

Help make a
difference

in the lives of those
in need

Our Customer Charter

We Are...

- dedicated to service excellence
- focused on personalized solutions
- committed to our customers' health and welfare

therefore...

We Will...

- partner with our customers
- treat them with dignity and respect
- enhance their quality of life
- earn their loyalty
- exceed their expectations



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What is Water for Life?

The **Water for Life** program is coordinated by Kentucky American Water and the Community Action Council to help low-income members of our community with payment of their water bills. The program is funded through customer contributions as well as Kentucky American Water's donations to the program.



Who is eligible for assistance?

Any Kentucky American Water customer meeting established criteria may apply for assistance. Customers who wish to inquire about their eligibility for **Water for Life** assistance should call the Community Action Council at 859-233-4600 or 1-800-244-2275. (Community Action Council will work with other agencies to assist Kentucky American Water customers living in counties without a Community Action Council office.)

How can you donate to the program?

Donating to the program is easy:

- Check the **Water for Life** box on your water bill and add \$1 to the water bill payment you mail or deliver to Kentucky American Water.
- Mail a check made payable to *KAWC Water For Life* to: Kentucky American Water, 2300 Richmond Road, Lexington, Kentucky 40502-1390.
- Purchase a toy Kentucky American Water truck from Kentucky American Water. The truck is a unique coin bank with working headlights, tail lights, and flashing lights on top. (Two AA batteries not included.) The truck can be purchased for \$33 if shipped to you; the cost is \$28 if you pick it up at Kentucky American Water's offices. Make the check payable to *KAWC Water for Life*. With each purchase, \$5 is contributed to the **Water for Life** fund. For more information, call 1(800)678-6301, or visit www.kawc.com.

