



Assistance is available for those who need it.

We believe 24/7 access to safe water is an important service to our customers, and we know that even a rate increase of a few dollars a month can be a burden for the city’s low-income residents. Here is a list of customer assistance initiatives.



Program Proposed

Affordable Rates:

In 2015, the Mayor signed a bill passed by City Council that calls for the creation of a new low-income rates program.

Program	Description	Who benefits, and how much?
Senior Citizen Discount	A 25% discount provided for residents who are 65 or older and have a total household income under \$31,500 per year <i>Administered by the Water Revenue Bureau</i>	Provided 21,487 seniors with discounts totaling more than \$3.4 million
Charitable Organization Discount	A 25% discount provided for charities, churches, nonprofit hospitals, schools, and universities <i>Administered by Philadelphia Water and the Water Revenue Bureau</i>	Provided 2,290 organizations with discounts totaling more than \$10.2 million
Water Revenue Assistance Program (WRAP)	Grants of up to \$500 on water bills to prevent shutoff for low-income customers and assist customers in obtaining federal energy assistance <i>Administered by the Water Revenue Bureau</i>	Provided grants to 7,198 customers with discounts totaling more than \$3.8 million
Utility Emergency Services Fund (UESF)	Grants to prevent shutoff or restore water service for low-income customers. Financial assistance must address unpaid past bills. <i>Administered by the nonprofit UESF, with application support from the Water Revenue Bureau.</i>	Served 551 customers totaling \$388,453
Homeowners Emergency Loan Program (HELP)	No-interest repair loan program for homeowners in imminent danger of shutoff because of a violation notice <i>Administered by Philadelphia Water</i>	Provided loans to 1,180 homeowners totaling more than \$4.6 million
Conservation Assistance Program (CAP)	Provides water conservation devices and education to low-income customers, yielding average water usage savings of more than 25% for participants <i>Administered by the Energy Coordinating Agency and Neighborhood Energy Centers through a Philadelphia Water grant</i>	Served 1,229 households. Total Philadelphia Water costs for water conservation equaled \$488,853
Cross Connection Abatement Program	State-mandated repair program that replaces sanitary drainage lines illegally connected to the storm sewer <i>Administered by Philadelphia Water</i>	Served 36 properties at a total cost of \$399,623
Basement Protection Program (BPP)	Assistance program to alleviate sewer backups in basements due to heavy rainstorms <i>Administered by Philadelphia Water</i>	Served 31 properties at a total cost of \$99,597

TOTALS:

In fiscal year 2015, the most recent year from which data is available, Philadelphia Water and the Water Revenue Bureau contributed **over \$22 million in assistance** to customers in need.