

New ways to get help with your water bill

Having a hard time paying your water bill?
Philadelphia is helping more people get lower bills.

What's new?

- **Expanded eligibility** through the new Tiered Assistance Program (TAP)
- **You don't need to be behind** on your bill to apply for help—so don't wait for a shutoff!
- **One application** to find the best program for you
- **Get a more predictable bill every month** making it easier to budget and plan
- **More ways to apply:** online and by mail
- **We get the process started for you** by filling in your customer information when you request the application

Who should apply?

If you are having trouble paying your water bill, fill out our one-stop application. We have assistance for people with lower incomes or those experiencing special hardships. We also have senior discounts and other ways to help. If we have a program that can help, we'll let you know and help you get signed up!

In Philadelphia, we estimate approximately **60,000 customers** are now eligible for assistance



Amanda's household of 5 people could lower their monthly bill from **\$89 to \$58.**



Hector is a senior with some unpaid bills. He and his wife could lower their monthly bill from **\$72 to \$33.**

Sample amounts shown. Savings amounts will vary based on individual customer's information.

Based on \$28,000 annual household income, with customer water usage history of 8 CCF/month.

Based on primary account holder 65+ yrs and \$16,000 annual household income, with customer water usage history of 6 CCF/month, and \$200 arrears w/payment charges of \$16.67/month.

START HERE:

▶ phila.gov/water-bill-help or call **215.685.6300**

To request an application, you'll need your **9-digit Water Access Code** shown at the top of any recent water bill.

TIP: For the application, you'll need to show **proof of monthly income** for all members of your household. Be prepared to submit a month's worth of your household's most recent paystubs, or the previous year's tax returns.

Gather copies of that info ahead of time so you're ready to fill out the form.

A full checklist of required documents is posted at <http://www.phila.gov/water-bill-help>



PHILADELPHIA
WATER
DEPARTMENT



CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE
WATER REVENUE BUREAU