KEEP SERVICE FLOWING

You may see Pennsylvania American Water employees and contractors performing needed tasks to keep our operations running, ensure service reliability, and prevent operational emergencies. We provide an essential service and continue to advance utility construction projects that are critical for the provision of safe, reliable water and wastewater service in coordination and compliance with all federal, state and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will do so in a way so that we are able to continue to provide water and wastewater services. Below are the actions we have taken to continue to help our customers and communities through this crisis:

- **KEEPING THE WATER ON**

Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs. We will continue to evaluate this suspension period and remain in compliance with state orders. Please note that your water service may be temporarily interrupted for planned and unplanned work that may be performed in your area.

- **TURNED WATER SERVICE BACK ON**

For customers who were previously shutoff for non-payment, we've reinstated water service. This includes customers whose water service was turned off for non-payment of sewer service, even if Pennsylvania American Water is not the sewer service provider.

- **SUSPENDED LATE FEES**

We have suspended late fees until further notice. If you're experiencing a financial hardship, please call us at 1-800-565-7292 to discuss your eligibility to enter into a payment arrangement. We also offer financial assistance through our H2O Help to Others Program™ through grants, bill discounts and water-saving devices and education.

- **IMPLEMENTED SOCIAL DISTANCING**

As mentioned, you may see our employees and crews performing work. For your safety and the safety of our employees, we ask that you do not approach our employees. If you have a question, visit our website or call us to discuss. We request that you follow social distancing recommendations issued by the Centers for Disease Control and Prevention.

- **PROTECTING YOU**

We have suspended shutoffs during this public health emergency. If you are contacted by a person claiming to represent Pennsylvania American Water and they are threatening to shut off your service, then please hang up. You can call us back directly at 1-800-565-7292.

- **HELPING OUR COMMUNITIES**

American Water and the American Water Charitable Foundation (AWCF) announced a \$100,000 contribution to Feeding America to support food banks across the country. The Foundation will also match employee donations to Feeding America, or other eligible organizations, up to \$1,000 per employee, in accordance with its matching gift guidelines.

American Water donated \$300,000 to AWCF to support a new community-focused COVID-19 Response Fund for local 501(c)(3) organizations in response to the coronavirus pandemic. To learn more about the program and how to apply, please contact [awcf@amwater.com](mailto:awcf@amwater.com).

- **UPDATING YOUR CONTACT INFORMATION**

Many customers have visited our MyWater customer portal to update their emergency contact information. If you have not done so, please take a moment to ensure your information is accurate at [myaccount.amwater.com](http://myaccount.amwater.com).

For updates and more information on our pandemic preparedness and response efforts, visit [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com).

**Stay healthy and safe!**



**SAVE  
WATER.**

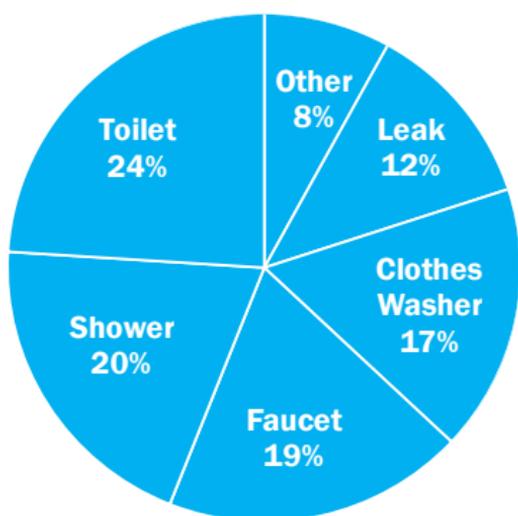
**SAVE  
MONEY.**



With many of us spending a lot more time at home, here are some tips for how you and your family can conserve water!

**HOW MUCH WATER DO WE USE?**

Saving water (and money) is always in season. But to save water, it's helpful to first understand how much water you use and where. This chart shows how the typical American family uses water indoors.



**Every household is different.** American Water is a member of the Alliance for Water Efficiency. Check out their online Water Calculator. This tool 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 data. To access the calculator, visit [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Water Information, select Wise Water Use.



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## CHECK & FIX LEAKS

Small household leaks can add up to gallons of water lost every day, and not fixing them is like throwing money down the drain. Check your plumbing fixtures and irrigation systems periodically for leaks. And, if you find any, fix them!

### IN THE BATHROOM

- **Check for toilet leaks.** Leaky toilets can easily go unnoticed. To check for toilet leaks, remove the lid from your toilet tank, and drop a small amount of food coloring into the tank. Wait 10-15 minutes. If food coloring appears in the bowl, you have a leak. Repairs may be needed or the flapper valve adjusted. (Be sure to flush immediately after the experiment to avoid staining the tank.)
- **Take shorter showers.** Bathrooms account for the largest water consumption percentage in homes. Showers alone use five gallons of water per minute. Consider installing water-saving showerheads.
- **Turn off the water while shaving or brushing teeth.** You can save eight gallons of water per day while brushing and 10 gallons per shave.

### IN THE KITCHEN

- **Wait for a full load of dishes.** This can eliminate one load of dishes per week and save the average family nearly 320 gallons of water.
- **Scrape, don't rinse.** Before washing dishes by hand or in the dishwasher, scrape them; don't rinse first.
- **Keep a pitcher of drinking water in the fridge** instead of letting the tap run until the water is cool.

### IN THE LAUNDRY ROOM

- **Wash only full loads of laundry** or use the appropriate load size selection. Wearing clothes more than once can also help to reduce laundry loads and save water.
- **Consider purchasing EnergyStar™ rated washing machines.** They use less water and energy per load.



## WE ALL NEED A LITTLE HELP SOMETIMES

Learn more about financial assistance available through our **H2O Help to Others Program™** at [pennsylvaniaamwater.com](https://pennsylvaniaamwater.com). Under Customer Service & Billing, select Low Income Program.



## MAKE A DIFFERENCE

To contribute, add a donation to your monthly Pennsylvania American Water bill. 100 percent of your donation and our matching funds go directly to qualifying customers.

### Yes, I would like to assist an individual or family in need.

- I would like to make a one-time donation of \$ \_\_\_\_\_
- I would like to make an ongoing donation. Please add the following amount to my monthly water bill:

\$25   \$10   \$5   \$1   Other \$ \_\_\_\_\_

Name (please print) \_\_\_\_\_

Account Number \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

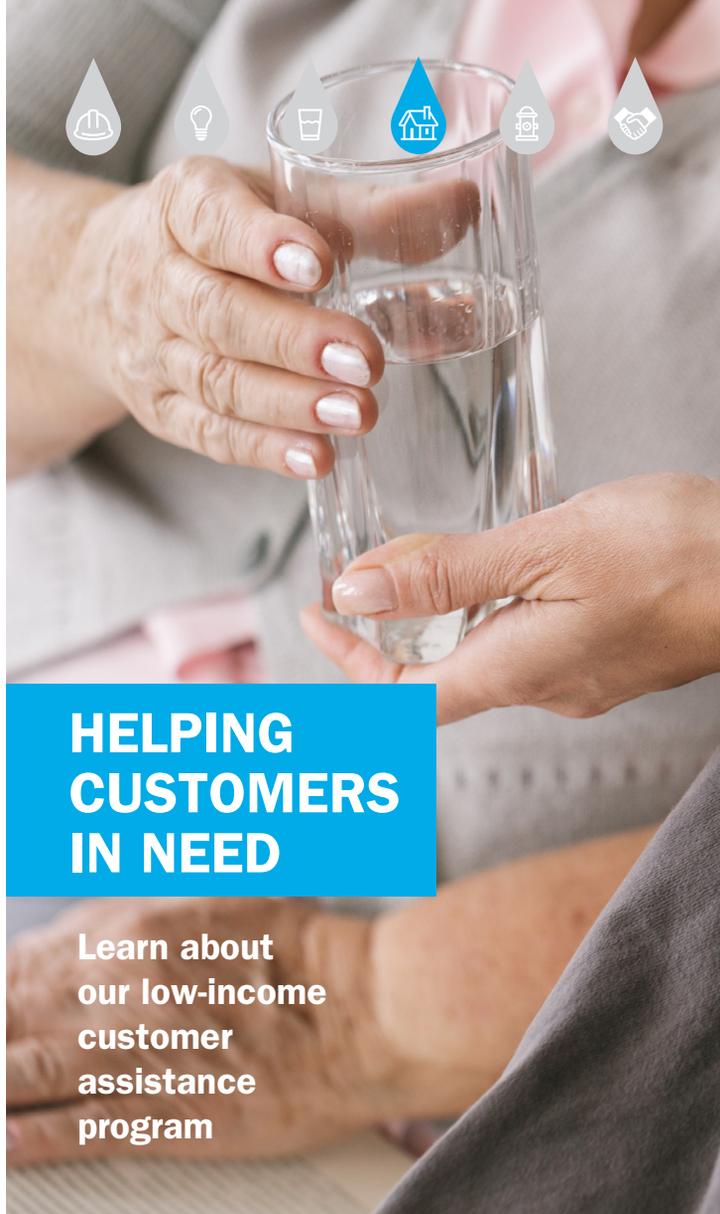
State \_\_\_\_\_ Zip \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

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.

You may also make a contribution online at [www.dollarenergy.org](http://www.dollarenergy.org).



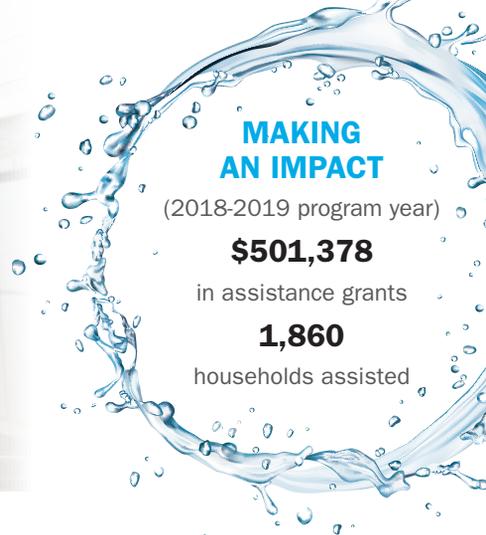
## HELPING CUSTOMERS IN NEED

Learn about our low-income customer assistance program



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**MAKING AN IMPACT**

(2018-2019 program year)

**\$501,378**

in assistance grants

**1,860**

households assisted

**For more than 25 years, Pennsylvania American Water has been assisting low-income customers who qualify through its H2O Help to Others Program™.**

**Water Service Assistance**

- Grants of up to \$500 per year
- An 85 percent discount on the monthly water service charge
- Water-saving devices and education

**Wastewater Service Assistance**

- Grants of up to \$500 per year
- A 20 percent discount on the total wastewater charges

**Do you qualify?**

To qualify for the grant programs, customers must have annual household incomes at or below 200 percent of the Federal Poverty Income Guidelines (FPIG). For the discount programs, it's 150 percent of the FPIG. Applicants must also have made a sincere effort to pay their bill. Customers who qualify for the H2O program may also qualify to receive a water-saving kit that includes a low-flow shower head, faucet aerators, toilet tank diverter, tips on how to save water (and money) and more!

**Monthly Income Guidelines**

(total combined monthly income)

# of People in House	Grant Program	Discount Program
1	\$2,127	\$1,595
2	\$2,873	\$2,155
3	\$3,620	\$2,715
4	\$4,367	\$3,275
5	\$5,113	\$3,835
6	\$5,860	\$4,395
7	\$6,607	\$4,955
8	\$7,353	\$5,515
For each additional person	\$747	\$560

**Need help?**

Pennsylvania American Water's **H2O Help to Others Program™** program is administered by Dollar Energy Fund, an independent, non-profit organization established to help those in need. To learn more or see if you qualify, contact Dollar Energy Fund at:

**1-888-282-6816**

**Or, learn more online:**

- [www.dollarenergy.org](http://www.dollarenergy.org)
- [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com)  
(Under the Customer Service & Billing menu, select Low Income Program)



**SERVICE. ONE MORE WAY  
WE KEEP LIFE FLOWING.**