

**BEFORE THE PHILADELPHIA WATER, SEWER AND STORM WATER
RATE BOARD**

In the Matter of a Proposed Rate Increase in :
Water, Sewer and Storm Water Rates : **FY 2019-2020 Rates**

Public Advocate's Advance Interrogatories & Requests for Production of Documents

The following instructions apply to these Advance Interrogatories and Requests for Production of Documents:

1. *These interrogatories shall be deemed to be continuing. PWD is obliged to change, supplement and correct all answers to interrogatories to conform to available information, including such information as first becomes available to PWD after the answers hereto are served.*
2. *The answer should first restate the question asked and also identify the name and position of the individual who provided the answer.*
3. *Copies of all replies are to be provided in PDF and/or XLS format via email and/or on CDs.*
4. *Each interrogatory and request for production shall be answered fully and completely. All information is to be divulged that is within the knowledge, possession, control, or custody of PWD or may be reasonably ascertained thereby.*
5. *As used in these discovery requests, the following terms shall have the meanings provided below, unless the context clearly requires otherwise:*
 - a. *“2016 rate proceeding” means the PWD rate increase proceeding commenced by Advance Notice on January 8, 2016 and Formal Notice on February 8, 2016, culminating in the Report of the Board on PWD Proposed Rate Changes, FY17, FY18, dated as of June 7, 2016.*
 - b. *“Board” means the Philadelphia Water, Sewer and Storm Water Rate Board.*
 - c. *“Document,” “documentation,” or “workpaper” means and includes, but is not limited to, the original and all copies (regardless of origin and whether or not including additional writing thereon or attached thereto) of memoranda, reports, books, manuals, instructions, directives, records, forms, notes, letters, notices, confirmations, telegrams, pamphlets, bulletins, transcripts, diaries, analyses, spreadsheets, calculations, presentations, summaries, correspondence and enclosures, circulars, opinions, studies, investigations, questionnaires, surveys, drawings, graphs, charts, photographs, and notations of any sort (including, e.g., concerning conversations, telephone calls, meetings or other communications), and all drafts, preliminary versions, alterations, modifications, revisions, changes, amendments and written comments concerning the foregoing, in whatever form stored or contained in or on whatever medium including computerized memory or magnetic media.*
 - d. *“PWD” or “Department” as used herein includes Philadelphia Water Department, Philadelphia Water Revenue Bureau (WRB), and their attorneys, agents, employees, or other representatives.*
 - e. *“Shut off” means the suspension or discontinuance of water service to a property by PWD.*
 - f. *“TAP” means the Tiered Assistance Program defined in Section 100.1(n) of PWD regulations.*

- PA-ADV-1. Please explain the major reasons for any proposed rate increase, including the percentage increase in revenue requirements attributable to each cost factor listed.
- PA-ADV-2. Please provide copies of all water, wastewater, and storm water cost of service studies to be included in the PWD's application in Microsoft Excel format with all formulas intact. Also include all supporting schedules and workpapers in Excel format with all formulas intact.
- PA-ADV-3. Please provide copies of the following financial statements and reports for fiscal years FY2015 to date:
- a. PWD Financial Statements
 - b. City of Philadelphia Comprehensive Annual Financial Report
 - c. City of Philadelphia Annual Financial Report (unaudited)
- PA-ADV-4. Please provide an electronic worksheet with the monthly actual number of customers by the following customer classes for each year FY2015 to the most recent month available:
- a. General Service 5/8 inch Meter (Incl Sr Citizens) Service Codes 4, D, G, H, P, W, Z
 - b. General Service > 5/8 inch Meter (Incl Sr Citizens) Service Codes 4, G, H, P, W, Z
 - c. Housing Authority Service Code A Charities & Schools Service Codes C, E, L and N
 - d. City Properties Leased Service Code 821 (a)
 - e. Unmetered Service Code S
- PA-ADV-5. Please provide an electronic worksheet with the monthly actual usage by the following customer classes for each year FY2015 to the most recent month available:
- a. General Service 5/8 inch Meter (Incl Sr Citizens) Service Codes 4, D, G, H, P, W, Z
 - b. General Service > 5/8 inch Meter (Incl Sr Citizens) Service Codes 4, G, H, P, W, Z
 - c. Housing Authority Service Code A Charities & Schools Service Codes C, E, L and N
 - d. City Properties Leased Service Code 821 (a)
 - e. Unmetered Service Code S
- PA-ADV-6. Please provide calculations of actual current year collection factors for each fiscal year FY2015 to date.
- PA-ADV-7. Please provide an electronic worksheet separately showing the actual and budgeted expenses by division and class for the most recent four fiscal years ended and the year to date amount for the current fiscal year.

- PA-ADV-8. Please provide an update to PA-EXE-43 from the 2016 rate proceeding regarding “the Department’s approved budget detail” for the last three fiscal years ended and the current fiscal year.
- PA-ADV-9. Please provide copies of all justification schedules included in the budget detail for the most recent fiscal year ended and for the current fiscal year.
- PA-ADV-10. Please provide a schedule similar to the reply to PA-EXE-45 in the 2016 rate proceeding regarding “Rate Process expenses” for the proposed rate case.
- PA-ADV-11. Please provide a schedule showing the most recent wage increases granted and the wage increases to be granted over the next two fiscal years per the current labor contract.
- PA-ADV-12. Please provide an update of the reply to PA-EXE-51 in the 2016 rate proceeding regarding Interdepartmental charges.
- PA-ADV-13. Please provide an update of the reply to PA-EXE-52 in the 2016 rate proceeding regarding indemnity charges.
- PA-ADV-14. Please provide a “bringdown” of the 2016 rate proceeding financial plan similar to the reply to PA-EXE-103 in the 2016 rate proceeding, setting forth PWD’s assumptions, actual results, and calculated differences, for FY2016 and FY2017. In responding to this request: (1) utilize PWD’s assumptions for FY2016 set forth in PWD’s filed financial plan as originally submitted to the Board on February 6, 2016; and, (2) utilize the assumptions for FY2017 set forth in Appendix A, Table C-1 of the Report of the Board on PWD Proposed Rate Changes, FY17, FY18, dated as of June 7, 2016.
- PA-ADV-15. Please provide the actual and budgeted fringe benefits expense data for the last three fiscal years and the current fiscal year to date broken down by type of benefit.
- PA-ADV-16. Please provide a schedule (not references) detailing all-in interest issuance rates on all bond issues issued since the 2016 rate proceeding.
- PA-ADV-17. Please provide an analysis showing the actual and budgeted capital improvement program expenditures for the three most recent fiscal years ended and the current fiscal year to date.
- PA-ADV-18. Please provide a schedule showing actual fiscal year-end Residual Fund balances for FY2015, FY2016, FY2017 and the budgeted/forecasted balances for the same time period. Provide an explanation of the reasons for any actual to budget variance exceeding 20 percent.

- PA-ADV-19. Please provide a schedule comparing actual fiscal year-end balances for the Rate Stabilization Fund for FY2015, FY2016, FY2017 and the budgeted/forecasted balances for the same time period. Provide an explanation of the reasons for any actual to budget variance exceeding 20 percent.
- PA-ADV-20. Please provide the Mayor's Operating Budget and supporting detail for the last three fiscal years and the current fiscal year to date.
- PA-ADV-21. Please provide copies of the Monthly Managers' Report for the most recent fiscal year and the current fiscal year to date.
- PA-ADV-22. Please provide copies the most recent Five Year Plan for the City of Philadelphia.
- PA-ADV-23. Please provide the Department's most recent Capital Budget, as approved by City Council.
- PA-ADV-24. Please provide budget updates to the initial budget for each fiscal year 2018 and 2019.
- PA-ADV-25. Regarding Payroll Expenses, please provide:
- a. The current fiscal year number of authorized positions funded by the Department's operating fund (vacant and filled);
 - b. The plan by PWD and WRB to fill any vacant positions; and
 - c. The number of employees for each month for the three most recent fiscal years ended through the most recent date available.
- PA-ADV-26. Please provide all Official Statements of the Department issued in connection with bond transactions since the 2016 rate proceeding.
- PA-ADV-27. Please provide a schedule detailing PWD's rating history and the most recent rating agency reports for the Department.
- PA-ADV-28. Please provide a schedule detailing actual Rate Stabilization fund transfers for the three most recent fiscal years.
- PA-ADV-29. Please provide an update to PA-EXE-73 in the 2016 rate proceeding regarding "Capital Account Deposits".
- PA-ADV-30. Please provide a schedule detailing the actual senior debt service requirements for FY 2018. Your response should provide, but not be limited to, the debt balances, stated interest rate, interest expense, amortization of debt premium or discount, and the effective interest rate.

- PA-ADV-31. Please describe any projected issuance of debt, including the timing of future issuance needs, the value of the projected debt issuance, the cost of debt, any discount or premium on the debt and the effective interest rate.
- PA-ADV-32. Please explain in detail how PWD plans to fund its capital program over the next three years.
- PA-ADV-33. Please identify any large commercial, industrial or wholesale customers that have left PWD's system or have come on the system since FY 2016.
- PA-ADV-34. Please explain in detail any changes in the cost allocation and rate design methodologies since the 2016 rate proceeding.
- PA-ADV-35. Please explain in detail the basis for any changes in the water customer class demand factors compared to the 2016 rate proceeding.
- PA-ADV-36. Please explain in detail the basis for any changes to the non-residential GA and IA units of service since the 2016 rate proceeding.
- PA-ADV-37. For each of the past three years, please provide for the water system:
- a. System average day production;
 - b. System maximum day production; and
 - c. System maximum hour production.
- PA-ADV-38. Please provide a copy of PWD's most recent long-term water supply plan.
- PA-ADV-39. Please provide a representative sample of the bills of residential customers.
- PA-ADV-40. Please provide an estimate of the quantity of water used for public fire-fighting for each of the last three years.
- PA-ADV-41. For each customer class reflect in the water class cost of service study, please provide monthly sales for the most recent 36-months available in Excel format.
- PA-ADV-42. Please explain in detail how the maximum day and maximum hour capacity factor for each class in the water class cost of service study was determined (including public and private fire). Include supporting calculations and documentation.
- PA-ADV-43. Please identify the annual quantities of lost and unaccounted-for water (LUFW) for the most recent five-year period available. Also identify annual water production for the same five annual periods.

PA-ADV-44. Please identify the causes of LUFW on the PWD system. Provide copies of any studies or analyses conducted in the last three years that evaluate the causes of LUFW on the PWD system.

PA-ADV-45. Please provide a detailed explanation of the PWD's efforts and programs to reduce LUFW over the last three years. Identify the success of those efforts.

PA-ADV-46. Please identify the annual quantities of Non-Revenue Water for the most recent five-year period available. Include a detailed breakdown of Non-Revenue Water by component/type.

PA-ADV-47. Reference the PWD's Rates and Charges, Section 6.0 Miscellaneous Water Charges. For each of the charges identified in this section, please:

- a. State when the current charge was approved;
- b. Explain how the current charge was calculated or determined;
- c. Demonstrate that the charge is cost based; and
- d. Identify the revenues collected pursuant to the charge for the most recent annual period available.

PA-ADV-48. Reference the PWD's Rates and Charges, Section 7.0 Miscellaneous Sewer Charges. For each of the charges identified in this section, please:

- a. State when the current charge was approved;
- b. Explain how the current charge was calculated or determined;
- c. Demonstrate that the charge is cost based; and
- d. Identify the revenues collected pursuant to the charge for the most recent annual period available.

PA-ADV-49. Reference the PWD's Rates and Charges, Section 8.0 Miscellaneous Stormwater. For each of the charges identified in this section, please:

- a. State when the current charge was approved;
- b. Explain how the current charge was calculated or determined;
- c. Demonstrate that the charge is cost based; and
- d. Identify the revenues collected pursuant to the charge for the most recent annual period available.

PA-ADV-50. Please identify each fee, charge or assessment authorized under PWD Regulations (Chapters 1-6) which was modified, added, made effective, or implemented on or after January 1, 2016. With respect to each such fee, charge, or assessment, please:

- a. State when the current fee, charge or assessment was approved;
- b. Explain how the current fee, charge or assessment was calculated or determined;
- c. Demonstrate that the fee, charge or assessment is cost based; and

- d. Identify the revenues collected pursuant to the fee, charge or assessment for the most recent annual period available.

PA-ADV-51. Please identify each credit, rebate, reward or other financial incentive authorized under PWD Regulations (Chapters 1-6) which was modified, added, made effective, or implemented on or after January 1, 2016. With respect to each such credit, rebate, reward or other financial incentive, please:

- a. State when the current credit, rebate, reward or other financial incentive was approved;
- b. Explain how the current credit, rebate, reward or other financial incentive was calculated or determined;
- c. Demonstrate that the credit, rebate, reward or other financial incentive is cost based; and
- d. Identify the revenues utilized to provide such credit, rebate, reward or other financial incentive for the most recent annual period available.

PA-ADV-52. Since the 2016 rate proceeding, has the PWD conducted a comprehensive holistic review of its rate structure for water service under which separate rate schedules were considered for certain customer classes? If no, why not? If yes, please describe this review in detail and present all results and findings of the review.

PA-ADV-53. Please provide Department accounts receivable aging reports by month for the most recent 36 months available, including within each aging bucket: (a) the number of accounts; (b) the dollars of receivable; and (c) the average balance per account.

PA-ADV-54. Please provide a usage distribution by month for the most recent 36 months available, including within each distribution range: (a) the number of accounts; (b) the aggregate consumption within that range; (c) the average consumption within that range; and (d) the average bill within that range.

PA-ADV-55. Please provide, by year for the most three years available, all collectability studies assessing the rate at which the Department converts billings into collected revenue.

PA-ADV-56. Please provide each customer satisfaction survey performed within the past 36 months, including but not limited to each point-of-contact customer satisfaction survey.

PA-ADV-57. Please identify each residential customer service fee imposed, including any late payment charge. Separately provide the cost-justification for such fee.

PA-ADV-58. For each customer fee identified in response to the immediately preceding question, please provide for the most recent 36 months available: (a) the number of accounts being charged that fee; and (b) the aggregate dollars charged for that fee.

PA-ADV-59. Please provide by month for the most recent 36 months available by customer class to the extent available: (a) the number of liens filed for unpaid water bills; (b) the number of liens paid-off; (c) the dollars of liens filed for unpaid water bills; and (d) the dollars of liens paid-off.

PA-ADV-60. By month for each the most recent 36 months available, please provide:

- a. The number of new deferred payment arrangements entered into;
- b. The average downpayment (in dollars) of deferred payment arrangements entered into disaggregated by the arrearages at the time the deferred payment arrangement is sought;
- c. The average term (in months) of deferred payment arrangements entered into;
- d. The average dollar amount of arrears made subject to the deferred payment arrangement disaggregated by their term (in months) of the payment arrangement agreement;
- e. The average monthly installment of deferred payment arrangements disaggregated by their term (in months) of the payment arrangement agreement;
- f. The distribution of new deferred payment arrangements by their term (in months);
- g. The number of defaulted deferred payment arrangements;
- h. The number of defaulted deferred payment arrangements disaggregated by their term (in months) of the payment arrangement agreement;
- i. The number of completed (or “successful”) deferred payment arrangements disaggregated by their term (in months) of the payment arrangement agreement.

PA-ADV-61. Please provide by month for the most recent 36 months available, the number of:

- a. Final notices of shut off for nonpayment (disaggregating by and explaining if different “final” notices are provided) for residential customers; and
- b. Residential shut offs for nonpayment.

PA-ADV-62. Please provide by month for the most recent 36 months available:

- a. The number of accounts reconnected subsequent to a shut off for nonpayment.
- b. The average time between shut off and reconnection.
- c. A distribution in reasonable bands of how long a customer was “off” the system (suggested bands; less than 1 day, 1-3 days, 3-7 days, 7-30 days, more than 30 days).

PA-ADV-63. By month for the most recent 36 months available, please provide the total number of customers taking service under levelized budget billing disaggregated by residential customers and by low-income customers (if available).

PA-ADV-64. Of the residential accounts receiving a notice of an impending shut off for nonpayment, for each month for the most recent 36 months available, please provide:

- a. The total number of accounts that did not have their service shut off by the date specified in the shut off notice;

- b. The total number of accounts that did not have their service shut off for nonpayment after receiving a shut off notice for nonpayment that voluntarily terminated their accounts;
- c. The total number of accounts that did not have their service shut off because the customer paid their bills in full prior to their scheduled shut off;
- d. The total number of accounts that did not have their service shut off because the customer paid their bills less than in full but sufficient to avoid their scheduled shut off;
- e. The total number of accounts that did not have their service shut off even though they retained an arrears that was sufficient large (or sufficiently old) to trigger a shut off); and
- f. The total number of accounts on which account no payments were made prior to the issuance of the next bill after issuance of the shut off notice.

PA-ADV-65. Assume for purposes of this Information Request that a residential bill is rendered on Day 1. Assume further the bill remains unpaid. Provide the timeline of each collection step until the bill is final-billed for nonpayment. Identify the Day on which each step of the collection process can be expected to occur.

PA-ADV-66. For the most recent 12-month period available, by month for residential accounts, please provide:

- a. What percentage of bills was paid by the due date of the bill;
- b. What percentage of bills was paid by the time the next month's bill is rendered;
- c. What percentage of those bills was paid by the time the second subsequent bill is rendered; and
- d. What percentage of those bills was paid by the time the third subsequent bill is rendered.

PA-ADV-67. In a typical month, with Day 1 being the day a bill is issued, please provide the percentage of residential accounts making payments by day through Day 60. If reporting of such data is only by a time period other than a day (e.g., weekly), provide the reporting by that time period.

PA-ADV-68. Please provide by month for each month for the most recent 36 months available:

- a. The average bill for all residential accounts;
- b. The average arrears of residential accounts in arrears;
- c. The average bill of residential accounts in arrears;
- d. The total dollars of residential arrears;
- e. The percentage of residential dollars constituting arrears;
- f. The percentage of billed residential accounts having arrears; and
- g. The average arrears of all residential accounts shut off for nonpayment in that month.

PA-ADV-69. Please provide a copy of a typical residential notice of shut off for nonpayment printed in each of the following months:

- a. August 2015.
- b. November 2016;
- c. January 2017;
- d. April 2017; and

If more than one type of residential shut off notice is issued, provide a copy of each.

PA-ADV-70. By month for the most recent 36 months available, please provide:

- a. The total number of customers for whom a deposit was held;
- b. The total dollars of deposit held.
- c. The number of customers from whom a new or larger deposit was requested from new customers / applicants.
- d. The number of customers from who a new or larger deposit was requested from existing customers.
- e. The aggregated dollar amounts of a new or larger deposit requested from new customers / applicants.
- f. The aggregated dollar amounts of a new or larger deposit requested from existing customers.

PA-ADV-71. By month for the most recent 36 months available, please provide:

- a. The number of accounts to whom a deposit was refunded after the customer established creditworthiness by making adequate payments over a period of time;
- b. The number of accounts from those identified in response to “a” with no subsequent uncollectible dollars (whether due to no final bill or due to a final bill with no resulting uncollectible).
- c. The number of accounts from those identified in response to “a” that received a final bill resulting in uncollectibles;
- d. The number of accounts from those identified in response to “a” that received final bills showing arrears at the time of the final bill.

PA-ADV-72. By month for the most recent 36 months available, please provide the number and percent of accounts represented by closed residential accounts with no aged balances (indicating for each percentage the number in the numerator and in the denominator):

- a. on which accounts a deposit had never been assessed;
- b. on which accounts a deposit had been assessed and returned;
- c. on which accounts a deposit had been assessed but not returned.

PA-ADV-73. By month for the most recent 36 months available, please provide:

- a. The number of closed accounts;
- b. The number of closed accounts with aged balances on which accounts a deposit had never been assessed;

- c. The number of closed accounts with aged balances on which accounts a deposit was held at the time of the final bill;
- d. The number of closed accounts that received final bills distributed by aging bucket at the time the final bill was rendered.

PA-ADV-74. For each month for the most recent twelve months available, please provide:

- a. the average bill for residential accounts at existing rates provided in sufficient detail (including all input variables) to permit replication.
- b. the same bill information using the Company's proposed rates rather than the Company's existing rates.

PA-ADV-75. By month for the most recent 36 months available, please provide:

- a. The dollars of residential late fee revenue collected; and
- b. The number of residential accounts paying a late charge.

PA-ADV-76. Please provide a single copy of all studies within the Company's custody or control documenting the effectiveness of a late payment charge as an incentive to pay for:

- a. Residential utility customers.
- b. Low-income residential customers.

PA-ADV-77. Please provide all written studies currently within the Company's custody or control, whether or not prepared by or for the Company, that explicitly assess the extent to which the following activities reduce residential bad debt:

- a. Cash security deposits;
- b. Deferred payment agreements;
- c. Disconnections for nonpayment;
- d. Field collections;
- e. Call center collection calls;
- f. Budget billing plans;
- g. Late payment charges.

PA-ADV-78. Please provide all written studies currently within the Company's custody or control, whether or not prepared by or for the Company, that explicitly assess the extent to which the following activities reduce residential arrears:

- a. Cash security deposits;
- b. Deferred payment agreements;
- c. Disconnections for nonpayment;
- d. Field collections;
- e. Call center collection calls;
- f. Budget billing plans;
- g. Late payment charges.

PA-ADV-79. Please provide a copy of:

- a. All written documents that explain, assess or otherwise discuss the criteria the Company uses to assess on an ongoing basis the effectiveness of its current credit and collection activities.
- b. Any written assessment, evaluation, report or other written document of any nature prepared since January 1, 2012 which discusses the effectiveness of the Company's current credit and collection activities.

PA-ADV-80. Please provide a copy of all reports, evaluations, memos, analyses or other written documents of any nature prepared since January 2012 establishing performance indicator targets to be met within the next year after publication of the performance targets; within the next two years after publication of the performance targets; or within the next three years after publication of the performance targets, with respect to:

- a. Debt prevention;
- b. Debt management;
- c. The treatment of vulnerable customers;
- d. Customer satisfaction.

PA-ADV-81. Please provide a single copy of any report, evaluation, study or other written document of any nature, within the custody or control of the Company, whether or not prepared by or for the Company, dated within the past five years, identifying, evaluating or otherwise discussing why nonpaying residential customers do not make contact with the utility when, in response to bill nonpayment, those nonpaying customers receive a request or notice to contact a utility to avoid the shut off of service.

PA-ADV-82. Please provide a single copy of any report, evaluation, study or other written document of any nature, within the custody or control of the Company, whether or not prepared by or for the Company, dated within the past five years, identifying, evaluating or otherwise discussing why residential customers do not successfully complete deferred payment plans (sometimes known as payment agreements or other similar terms) in order to avoid the shut off of service for nonpayment.

PA-ADV-83. Please provide a comprehensive list of the options that a residential customer has to pay their utility bill. The list of payment options should include, if available, payment through a third party authorized community pay station (or payment center). In addition, for each option:

- a. For each month for the most recent 36 months available, please provide the number of payments received through each option;
- b. Indicate the fee, if any, which is imposed to utilize that option;
- c. Provide a detailed cost justification for that fee; and
- d. For each month for the most recent 36 months available, please provide the dollars generated by such fee.

PA-ADV-84. Please provide a list of each five digit zip code served by the Company, along with the number of residential customers served in that zip code.

PA-ADV-85. For the most recent 12 month period available, please provide any information that is available that is broken down geographically (e.g., zip code, Census tract) regarding:

- a. Billings;
- b. Payments;
- c. Arrears;
- d. Disconnections, reconnections;
- e. Payment plans.
- f. Other credit and collection activities.

PA-ADV-86. Please provide, by month since July 2017:

- a. The number of new TAP new enrollees.
- b. The total number of TAP participants.
- c. The number of TAP new enrollees having preprogram arrears at the time of enrollment.
- d. The aggregate dollars of preprogram arrears for TAP new enrollees at the time of enrollment.
- e. The number of TAP bills issued in that month.
- f. The dollars of TAP bills issued in that month.
- g. The dollars of TAP credits / discounts (i.e., the difference between the TAP bill and bills at standard residential rates) in that month.
- h. The number of TAP payments in that month.
- i. The dollars of TAP payments in that month.
- j. The number of TAP full and on-time payments in that month.
- k. The number of TAP accounts in arrears in that month (excluding arrears that are solely preprogram arrears).
- l. The dollars of arrears on TAP accounts in that month (excluding arrears that are solely preprogram arrears).

PA-ADV-87. Please provide by month since July 2017 a distribution, in bands of \$50, of preprogram arrears on the accounts of new TAP enrollees.

PA-ADV-88. Please provide, by month since July 2017:

- a. The number of new TAP enrollees that were subject to an ongoing deferred payment arrangement for preprogram arrears at the time of TAP enrollment.
- b. The number of new TAP enrollees that were current participants in PWD's existing WRAP program at the time of TAP enrollment.

PA-ADV-89. Please provide, by month since July 2017:

- a. The number of notices of shut off for nonpayment issued to TAP participants.

- b. The number of TAP participant accounts that were shut off for nonpayment.
- c. The number of final bills issued to TAP participant accounts.
- d. The number of final bills issued to TAP participant accounts that had an arrearage on that final bill.
- e. The aggregate dollar value of arrearages contained on final bills issued to TAP participant accounts.

PA-ADV-90. Please provide a detailed description of the TAP intake process. Separately provide a copy of all:

- a. Training manuals provided to PWD personnel describing the TAP program.
- b. Training manuals provided to PWD personnel involved with TAP intake describing the intake process.
- c. Procedures manuals describing the TAP program.
- d. Procedures manuals describing the TAP intake process.
- e. Training materials provided to PWD personnel involved with TAP intake describing the TAP intake process.
- f. Training materials provided to persons other than PWD personnel which persons are or might be involved with the TAP intake process.
- g. Outreach materials provided to PWD customers describing who is qualified for and/or how to enroll in TAP.
- h. Outreach materials provided to the public other than PWD customers describing who is qualified for and/or how to enroll in TAP.

PA-ADV-91. Please provide copies of all internal monthly data reports generated regarding the operation of TAP.

PA-ADV-92. Please provide by month since January 2017:

- a. The number of budgeted PWD staff positions devoted exclusively to the operation of TAP.
- b. The number of actual PWD staff positions devoted exclusively to the operation of TAP.
- c. The number of budgeted PWD staff positions whose time is devoted partially to the operation of TAP, including an identification of the portion of time devoted to TAP.
- d. The number of actual PWD staff positions whose time is devoted partially to the operation of TAP, including an identification of the portion of time devoted to TAP.

PA-ADV-93. Please provide a copy of all third party contracts with an entity outside PWD:

- a. Regarding information technology devoted exclusively to TAP.
- b. Regarding outreach devoted exclusively to TAP.
- c. Regarding intake devoted exclusively to TAP.