



885 Woodstock Rd.
#430-312 Roswell, GA
30075
(404) 448-1782
www.accessh2o.org

AccessH2O provides financial assistance, education, and support to individuals and families experiencing temporary financial hardship to avoid water shut-off.

MINIMUM CRITERIA

- Demonstrate proof of financial hardship and that the property is where you live.
- Be a residential water/sewer customer. Commercial/Business customers are not eligible at this time.
- Have a water/sewer bill sent directly from the utility. (Not partial copies). No 3rd party bills.
- Have the bill in your name or evidence that you are responsible for paying the bill through a rental agreement.
- Have a property with a dedicated water meter, meaning the meter and bill is only for your home.
- Have made 'good faith' payments and communication with your utility on the past due balance. Preferably a minimum of three payments made in a rolling 12-month period for monthly billed customers or a minimum of one payment made in the past 12-month period for quarterly billed customers.
- Agree to allow AccessH2O to contact the utility on your behalf and to request information regarding your account including billing and payment history.
- Have not received assistance from AccessH2O in the past 24 months.

APPLY FOR SUPPORT

1

SUBMIT THE APPLICATION. If you meet the minimum criteria to apply, please submit the application with your paperwork. Application forms may be downloaded from <https://www.accessh2o.org/apply>

Paperwork that should be submitted with your application includes:

- Name of your utility
- Copies of your recent water/sewer bills
- Proof of hardship, and other correspondence or information you feel is necessary to explain your circumstance.
- Please do not forget to sign and date your application - your application cannot be processed without a signature.

When completed, please email your application and supporting documents to: info@accessh2o.org

2

REVIEW PLAN. You must understand and agree to the following terms:

- AccessH2O does not provide aid directly to the applicant.
- Any approved payments are made directly to the utility (or other provider) on behalf of the customer.
- AccessH2O does not take responsibility for the applicant's water or sewer bill. The customer always maintains responsibility for the amount due.
- If approved, AccessH2O will work with your utility to set-up a payment arrangement or plan that will divide your past due amount into separate installments. You must agree to pay future bills (minus the installment amount) prior to the due date and notify AccessH2O once each new bill is paid. AccessH2O will then make a payment towards the past due installment.
- While the installment is active, you will not incur late charges or be subject to shut-off on that account. If you fail to pay the current bill on time, if any of the payments are returned for insufficient funds, or if there is evidence of improper account activity (theft of service, etc.), the agreement is considered void and no further payments will be made on your behalf. Account activity is subject to review or audit without notice.

3

DECISION. Several factors are considered when prioritizing aid, and AccessH2O eligibility is not a guarantee for support. AccessH2O will contact you to confirm approval or denial of your application.

Our organization does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.