

Giving 101

Everything you
need to know
about giving the
gift of clean water.



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Donation FAQS

Where does my money go when I donate to charity: water?

Donating to charity: water is different than donating to a fundraising campaign. We put all donations to charity: water toward what we call “general water” -- which means it goes wherever it’s needed most at the time. General water donations allow us to remain efficient and flexible during the implementation process and deal with the many tricky variables associated with construction in developing countries (supply price fluctuation, change of plans due to drills that don’t reach water, and other unpredictable challenges). But you can rest assured that 100% of your money helps fund water project costs and will benefit people in need.

Where does my money go when I donate to someone’s fundraising campaign?

100% of your donation in support of a charity: water fundraiser also funds water project costs. The difference is that we pool that money separately so we can use it in one place and report back to the fundraiser and their donors with photos and the exact location of the project(s) they helped fund.

Is my donation to charity: water tax deductible?

Yes. All donations made to charity: water are tax deductible. But that only applies to donations made within the US. Please note that the cutoff for donations that count toward your 2016 taxes is December 31, 2016 at 11:59 pm EST. If you are mailing a check to our office, it must be postmarked by December 31, 2016. More financial info [here](#).

Donation FAQS

Can I give in honor of someone else?

Absolutely! There are two ways.

One: Fill in the names of your loved ones on this donation form and honor several people at once. Your honorees will receive a beautiful email about the impact of your gift and feel like heroes.

Two: Purchase a donation card in our online store for a minimum of \$30 (this is the average amount it takes to provide clean water for one person). Our staff will fill out your card and mail it to your honoree.

How do I sponsor an entire community?

If you're interested in donating \$10,000 or more, we'll use your gift to fund a water project for an entire community. Our water projects range from \$10,000-\$25,000 depending on project type, geography, and local economies. Make a gift on our sponsor page, and we'll pair it with an appropriate project (or projects).

What's the difference between fundraising \$10,000 and donating \$10,000?

When you fundraise for charity: water, your reporting experience will be online. You and all of your donors will receive project details via email over the course of 21 months (which will look like this). When you donate \$10,000 on our sponsor page, you'll receive a mailed completion report instead.

What's "virtual recognition?"

Virtual recognition gives the water project sponsor virtual credit for the completion of his or her project! We mark it on our completed projects page with the sponsor's name and dedicate the completion report to them. Learn more here.

Donation FAQS

Do I get a receipt for my donation?

Yes. If you donate online, you should receive a receipt via email within 24 hours. If you donate by check or money order, please allow 8 weeks for us to mail your receipt back to you.

Why did my payment get rejected?

We use a secure payment processor to ensure your information is safe, and sometimes it may reject legitimate payments. We recommend contacting your issuing bank to understand why the charge was blocked. If your bank cannot fix the problem, please reach out to us via this form.

What's the best part about giving?

In addition to bringing clean water to people in need, generosity inspires generosity. The ripple effect is huge. One person's heart can influence dozens of friends or even hundreds of strangers. Three years ago, a nine year old girl named Rachel set out to raise \$300 for clean water and inspired 31,997 people. Nothing beats that.

Fundraising FAQS

Can I raise more than my campaign goal?

Definitely! There's no limit to the amount of money you can raise. In fact, if you reach your goal early, challenge yourself to raise more by increasing the goal amount! Here's a tutorial.

When and why does my campaign end?

Fundraising campaigns starting after Jan 1, 2016, will close at 11:59 pm EST on March 31, 2016.

charity: water works on a quarterly basis throughout the year. We commit to funding a certain number of water project grants per quarter (this is where your fundraising gets used!). In order to get your money to those grants in a timely and consistent manner, we commit to campaign end dates that have definitive stops. Specific end dates help our finance team plan accordingly.

Can people donate to my campaign after March 31st?

Unfortunately, no. Your campaign donations go to work immediately on April 1st! So all online donations must be made before midnight and all check or money order donations must be postmarked by March 31st and received within 10 days.

If I pledge to campaign for my birthday, does the campaign close on the day of my birthday?

No, all campaigns adhere to the same quarterly end dates. Whether your birthday falls in January, February, or March, you have until March 31st to fundraise.

Fundraising FAQS

Is a birthday campaign the same as any other campaign?

Essentially, yes. It functions on the same platform and has the same end dates. The only difference is that you're asking people to donate specifically for your birthday (or match your age in dollars).

What if I don't reach my campaign goal?

That's okay too. No matter how much you raise, 100% of it will fund water project costs and help people in need. And we'll still report back to you about the projects you helped fund 21 months after your campaign ends.

Merchandise FAQS

Can I buy something from your store and have it sent to someone else?

Sure! Just specify the necessary shipping and billing addresses when you checkout.

Where do you ship charity: water store items?

We ship anywhere within Canada and the US. We're currently unable to offer international shipping because of the costs associated with it, but we're searching for a solution and hope to offer it in the future.

Can I order merch in bulk for an event I'm hosting?

Unfortunately, we do not have an option for bulk or wholesale at this time.

Do you offer gift wrapping or a gift option?

We wish we could, but this is simply out of our capacity at this time. We use a small fulfillment center located in Idaho, and they are not equipped with the resources to make this happen. However, you'll be happy to know that our items do not have a price listed on the receipt.

Is my purchase through the online store tax deductible?

Yes. As long as your purchase is processed and shipped within the US, all items bought online from charity: water are tax deductible.

More About charity: water

Can you explain your 100% model?

When we started charity: water, we made a bold promise to the general public — 100% of their donations would go directly to the field to fund water projects. We rely on a small group of private donors to pay our operating costs, so every penny given to clean water goes to clean water. Details on our 100% model here.

Why doesn't your Charity Navigator score reflect the 100% model?

It's a little complicated. The 83% score you see here consolidates donations (Water Program funding) and expenses (Operating Funding) into one report. So even though we keep separate bank accounts for clean water donations and operations, the industry reports funding on all of it together. Our financial statements are a great way to clearly see the 100% Model if you're curious to learn more.