

Eligibility Guidelines for the Veolia Water Pennsylvania Customer Assistance Program Providing Monthly Discounts

About the Program

Veolia Water Pennsylvania has created a program to help Pennsylvanians with their water bills. This program is administered by SHARES. Customers are eligible based on household size and income. Customers can qualify for a discount on their monthly service and water usage charges if they have a residential account with Veolia Water Pennsylvania and have a household income that is below 200% of the Federal Poverty Level (FPL).

In addition to receiving a monthly discount, qualifying customers may receive:

- A conservation kit to assist in reducing their monthly water usage. Seniors or customers with disabilities can have kits installed by the company's contractor if assistance is requested.
- Assistance with plumbing repairs for customers in threat of termination of service or termination of service has occurred. A conservation kit can be installed while repairs are being made.
- Automatic enrollment in the arrearage forgiveness program for customers with past-due balances. Customers will be eligible for a \$25.00 credit towards past-due balances by making on-time payments on current monthly bill charges.

Eligibility Guidelines

Households MUST:

- Have an active residential account with Veolia Water Pennsylvania.
- Reside at the service address listed on the utility bill.

Income Eligibility:

Household income must be at or below 200% of the Federal Poverty Level. Customers receive a 100% discount on their monthly service charge and water usage discounts depending on the customer's income tier. Please see the tier chart for information on income tiers and customer discounts. **See chart on Page 2.**

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Tier 1 Income Guidelines

0-50% of FPL receives 100% discount on the first 3,000 gallons

HOUSEHOLD SIZE / MAX GROSS MONTHLY INCOME

1 person / \$0 - \$652
2 people / \$0 - \$881
3 people / \$0 - \$1,110
4 people / \$0 - \$1,340
5 people / \$0 - \$1,569
6 people / \$0 - \$1,798
7 people / \$0 - \$2,027
8 people / \$0 - \$2,256

For households greater than 8
people,

add \$229 per additional person

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Tier 2 Income Guidelines

51-100% of FPL receives 100% discount on the first 2,000 gallons

HOUSEHOLD SIZE / MAX GROSS MONTHLY INCOME

1 person / \$653 - \$1,304
2 people / \$882 - \$1,763
3 people / \$1,111 - \$2,221
4 people / \$1,341 - \$2,679
5 people / \$1,570 - \$3,138
6 people / \$1,799 - \$3,596
7 people / \$2,028 - \$4,054
8 people / \$2,257 - \$4,513

For households greater than 8
people,

add \$458 per additional person

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Tier 3 Income Guidelines

101-150% of FPL receives 100% discount on the first 1,000 gallons

HOUSEHOLD SIZE / MAX GROSS MONTHLY INCOME

1 person / \$1,305 - \$1,956
2 people / \$1,764 - \$2,644
3 people / \$2,222 - \$3,331
4 people / \$2,680 - \$4,019
5 people / \$3,139 - \$4,706
6 people / \$3,597 - \$5,394
7 people / \$4,055 - \$6,081
8 people / \$4,514 - \$6,769

For households greater than 8
people,

add \$688 per additional person

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Tier 4 Income Guidelines

151-200% of FPL receives 100% discount on the first 500 gallons

HOUSEHOLD SIZE / MAX GROSS MONTHLY INCOME

1 person / \$1,957 - \$2,608
2 people / \$2,645 - \$3,525
3 people / \$3,332 - \$4,442
4 people / \$4,020 - \$5,358
5 people / \$4,707 - \$6,275
6 people / \$5,395 - \$7,192
7 people / \$6,082 - \$8,108
8 people / \$6,770 - \$9,025

For households greater than 8
people,

add \$917 per additional person

Veolia Water Pennsylvania Customer Assistance Program **Policies and Procedures**

Residence and Billing

- Account holder and all household members must reside at the service address listed on the utility bill. A family member, spouse or significant other can apply for assistance provided they reside in the home.
 - If multiple names appear on the utility bill, and are not disclosed on the application, we will require additional documentation

Required Documentation

SHARES must receive these documents within 14 days of the application date to process an application.

Personal ID for the Applicant and All Household Members

Any unexpired government issued ID. ID must be provided for the applicant and all household members. If an adult (18 and older) household member's ID shows a different last name than applicant, additional proof of residency is required. If the address is listed on the ID provided and it does not match the service address, additional proof of residency is required.

Proof of Residency

If any documentation provided throughout the application process includes an address that does not match the service address, further proof of residency will be required. To prove residency, additional documentation dated within 30 days of the application date showing name and address must be provided.

Proof of Income

Proof of the last four consecutive weeks of income from the date of the application for all household members ages 18+. Any household members ages 18+ without income should be listed on the online application or Zero Income Affirmation form, if applying with paper. Proof of income includes:

Paystubs: If paystubs cannot be produced: A letter signed and dated by the employer verifying paid in cash and the total gross monthly income.	Self-employed: Letter confirming the total gross income for the last 30 consecutive days.	Unemployment: Determination letter along with proof of receipt of last 30 days of unemployment benefit.
Rental Income: Current lease and rental payment receipt.	Social Security Income: Award letter for current year.	Pension Income: Most recent check or letter verifying lifetime receipt of benefits.
Workers' Compensation: Current bank statements showing identified direct deposits with recipient's name and address.	Alimony and/or Child Support: Proof of payment and frequency.	

Most Recent Veolia Water Pennsylvania Bill

Provide the most recent water bill to include all pages. This information is verified with Veolia Water.

Completed Signed and Dated Application

- The application must be signed and dated.
- If a volunteer, family member, or social worker is completing the application for an account holder that is elderly or disabled and unable to complete the application on their own a Power of Attorney document or letter of authorization will be required.

Re-certification

Customers will be required to re-certify every 2 years based on approval date and will be notified by SHARES when it's time to re-certify. Please note that all required documentation for the program will need to be provided again at the time of re-certification except current water bill.