

# Customer Connection Loan Program for Water Service



Homeowners in our service area who are not currently served by a public water supplier and who qualify for the company's Main Extension Program may also qualify for our Customer Connection Loan Program to assist with the costs of extending the pipeline.

## LEARN MORE

For information or to apply, contact our Customer Service Center at 1-800-565-7292, M-F, 7 a.m. - 7 p.m.

If you are applying for a residential service connection through our Main Extension Program, you can also apply for a loan to cover eligible costs. Pennsylvania American Water's Customer Connection Loan Program (CCLP) offers a maximum of \$10,000 to help pay the costs associated with main extensions. To be eligible for a loan, the applicant must:

- Own the single-family residence that will receive water service from the company.
- Demonstrate intent to be the continuing Pennsylvania American Water customer at the residence.
- Enter into a financing agreement.

## WHAT ARE LOAN-ELIGIBLE COSTS

Funds obtained through the CCLP can be used to pay for:

- Water main extension
- Customer service line
- Meter box or vault
- Plumbing additions/alterations within the residence that are needed to receive water service, including shut off valves and backflow prevention devices
- Related facilities needed for homeowner to receive water service from the company
- **NOTE:** The customer is still responsible for maintenance and replacement of the customer service line and other facilities as required in the company's tariff.

## TERMS AND CONDITIONS

To obtain a loan, the customer must enter into a financing agreement, which will specify:

- **Initial Principal Balance:** This will be defined as the eligible costs that the customer elects to borrow from the company.
- **Interest Rate:** The interest rate will be fixed for the term of the loan. The interest rate will be LIBOR rate as reported in the Wall Street Journal as of the first business day of that month, plus

100 basis points. The interest rate will not exceed 6 percent per annum.

**NOTE:** In the event that the interest rate exceeds 6 percent per annum, the company has the option to suspend offering loans under this program.

- **Term of the Loan:** The customer determines the period in which they will repay the loan, which can be no less than three years (36 months) and no more than eight years (96 months). During the term of the loan, a lien will be placed on the residential property.
- **Monthly Amount Due:** The initial principal balance of the loan, plus interest, must be repaid to the company through equal monthly installments. The company will issue a payment book or monthly invoice. All payments will first be applied to interest that is due and then to the principal and other charges.

**NOTE:** The loan is non-transferable and can not be transferred to a tenant or non-owner occupant of the residence. During the loan term, the owner of the residence must remain the customer in whose name the bill for water service will be issued. If the residence is sold, the loan and any accrued interest would be due and payable immediately upon sale of the property.

## HOW TO APPLY

Complete the Customer Connection Loan Program Application and return it to:

Pennsylvania American Water  
Finance Department  
Customer Connection Loan Program  
800 West Hersheypark Drive  
Hershey, PA 17033

## FOR MORE INFORMATION

Call Customer Service at 1-800-565-7292, or visit [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under the **Doing Business with Us** drop-down menu, select **Availability of Public Water Service**.

# CUSTOMER CONNECTION LOAN PROGRAM APPLICATION FOR WATER SERVICE



<b>APPLICANT</b>	Applicant's First Name		Middle	Last Name	
	Applicant Home Phone No.	Alternate Phone No.	Preferred Email Address		Alternate Email Address

<b>CO-APPLICANT</b>	Co-applicant's First Name		Middle	Last Name	
	Co-Applicant Home Phone No.	Alternate Phone No.	Preferred Email Address		Alternate Email Address

<b>SINGLE-FAMILY RESIDENCE TO BE SERVED</b>	Address of Single-Family Residence to be Served				
	City		County	State	Zip
	Property Title Owner's Name (first, middle, last)			Deed Book (if known)	Page Number (if known)
	Property Identification Number (as found on tax bill)			First Mortgage Lender	
	Mailing Address (If different than property address listed above)				
	City		State	Zip	

<b>APPLICANT EMPLOYMENT INFORMATION</b>	Applicant's Employer		Work Phone Number		
	Applicant's Position/Title		Length of Employment [    ] Years [    ] Months		
	Gross Monthly Salary	Other Income*	Have you ever declared bankruptcy? (please circle one) YES NO	If YES, Year Declared	

\*Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

<b>CO-APPLICANT EMPLOYMENT INFORMATION</b>	Co-Applicant's Employer		Work Phone Number		
	Co-Applicant's Position/Title		Length of Employment [    ] Years [    ] Months		
	Gross Monthly Salary	Other Income*	Have you ever declared bankruptcy? (please circle one) YES NO	If YES, Year Declared	

\*Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

<b>SIGNATURES</b>	Applicant Signature*		Co-Applicant Signature*		
	Date		Date		

\* Applicant and Co-Applicant are applying for joint credit.

**PLEASE RETURN COMPLETED FORM TO:** Pennsylvania American Water, Finance Department - Customer Connection Loan Program, 800 West Hersheypark Drive, Hershey, PA 17033