

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 - \$665

2 people / \$0 - \$902

3 people / \$0 - \$1,138

4 people / \$0 - \$1,375

5 people / \$0 - \$1,612

6 people / \$0 - \$1,798

7 people / \$0 - \$2,085

8 people / \$0 - \$2,322

For households greater than 8 people,
add \$237 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 / \$666 - \$1,330

2 people / \$903 - \$1,803

3 people / \$1,139 - \$2,277

4 people / \$1,376 - \$2,750

5 people / \$1,613 - \$3,223

6 people / \$1,849 - \$3,697

7 people / \$2,086 - \$4,170

8 people / \$2,323 - \$4,643

For households greater than 8 people,
add \$473 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 / \$1,331 - \$1,995

2 people / \$1,804 - \$2,705

3 people / \$2,278 - \$3,415

4 people / \$2,751 - \$4,125

5 people / \$3,224 - \$4,835

6 people / \$3,698 - \$5,545

7 people / \$4,171 - \$6,255

8 people / \$4,644 - \$6,965

For households greater than 8 people,
add \$710 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 / \$1,996 - \$2,660

2 people / \$2,706 - \$3,607

3 people / \$3,416 - \$4,553

4 people / \$4,126 - \$5,500

5 people / \$4,836 - \$6,447

6 people / \$5,546 - \$7,393

7 people / \$6,256 - \$8,340

8 people / \$6,966 - \$9,287

For households greater than 8 people,
add \$947 per additional person

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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 those people are either not disclosed on the application or unaccounted for as part of the household, 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.



SUBMITTING DOCUMENTATION

For the security of personal information, we highly discourage emailing or faxing any personal documentation. The most effective method of submitting documentation is to upload it directly to your SHARES application as follows:

1. Go to <https://apply.sharesnation.org>.
 2. The login section is on the left side of the screen, enter your email address. (Be sure to use the same email address as you used to submit the application.) Click Login to receive an email from SHARES.
 3. Check your email (including your junk or spam folder if the email is not received within a couple of minutes) and click on the blue box "Login".
 4. Open the current application and upload documents by clicking on the buttons +Choose File or +Add Another File.
 5. Once all the required documentation is uploaded, a blue box labeled "**Finish Uploading Documents**" will start flashing and wiggling. Click on it to complete the upload. ****VERY IMPORTANT**** If it is not clicked, your documentation is considered incomplete, and your application may automatically get rejected.
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For those who do not have access to a phone/computer and email, you can mail the documentation by sending it to the address below. Please note, mailing documents will cause a delay in the processing of your application.

SHARES
203 Main St., Suite B
PMB #396
Flemington, NJ 08822



CHECKING YOUR SHARES APPLICATION STATUS

You do not have to call us to find out the application status. You can check the status of your application anytime which is updated in real time by following the below steps. We will contact you via phone, text, or email if any documents are required. Kindly reply appropriately.

1. Go to <https://apply.sharesnation.org>.
2. In the login area on the left side of the screen, enter your email address. (Be sure to use the same email address as you used to submit the application.) Click Login to receive an email from SHARES.
3. Check your email (including your junk or spam folder if the email is not received within a couple of minutes) and click on the blue box “Login”.
4. Your application will have one of the following statuses before the final approval or rejection.

STATUS	MEANING
SUBMITTED	This is the initial status when an application is sent to SHARES and has not been reviewed by the processing team. When application volume is high it can take some time for applications to be reviewed.
CURRENTLY UNAVAILABLE	This status indicates the grant was not available at the time of submission. If applying for multiple grants, there may be different statuses depending on availability – grants available will show as “Submitted”, while grants not available will show as “Currently Unavailable.” We encourage you to keep trying as availability fluctuates throughout the day.
SUBMITTED - DOCS REQUESTED	The application and documentation have been reviewed, and further information/documentation is required for our staff to continue reviewing the application. The request is sent via email, text and/or phone.
SUBMITTED – CLIENT RESPONDED	The applicant has uploaded the requested documentation and clicked on the “ Finish Uploading Documents ” button. This is an indication to our staff that the required information/documentation has been uploaded and ready for review.

PENDING	All documentation has been received and needs to be reviewed by a second staff member before sending the account information to the utility company and/or creditor.
INFORMATION REQUESTED FROM UTILITY	Applicant has applied for utility assistance; the staff has sent the account information to the utility company to be verified.
INFORMATION REQUESTED FROM CREDITOR	Applicant has applied for rent, mortgage or property tax assistance; the staff has sent the account information to be verified by the landlord, mortgage company or property tax agency.
UTILITY REVIEW IS COMPLETED	The account information has been reviewed by the utility company and sent back to SHARES for next steps.
AWAITING MEDICAL NOTE	The utility company has verified that they do not have an active medical note on file. A doctor's note verifying electric-powered medical equipment is used in the household must be provided to the UTILITY COMPANY.
BALANCE UNDER \$100	The utility company has indicated that the balance due on the account is below \$100. A decision to accept the grant by the applicant is required to be made within three days of our request. If no response is received, we move forward with the grant as is.
BALANCE UNDER \$30	The utility company has indicated that the balance due on the account is below \$30. A decision to accept the grant by the applicant is required to be made within three days of our request. If no response is received, we move forward with the grant as is.
FINAL REVIEW	Applicant has applied for rent, mortgage or property tax assistance. All documentation has been received from all parties. Final housing information will be verified. A final review is the final step to determine if the application is approved or denied.