



Are You Having Trouble Paying Your Water Bill?

You may be eligible for assistance through Kentucky American Water's H2O - Help to Others Program.

Residential customers qualify for assistance if funds permit and if they meet the following guidelines:

- Customer's total gross household income must be at or below **200%** of the 2021 Federal Poverty Income Guidelines.
- The customer must have paid at least \$25 toward their water bill in the six months prior to applying for assistance.
- Customer must have a balance of at least \$50 outstanding on their water bill account.

Effective August 16, 2021:

Due to continued unique circumstances related to the COVID-19 public health emergency for some customers, effective August 16, 2021, the maximum amount of assistance has been increased to \$250 (from \$125). Qualifying customers may receive one grant per calendar year. This increase to \$250 will be in place through February 2022 or as long as funds permit.

A list of organizations accepting applications for the H2O Help to Others program can be found at <https://www.hardshiptools.org/AgencyFinder.aspx> or by calling Kentucky American Water at 1-800-678-6301.

Please note: Customers should be prepared to provide verification of income and their most recent Kentucky American Water bill.



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