

## — WATER AUTHORITY —

### Helping Out Can Now Include You

#### **Customers can now donate to TAP program to assist others with water bill payments**

Life happens. Sometimes we find ourselves in financial situations where paying for basic necessities becomes a struggle. Even though we have some of the lowest rates for water services, Toho Water Authority (Toho) understands this and has created a fund known as the Toho Assistance Program (TAP) in partnership with the Osceola Council on Aging (COA).

The purpose of the fund is to assist those who cannot pay their monthly water utility bill. TAP prioritizes assistance for income eligible customers whose service has been disconnected or is in the process of being disconnected as well as households with elderly or disabled individuals or families with children under the age of eighteen.

Recently, Toho has added a donation feature for the TAP program. This will provide customers the option of helping others with their utility payments.

#### **This new feature now allows customers to help others by either:**

- Contributing a one-time or recurring monthly donation; or
- Rounding up their bill due amount to the nearest dollar.

The selected option will take effect on the next billing cycle. Customers can opt in and out at any time.

The coronavirus (COVID-19) has impacted



members of the community very differently. This option now allows neighbors not impacted who want to pay it forward to help others who are less fortunate.

Toho budgeted \$75,000 for the TAP with an additional \$75,000 matching funds for any donations by customers – essentially doubling dollars donated. The annual TAP amount tripled to \$150,000 in the wake of impacts of COVID-19, so that same level of assistance is anticipated.

Donations made to the TAP program are tax deductible.

Please visit our TAP page [www.tohewater.com/tap](http://www.tohewater.com/tap) for the online donation form or email [customerservice@tohewater.com](mailto:customerservice@tohewater.com).



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