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.

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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:

philadelphia.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