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## **Aqua Pennsylvania Recognized for Outstanding Service for Its "Helping Hand" Program**

BRYN MAWR, Pa.--(BUSINESS WIRE)-- Aqua Pennsylvania, Inc. (Aqua) was recognized today by the Community Action Agency of Delaware County (CAADC) for outstanding service associated with its customer assistance program, Helping Hand. Aqua President Steve Tagert accepted the award presented by CAADC CEO Edward Coleman at CAADC's annual luncheon in Springfield, Delaware County.

Helping Hand is a unique, multi-faceted, customer assistance program that helps financially challenged customers pay down arrears and ensure their water isn't turned off. It is unique because, unlike many customer assistance programs, eligibility is not solely based on income. "Our Helping Hand program provides eligible customers with conservation information and actual resources to help them reduce their water usage and their bills," explained Tagert. Aqua provides a conservation kit with leak-detection tablets, a low-flow shower head, low-flow aerators for kitchen faucets, and more. Customers who agree to payment arrangements and make their payments on time are given an opportunity to earn a monthly credit toward their arrears.

"For the past 20 years, our Helping Hand partnership has benefited nearly 5,000 needy residents right here in Delaware County as well as several others throughout the state," said Coleman. "In addition, the utility has been a steadfast financial supporter of the Community Action Agency of Delaware County, Inc. Aqua is an excellent example of how the private sector can positively impact the quality of life in Delaware County, and we are proud to honor them for their commitment."

"We are honored and humbled to receive this recognition from CAADC, which has been our partner in this program since we founded it nearly 20 years ago in 1994, said Tagert. "In southeastern Pennsylvania, where the program began, CAADC has managed the program and has since expanded their role to be a liaison between Aqua and other service agencies that administer the program to our customers throughout other parts of the state. CAADC could just as easily be recognizing themselves for the great work they do as our partners in this program."

Aqua Pennsylvania serves approximately 1.4 million people in 31 counties throughout Pennsylvania.

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