

1 **RESPONSE TO PUBLIC ADVOCATE’S INTERROGATORIES**
2 **AND REQUESTS FOR PRODUCTION OF DOCUMENTS**

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5 **PA-ADV-1.** PLEASE EXPLAIN THE MAJOR REASONS FOR ANY PROPOSED
6 RATE INCREASE, INCLUDING THE PERCENTAGE INCREASE
7 IN REVENUE REQUIREMENTS ATTRIBUTABLE TO EACH
8 COST FACTOR LISTED.

9 **RESPONSE:**

10 In addition to normal inflationary pressures, there are several major factors driving the
11 Philadelphia Water Department’s (PWD or Water Department) required revenue adjustments:

- 12 • Rising workforce costs including:
 - 13 ○ An increase in personnel cost of approximately \$4 million per year.
 - 14 ○ Additional costs pressures associated with personnel-related increases in
 - 15 pensions and benefits.
- 16 • Shifts of cost components from capital to operating:
 - 17 ○ In accordance with City Policy, fringes for personnel associated with the Capital
 - 18 Improvement Program moved from capital to operating equating to
 - 19 approximately \$12.5 million shift in Fiscal Year 2018.
- 20 • Continued costs related to the Consent Order Agreement (COA):
 - 21 ○ The Stormwater Management Incentive Program (SMIP) / Greened Acre
 - 22 Retrofit Program (GARP) funding is being increased by \$5 million in Fiscal
 - 23 Year 2018 and \$10 million per year thereafter.
 - 24 ▪ This is due to the success of the program which helps PWD meet the
 - 25 requirements of the COA; and
 - 26 ▪ The lower cost associated with SMIP/GARP projects versus the cost of
 - 27 public greened acres costs.

1 ○ In order to support ongoing green stormwater infrastructure (GSI)
2 implementation and maintenance, PWD is also expanding its green GSI
3 capabilities and capacity by increasing staff in planning, environmental service,
4 and maintenance.

5 ● Decreased operating revenues due to the following:

6 ○ Decline in General Service Customer consumption resulting in approximately
7 \$11.3 million decrease in revenue over the rate period (FY 2019 to FY 2021);
8 and

9 ○ Reduced revenues resulting from increased stormwater credits of approximately
10 \$0.2 million in FY 2019, \$1.1 million in FY 2020, and \$2.2 million in FY 2021
11 (or a total of \$3.5 million over the rate period).

12 PWD examines its revenue requirements on a holistic basis and they reflect the overall needs
13 of the Water Department over Fiscal Years 2019, 2020 and 2021 (the Rate Period). As such,
14 the Water Department did not consider the individual impact of each driver above.

15 As detailed in PWD Statement No. 9A, PWD is proposing the following overall percentage
16 increase in revenue requirements for the Rate Period:

Fiscal Year	Revenue Adjustment
2019	1.60%
2020	4.50%
2021	4.50%

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22 Note: the above revenue adjustments are only effective for 10 months during the associated
23 fiscal year.

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25 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, LLC
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1 **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.

7 **RESPONSE:**

8 The Microsoft Excel-based Computer Models included in PWD's application will be made
9 available to Participants that execute a confidentially agreement. The Excel-based models,
10 which include the following Black & Veatch Management Consulting, LLC (Black & Veatch)
11 Cost of Service Work papers (PWD Exhibit 6) are as follows:

- 12 1. Financial Plan (Finplan17.xlsm)
- 13 2. Wastewater Cost of Service (SCOS17_19.xlsm)
- 14 3. Water Cost of Service (WCOS17_19.xlsm)

17 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, LLC

1 **PA-ADV-3.** PLEASE PROVIDE COPIES OF THE FOLLOWING FINANCIAL
2 STATEMENTS AND REPORTS FOR FISCAL YEARS FY 2015 TO DATE:

3 A. PWD FINANCIAL STATEMENTS

4 B. CITY OF PHILADELPHIA COMPREHENSIVE ANNUAL FINANCIAL
5 REPORT

6 C. CITY OF PHILADELPHIA ANNUAL FINANCIAL REPORT
7 (UNAUDITED)

8 **RESPONSE:**

9 A. For information regarding PWD Financial statements, please reference the following
10 website: <http://www.phila.gov/investor/Pages/reports.aspx>. The Fiscal Year 2017 report is not
11 available.

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13 B. For information regarding the City of Philadelphia Comprehensive Annual Financial
14 Report, please reference the following website:
15 <http://www.phila.gov/investor/Pages/reports.aspx>. The Fiscal Year 2017 report is not available.

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17 C. For information regarding the City of Philadelphia Annual Financial Report (Unaudited),
18 please reference the following website: <http://www.phila.gov/investor/Pages/reports.aspx>.

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20 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department

1 **PA-ADV-4.** PLEASE PROVIDE AN ELECTRONIC WORKSHEET WITH THE MONTHLY
2 ACTUAL NUMBER OF CUSTOMERS BY THE FOLLOWING CUSTOMER
3 CLASSES FOR EACH YEAR FY2015 TO THE MOST RECENT MONTH
4 AVAILABLE:

5 A. GENERAL SERVICE 5/8 INCH METER (INCL SR CITIZENS) SERVICE
6 CODES 4, D, G, H, P, W, Z

7 B. GENERAL SERVICE > 5/8 INCH METER (INCL SR CITIZENS) SERVICE
8 CODES 4, G, H, P, W, Z

9 C. HOUSING AUTHORITY SERVICE CODE A CHARITIES & SCHOOLS
10 SERVICE CODES C, E, L AND N

11 D. CITY PROPERTIES LEASED SERVICE CODE 821 (A) UNMETERED
12 SERVICE CODE S

13
14 **RESPONSE:**

15 The annual report generated by RFC, called Report 1, addresses this request. Please refer to
16 Excel file titled "PA-ADV-4_20180116" for the number of accounts in each Service Type and
17 Customer Type category for fiscal years 2015 and 2016.

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19 **RESPONSE PROVIDED BY:** Raftelis Financial Consultants, Inc.
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1 **PA-ADV-5.** PLEASE PROVIDE AN ELECTRONIC WORKSHEET WITH THE MONTHLY
2 ACTUAL USAGE BY THE FOLLOWING CUSTOMER CLASSES FOR EACH
3 YEAR FY 2015 TO THE MOST RECENT MONTH AVAILABLE:

4 A. GENERAL SERVICE 5/8 INCH METER (INCL SR CITIZENS) SERVICE
5 CODES 4, D, G, H, P, W, Z

6 B. GENERAL SERVICE > 5/8 INCH METER (INCL SR CITIZENS) SERVICE
7 CODES 4, G, H, P, W, Z

8 C. HOUSING AUTHORITY SERVICE CODE A CHARITIES & SCHOOLS
9 SERVICE CODES C, E, L AND N

10 D. CITY PROPERTIES LEASED SERVICE CODE 821 (A)

11 E. UNMETERED SERVICE CODE S
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13 **RESPONSE:**

14 The annual report generated by RFC, called Report 1, addresses this request. Please refer to
15 Excel file titled "PA-ADV-4_20180116" for the total water usage in each Service Type and
16 Customer Type category for fiscal years 2015 and 2016.
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18 **RESPONSE PROVIDED BY:** Raftelis Financial Consultants, Inc.
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PA-ADV-6. PLEASE PROVIDE CALCULATIONS OF ACTUAL CURRENT YEAR COLLECTION FACTORS FOR EACH FISCAL YEAR FY 2015 TO DATE.

RESPONSE:

The annual report generated by RFC, called Report 4-Payment Patterns, addresses this request. The billings and collections for fiscal years 2015 and 2016 are shown below, and can be found in the enclosed PDF document, PA-ADV-6_Attachment.

		Billing Year	Billing year +1	Billing year +2 and beyond		
Fiscal Year	Type	Billings	Payments (All)	FY2016 (Payments <=12 Months)	FY2017 (Payments 13-24 Months)	FY2018 and beyond (Payments 25 and greater)
FY16	Total*	\$ 612,315,212.94	\$ 527,702,482.84	\$ 527,196,433.22	-	-
FY16	Non-SWO*	\$ 593,155,610.61	\$ 515,609,813.75	\$ 515,110,139.47	-	-
FY16	SWO*	\$ 19,159,602.33	\$ 12,092,669.09	\$ 12,086,293.75	-	-
FY16	Total percent collected**	-	86.18%	86.10%	-	-
FY16	Non-SWO collected**	-	86.93%	86.84%	-	-
FY16	SWO collected**	-	63.12%	63.08%	-	-
FY16	Percent of Remainder Collected	-	-	-	-	-

*includes City, less PWD, **assumes City 100%, excludes PWD

		Billing Year	Billing year +1	Billing year +2 and beyond		
Fiscal Year	Type	Billings	Payments (All)	FY2015 (Payments <=12 Months)	FY2016 (Payments 13-24 Months)	FY 2017 and beyond (Payments 25 and greater)
FY15	Total*	\$ 614,256,985.07	\$ 579,607,855.73	\$ 529,025,536.86	\$ 50,582,318.88	-
FY15	Non-SWO*	\$ 594,133,652.95	\$ 566,005,717.06	\$ 517,049,680.84	\$ 48,956,036.23	-
FY15	SWO*	\$ 20,123,332.12	\$ 13,602,138.67	\$ 11,975,856.02	\$ 1,626,282.65	-
FY15	Total percent collected**	-	94.36%	86.12%	8.23%	-
FY15	Non-SWO collected**	-	95.27%	87.03%	8.24%	-
FY15	SWO collected**	-	67.59%	59.51%	8.08%	-
FY15	Percent of Remainder Collected	-	-	-	59.35%	-

*includes City, less PWD, **assumes City 100%, excludes PWD

RESPONSE PROVIDED BY: Raftelis Financial Consultants, Inc.

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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.

RESPONSE:

Presented in attachment PA-ADV-7.xlsx are the actual and budgeted expenses by division and class for FY 2012 through FY 2016 along with budget and preliminary actuals for FY 2017, as well as budget and year to date expenses for FY 2018. Please refer to the tabs named “Direct O&M” and “Other Dept O&M.”

RESPONSE PROVIDED BY: Black & Veatch Management Consulting, LLC

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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.

RESPONSE:

For information regarding the City of Philadelphia, Philadelphia Water Department approved budget detail please reference the following website: <http://www.phila.gov/finance/reports-BudgetDetail.html>.

RESPONSE PROVIDED BY: Melissa LaBuda, Philadelphia Water Department

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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.

RESPONSE:

For information regarding the City of Philadelphia, Philadelphia Water Department approved budget detail please reference the following website: <http://www.phila.gov/finance/reports-BudgetDetail.html>.

The Fiscal Year 2018 Operating Budget Departmental Summary, Increase and Decreases, All Funds, is also provided in response attachment PA ADV 09.

RESPONSE PROVIDED BY: Melissa LaBuda, Philadelphia Water Department

1 **PA-ADV-10.** PLEASE PROVIDE A SCHEDULE SIMILAR TO THE REPLY TO PA-EXE-45
 2 IN THE 2016 RATE PROCEEDING REGARDING “RATE PROCESS
 3 EXPENSES” FOR THE PROPOSED RATE CASE.
 4

5 **RESPONSE:**

Rate Process Budgeted Expenses	
Water Rate Board	Budget (\$)
City Provided Lawyer	120,000
Public Advocate, Community Legal Services	325,000
Hearing Officer, Nancy Brockway	61,980
Financial Consulting, Amawalk Consulting Group	76,180
Court Reporting, TBD	25,000
Remaining Budget - TBD	361,840
sub-total	970,000
Water Department Consultants and Experts	Budget (\$)
Cost of Service, Black & Veatch	1,043,000
Cost of Service Reporting, RFC	200,000
Legal Services, Andre C Dasent, PC	150,000
sub-total	1,393,000
Total	2,363,000

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 20 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department
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1 **PA-ADV-11.** PLEASE PROVIDE A SCHEDULE SHOWING THE MOST RECENT WAGE
2 INCREASES GRANTED AND THE WAGE INCREASES TO BE GRANTED
3 OVER THE NEXT TWO FISCAL YEARS PER THE CURRENT LABOR
4 CONTRACT.

5
6 **RESPONSE:**

7 For information regarding the City of Philadelphia's most recent wage increases granted and
8 the wage increases to be granted please reference the following website:

9 http://www.phila.gov/investor/Official_Statements

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11 The requested information has also been provided in response attachment PA ADV 11.

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13 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department
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1 **PA-ADV-12.** PLEASE PROVIDE AN UPDATE OF THE REPLY TO PA-EXE-51 IN THE
2 2016 RATE PROCEEDING REGARDING INTERDEPARTMENTAL
3 CHARGES.
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5 **RESPONSE:**

6 Please see response attachment PA ADV 12 for the Fiscal Year 2017 Interfund Memo.
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8 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department
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1 **PA-ADV-13.** PLEASE PROVIDE AN UPDATE OF THE REPLY TO PA-EXE-52 IN THE
2 2016 RATE PROCEEDING REGARDING INDEMNITY CHARGES.

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4 **RESPONSE:**

5 Please see Attachment PA ADV 13 for Fiscal Year 2018 – Original Budget, Fiscal Year 2017
6 – Preliminary Final and Fiscal Year 2016 - Final Indemnity Charges. The Fiscal Year 2018
7 Indemnity budget has been increased by \$2,000,000 as part of Bill No. 170958 to total
8 \$8,500,000.

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10 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department
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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 FY 2016 AND FY 2017. IN RESPONDING TO THIS REQUEST: (1) UTILIZE PWD’S ASSUMPTIONS FOR FY 2016 SET FORTH IN PWD’S FILED FINANCIAL PLAN AS ORIGINALLY SUBMITTED TO THE BOARD ON FEBRUARY 6, 2016; AND, (2) UTILIZE THE ASSUMPTIONS FOR FY 2017 SET FORTH IN APPENDIX A, TABLE C-1 OF THE REPORT OF THE BOARD ON PWD PROPOSED RATE CHANGES, FY 17, FY 18, DATED AS OF JUNE 7, 2016.

RESPONSE:

Attachment PA-ADV-14.pdf presents the requested “BRINGDOWN.”

RESPONSE PROVIDED BY: Black & Veatch Management Consulting, LLC

1 **PA-ADV-15.** PLEASE PROVIDE THE ACTUAL AND BUDGETED FRINGE BENEFITS
 2 EXPENSE DATA FOR THE LAST THREE FISCAL YEARS AND THE
 3 CURRENT FISCAL YEAR TO DATE BROKEN DOWN BY TYPE OF
 4 BENEFIT.

6 **RESPONSE:**

7 Please see table provided below. Documentation regarding City of Philadelphia, Bill No.
 8 170958 has been provided in response attachment PA ADV 13.

Water Fund								
32-020								
Operating		FY2015	FY 2016	FY2016	FY 2017	FY 2017	FY 2018	FY 2018
							QCMR (Original Budget Plus Transfer Ordinance)	Year To Date (2018 Jan. 12)
<u>Fringe</u>	<u>Subj</u>	<u>Actual</u>	<u>Budget</u>	<u>Actual</u>	<u>Budget</u>	Preliminary Final		
Flex Cash	0186	29,595	30,000	26,548	35,000	31,161	39,400	33,081
WC-Disability	0187	1,859,758	2,400,000	1,771,007	2,400,000	2,172,410	2,813,300	1,458,486
WC-Medical	0188	1,756,884	2,000,000	2,018,262	2,000,000	1,897,752	2,475,700	1,362,965
Medicare	0189	1,640,330	1,800,000	1,646,071	1,900,000	1,815,972	2,202,300	1,042,216
Pens Obligation Bond	0190	11,415,451	12,100,000	12,468,686	12,093,775	13,362,362	14,038,400	5,467,469
Pension	0191	40,861,335	45,700,000	46,646,526	52,384,383	55,552,438	61,513,775	59,098,158
FICA	0192	7,002,249	7,250,053	7,025,657	7,600,000	6,929,697	8,809,000	4,451,959
Health-Medical	0193	35,231,175	38,717,895	33,970,838	38,862,895	38,950,187	44,466,348	20,513,458
Life	0194	141,612	153,768	175,674	178,768	182,702	218,300	125,335
Legal	0195	298,656	328,546	331,275	348,546	343,560	407,400	218,883
Unemployment Compensation Ins.	0196	275,522	375,000	253,870	375,000	269,982	375,000	-
Tool Allow	0197	57,350	60,000	56,800	65,000	58,500	73,000	-
Sick Pay	0199	205,013	-	230,530	34,917	351,696		298,867
Total	Total	100,774,930	110,915,262	106,621,744	118,278,284	121,918,419	137,438,148	94,070,877

19 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department

1 **PA-ADV-16.** PLEASE PROVIDE A SCHEDULE (NOT REFERENCES) DETAILING ALL-
2 IN INTEREST ISSUANCE RATES ON ALL BOND ISSUES ISSUED SINCE
3 THE 2016 RATE PROCEEDING.
4

5 **RESPONSE:**

6 Information regarding issuance rates on all bond issues issued since the 2016 rate proceeding
7 can be found in the City's official statements posted as follows:

8 <http://www.phila.gov/investor/Pages/officialStatements.aspx>.

9
10 Interest rates are typically detailed on the inside cover of each official statement which are also
11 provided in response attachment PA ADV 16.
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13 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department
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1 **PA-ADV-17.** PLEASE PROVIDE AN ANALYSIS SHOWING THE ACTUAL AND
2 BUDGETED CAPITAL IMPROVEMENT PROGRAM EXPENDITURES FOR
3 THE THREE MOST RECENT FISCAL YEARS ENDED AND THE CURRENT
4 FISCAL YEAR TO DATE.

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6 **RESPONSE:**

7 Please see table below for forecasted and actual capital program expenditures.

Fiscal Year	Rate Case Projection	Capital Project Expenses
2015	\$ (174,109,000)	\$ (175,671,572)
2016	\$ (242,553,000)	\$ (178,695,801)
2017 ¹	\$ (282,000,000)	\$ (239,750,047)
2018 ^{2,3}	\$ (300,000,000)	\$ (123,729,229)

(1) Fiscal year 2017 project expense data is preliminary.
(2) Fiscal year 2018 capital expense as of 01/12/2018.
(3) Fiscal year 2018 outstanding encumbrances total approximately \$570 million.

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16 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department
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1 **PA-ADV-18.** PLEASE PROVIDE A SCHEDULE SHOWING ACTUAL FISCAL YEAR-END
2 RESIDUAL FUND BALANCES FOR FY 2015, FY 2016, FY 2017 AND THE
3 BUDGETED/FORECASTED BALANCES FOR THE SAME TIME PERIOD.
4 PROVIDE AN EXPLANATION OF THE REASONS FOR ANY ACTUAL TO
5 BUDGET VARIANCE EXCEEDING 20 PERCENT.

6
7 **RESPONSE:**

8 Please see table below for forecasted and year-end balances.

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Fiscal Year	Rate Case Projection	Year-End Balance
2015	\$ 15,172,000	\$ 14,993,329
2016	\$ 15,255,000	\$ 15,188,580
2017 ¹	\$ 15,129,000	\$ 15,262,261

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13 *(1) Fiscal year 2017 balance is preliminary.*

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15 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department
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1 **PA-ADV-19.** PLEASE PROVIDE A SCHEDULE COMPARING ACTUAL FISCAL YEAR-
 2 END BALANCES FOR THE RATE STABILIZATION FUND FOR FY 2015, FY
 3 2016, FY 2017 AND THE BUDGETED/FORECASTED BALANCES FOR THE
 4 SAME TIME PERIOD. PROVIDE AN EXPLANATION OF THE REASONS
 5 FOR ANY ACTUAL TO BUDGET VARIANCE EXCEEDING 20 PERCENT.
 6

7 **RESPONSE:**

Fiscal Year	Rate Case Projection	Year-End Balance
2015	\$ 206,206,000	\$ 206,446,966
2016	\$ 169,306,000	\$ 205,760,628
2017 ¹	\$ 153,706,000	\$ 201,759,397

(1) Fiscal year 2017 balance is preliminary.

13 Note - the variance of the fund balance represent the cumulative impact of variances in revenues,
 14 operating expenses, debt service payments, transfers, etc. With each subsequent fiscal year, any
 15 variance from the previous period will contribute to the variance in the current period. In addition,
 16 interest earnings associated from the Rate Stabilization Fund (RSF) further contribute to the
 17 difference between projected and actual year-end balances.
 18

19 The annual variances, not including interest earnings associated with the RSF, for FY 2016 and FY
 20 2017 are detailed in response attachment PA-ADV-14.pdf. Please refer to the “IMPACT TO
 21 PROJECTED RATE STABILIZATION FUND TRANSFER BY COMPONENT” presented on
 22 page 3 of the PDF file. The variance in annual RSF Transfer is presented along with the estimated
 23 interest earnings in the table below.

Fiscal Year	RSF Transfer Variance*	RSF - Estimated Interest Earnings	Total
2016	\$ 35,270,668	\$ 942,994	\$ 36,213,662
2017	\$ 11,036,608	\$ 562,161	\$ 11,598,769
*From PA-ADV-14.PDF			

1 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department and Black &
2 Veatch Management Consulting, LLC.

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1 **PA-ADV-20.** PLEASE PROVIDE THE MAYOR’S OPERATING BUDGET AND
2 SUPPORTING DETAIL FOR THE LAST THREE FISCAL YEARS AND THE
3 CURRENT FISCAL YEAR TO DATE.
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5 **RESPONSE:**

6 For information regarding the Mayor’s Operating Budget and supporting budget detail please
7 reference the following website: <http://www.phila.gov/finance/reports-BudgetDetail.html>
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9 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department
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1 **PA-ADV-21.** PLEASE PROVIDE COPIES OF THE MONTHLY MANAGERS' REPORT
2 FOR THE MOST RECENT FISCAL YEAR AND THE CURRENT FISCAL
3 YEAR TO DATE.
4

5 **RESPONSE:**

6 Please see response attachments PA ADV 21 Attachment 1 and PA ADV 21 Attachment 2 for
7 the most recent fiscal year and the current fiscal year to date Monthly Managers Report.
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9 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department
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1 **PA-ADV-22.** PLEASE PROVIDE COPIES THE MOST RECENT FIVE YEAR PLAN FOR
2 THE CITY OF PHILADELPHIA.

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4 **RESPONSE:**

5 The most recent five year plan can be found on the following website:

6 <http://www.phila.gov/finance/reports-FiveYear.html>.

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8 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department

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1 **PA-ADV-23.** PLEASE PROVIDE THE DEPARTMENT’S MOST RECENT CAPITAL
2 BUDGET, AS APPROVED BY CITY COUNCIL.

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4 **RESPONSE:**

5 The most recent five year plan can be found on the following website:

6 <http://www.phila.gov/finance/reports-CapitalBudget.html>.

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8 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department

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1 **PA-ADV-24.** PLEASE PROVIDE BUDGET UPDATES TO THE INITIAL BUDGET FOR
2 EACH FISCAL YEAR 2018 AND 2019.

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4 **RESPONSE:**

5 Fiscal year 2018 budget updates can be found on the following website:

6 <http://www.phila.gov/finance/reports-Quarterly.html>.

7
8 Fiscal year 2019 budget information is not available.

9
10 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department

1 **PA-ADV-25.** REGARDING PAYROLL EXPENSES, PLEASE PROVIDE:

2 A. THE CURRENT FISCAL YEAR NUMBER OF AUTHORIZED
3 POSITIONS FUNDED BY THE DEPARTMENT'S OPERATING FUND
4 (VACANT AND FILLED);

5 B. THE PLAN BY PWD AND WRB TO FILL ANY VACANT POSITIONS;
6 AND

7 C. THE NUMBER OF EMPLOYEES FOR EACH MONTH FOR THE THREE
8 MOST RECENT FISCAL YEARS ENDED THROUGH THE MOST
9 RECENT DATE AVAILABLE.

10
11 **RESPONSE:**

12 A. Authorized positions funded by the Water Operating Fund in Fiscal Year 2018 total 2,494.
13 As of September 30th, 2017, filled positions totaled 2,242.

14
15 B. PWD would like to have very few vacancies on any given month. Due to the extremely
16 long time period required to fill a vacancy in the Civil Service system (up to 6 months),
17 reaching a vacancy number below 100 is unlikely now or in the immediate future. What we
18 have done over the past few years and will continue to do is to work with the City's Office
19 of Human Resources to align civil service test schedules with our anticipated vacancies. On
20 any given date we may have 75-100 vacancies for which there are no eligible lists to hire
21 from. We have also worked with OHR to amend job specifications to better align them
22 with the current labor pool. Additionally, we are working with organizations such as
23 Community College of Philadelphia to assist with training to provide qualified candidates
24 for some of our difficult to fill positions such as electronic and instrumentation techs.

C. Below please find the three most recent fiscal years and the first quarter of FY 2018.

Monthly data is not available.

Water Fund									
Full Time Position Summary									
Operating	FY18		FY17		FY16		FY15		
	9/30/2017	Budget	Year-End	Budget	Year-End	Budget	Year-End	Budget	
Office of Innovation & technology	85	97	81	85	73	86	72	81	
Office of Fleet Management	49	58	52	55	47	55	44	55	
Water Department	1,832	2,073	1,823	1,985	1,787	1,959	1,758	1,947	
Revenue	245	232	244	254	230	247	231	251	
Procurement	2	2	2	2	2	2	2	2	
Law	29	32	29	31	26	27	23	32	
Mayor's Office of Transportation	-	-	-	-	2	2	2	-	
sub-total	2,242	2,494	2,231	2,412	2,167	2,378	2,132	2,368	
Capital	FY18		FY17		FY16		FY15		
sub-total	258	337	244	310	220	304	218	289	
Total	2,500	2,831	2,475	2,722	2,387	2,682	2,350	2,657	

RESPONSE PROVIDED BY: Melissa LaBuda and Gerald Leatherman, Philadelphia Water Department

1 **PA-ADV-26.** PLEASE PROVIDE ALL OFFICIAL STATEMENTS OF THE DEPARTMENT
2 ISSUED IN CONNECTION WITH BOND TRANSACTIONS SINCE THE 2016
3 RATE PROCEEDING.
4

5 **RESPONSE:**

6 Official statements for the City of Philadelphia, Water and Wastewater Revenue Bonds are
7 located on the following web-page:

8 <http://www.phila.gov/investor/Pages/officialStatements.aspx>.

9
10 Since the 2016 rate proceeding the City has issued the following series:

- 11 • The City of Philadelphia, Water and Wastewater Revenue Refunding Bonds, Series 2017B
- 12 • The City of Philadelphia, Water and Wastewater Revenue Bonds, Series 2017A
- 13 • The City of Philadelphia, Water and Wastewater Revenue Bonds, Series 2016.

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15 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department
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1 **PA-ADV-27.** PLEASE PROVIDE A SCHEDULE DETAILING PWD'S RATING HISTORY
2 AND THE MOST RECENT RATING AGENCY REPORTS FOR THE
3 DEPARTMENT.
4

5 **RESPONSE:**

6 The most recent rating agency reports are located on the following web-page:

7 <http://www.phila.gov/investor/Pages/bondRatings.aspx>. The reports for the most recent issuance
8 are also provided in response attachment's ADV 26.
9

10 The ratings for the three most recent debt issuances are provided in the table below.

Debt Issuance	Moody's	S&P	Fitch
The City of Philadelphia, Water and Wastewater Revenue Refunding Bonds, Series 2017B	A1	A+	A+
The City of Philadelphia, Water and Wastewater Revenue Bonds, Series 2017A	A1	A+	A+
The City of Philadelphia, Water and Wastewater Revenue Bonds, Series 2016	A1	A+	A+
The City of Philadelphia, Water and Wastewater Revenue Bonds, Series 2015	A1	A	A+

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15 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department
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1 **PA-ADV-28.** PLEASE PROVIDE A SCHEDULE DETAILING ACTUAL RATE
2 STABILIZATION FUND TRANSFERS FOR THE THREE MOST RECENT
3 FISCAL YEARS.

4
5 **RESPONSE:**

6 Please see table provided below.

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Fiscal Year	Transfers from/ to Rate Stabilization Fund	Deposit or Withdrawal
2015	\$ 21,456,000	Deposit
2016	\$ (1,629,000)	Withdrawal
2017 ¹	\$ (4,563,000)	Withdrawal

(1) Fiscal year 2017 is preliminary.

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14 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department
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1 **PA-ADV-29.** PLEASE PROVIDE AN UPDATE TO PA-EXE-73 IN THE 2016 RATE
2 PROCEEDING REGARDING “CAPITAL ACCOUNT DEPOSITS”.

3
4 **RESPONSE:**

5 Please see table below.

6

7

	Rate Case - Projected Contribution to Capital Account from Revenues (i.e Pay Go)	Net Property Plant and Equipement Transfer to Capital Account	Additional Year-End Transfer to Capital Account	Actual Total Transfer to Capital
	(1)	(2)	(3)	(2) + (3)
FY2015	\$ 57,397,000	\$ 20,704,920	\$ 18,211,080	\$ 38,916,000
FY2016	\$ 53,015,000	\$ 21,496,800	\$ 31,000,000	\$ 52,496,800
FY2017	\$ 52,145,000	\$ 22,302,330	\$ 31,300,606	\$ 53,602,936

8

9

10
11 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department

1 **PA-ADV-30.** PLEASE PROVIDE A SCHEDULE DETAILING THE ACTUAL SENIOR
 2 DEBT SERVICE REQUIREMENTS FOR FY 2018. YOUR RESPONSE
 3 SHOULD PROVIDE, BUT NOT BE LIMITED TO, THE DEBT BALANCES,
 4 STATED INTEREST RATE, INTEREST EXPENSE, AMORTIZATION OF
 5 DEBT PREMIUM OR DISCOUNT, AND THE EFFECTIVE INTEREST RATE.

6
 7 **RESPONSE:**

8 The projected senior debt service requirements reflected in the financial plan of the cost of
 9 service study are summarized in the table provided below.

FY 2018 DEBT SERVICE REQUIREMENTS (in thousands of dollars)			
Line No.	Description	2018	
SENIOR DEBT SERVICE			
Revenue Bonds			
1	Outstanding Bonds		(185,756)
2	Pennvest Parity Bonds		(11,500)
3	Projected Future Bonds		(22,770)
4	Total Senior Debt Service		(220,026)

19 Detailed debt service information is provided as part of the Excel-based financial plan model
 20 (Finplan17.xlsm) and included in the Black & Veatch Management Consulting, LLC Cost of
 21 Service Work papers DS-1 through DS-9. Please refer to PWD Exhibit 6 beginning on page
 22 344. Note – principal and interest payments are presented in total.

23
 24 The debt service reflects a cash based estimate of required debt service payments and does not
 25 include amortization of premiums or discounts. Any premiums and discounts received on
 26 actual bond issues are reflected in the proceeds deposited to the construction fund upon
 27 execution of the transaction.
 28

1 Note: Actual debt service payments for FY 2018 will not be available until after the end of the
2 fiscal year (June 30, 2018).

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4 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, LLC

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1 **PA-ADV-31.** PLEASE DESCRIBE ANY PROJECTED ISSUANCE OF DEBT, INCLUDING
2 THE TIMING OF FUTURE ISSUANCE NEEDS, THE VALUE OF THE
3 PROJECTED DEBT ISSUANCE, THE COST OF DEBT, ANY DISCOUNT OR
4 PREMIUM ON THE DEBT AND THE EFFECTIVE INTEREST RATE.

5
6 **RESPONSE:**

7 As described in the *FY 2019-2021 Rate Proceedings - Financial Plan: Revenue & Revenue*
8 *Requirement Assumptions* document (PWD Statement No. 9A, Schedule BV-E5: WP-1, Page
9 8), the projected debt service reflects the following anticipated bond issues and assumed
10 interest rates:

- 11 1. FY 2019 – \$285.0 Million (5.50% interest rate)
- 12 2. FY 2020 – \$295.0 Million (5.75% interest rate)
- 13 3. FY 2021 – \$305.0 Million (6.00% interest rate)
- 14 4. FY 2022 – \$340.0 Million (6.00% interest rate)
- 15 5. FY 2023 - \$335.0 Million (6.00% interest rate)

16
17 Future bond issues in fiscal years 2019 to 2023 assume bond issuance in the first quarter of the
18 fiscal year with November and May interest payments. Debt service costs assume interest only
19 payments for the first year of the bond amortization.

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21 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, LLC
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1 **PA-ADV-32.** PLEASE EXPLAIN IN DETAIL HOW PWD PLANS TO FUND ITS CAPITAL
 2 PROGRAM OVER THE NEXT THREE YEARS.

3
 4 **RESPONSE:**

5 The table below illustrates the projected flow of funds for PWD’s construction fund over the
 6 next three fiscal years and shows both the source and applications of funds needed to fund
 7 PWD’s capital program. Note – this table is an excerpt of Table C-8 which is provided in
 8 PWD Statement No. 9A Schedule BV-E1.

9 **PROJECTED FLOW OF FUNDS - CAPITAL IMPROVEMENTS FUND**
 10 (in thousands of dollars)

Line No.	Description	Fiscal Year Ending June 30,		
		2018	2019	2020
Disposition of Bond Proceeds				
1	Proceeds From Sale of Bonds	-	285,000	295,000
Transfers:				
2	Debt Reserve Fund (a)	-	-	7,953
3	Cost of Bond Issuance (b)	-	2,850	2,950
4	Construction Fund (c)	-	282,150	284,097
5	Total Issue	-	285,000	295,000
Construction Fund				
6	Beginning Balance	392,111	136,329	146,699
7	Transfer From Bond Proceeds	-	282,150	284,097
8	Capital Account Deposit	23,061	35,767	36,983
9	Penn Vest Loan	-	-	-
10	Transfer from Residual Fund	38,500	20,200	25,700
11	Interest Income on Construction Fund	949	509	543
12	Total Available	454,621	474,954	494,022
13	Net Cash Financing Required	318,292	328,255	338,518
14	Ending Balance	136,329	146,699	155,504
Debt Reserve Fund				
15	Beginning Balance	219,505	200,505	200,505
16	Transfer From Bond Proceeds	-	-	7,953
17	Debt Service Reserve Release	(19,000)	-	-
18	Ending Balance	200,505	200,505	208,458
19	Interest Income on Debt Reserve Fund	756	722	736

21
 22
 23
 24 (a) Amount of Debt Reserve Fund estimated based on outstanding and proposed debt service payments.

25 (b) Cost of bonds issuance assumed at 1.0 percent of issue amount.

26 (c) Deposits equal proceeds from sale of bonds less transfers to Debt Reserve Fund and Costs of Issuance.

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As illustrated above, the Water Department expects that the Capital Improvement Program costs will be predominantly debt funded.

RESPONSE PROVIDED BY: Black & Veatch Management Consulting, LLC

1 **PA-ADV-33.** PLEASE IDENTIFY ANY LARGE COMMERCIAL, INDUSTRIAL OR
2 WHOLESALE CUSTOMERS THAT HAVE LEFT PWD'S SYSTEM OR HAVE
3 COME ON THE SYSTEM SINCE FY 2016.
4

5 **RESPONSE:**

6 There has not been any material change to the Department's customer base since Fiscal Year
7 2016.
8

9 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department
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1 **PA-ADV-34.** PLEASE EXPLAIN IN DETAIL ANY CHANGES IN THE COST
2 ALLOCATION AND RATE DESIGN METHODOLOGIES SINCE THE 2016
3 RATE PROCEEDING.
4

5 **RESPONSE:**

6 The following changes since the 2016 rate proceeding are reflected in the cost allocation and
7 rate design methodologies supporting the FY 2019 to FY 2021 rate request:

- 8 - Gas costs are isolated from Class 200 costs. Gas costs are allocated to functional cost
9 centers based on historical cost data. Historically these costs were included as part of the
10 class 200 costs excluding electric and SMIP/GARP costs and were allocated to functional
11 cost centers based on the distribution of budgeted expenses.
- 12 - Adjustments were made to the allocation of operating costs to reflect the establishment of
13 the Green Infrastructure Implementation unit within Planning & Environmental Services
14 Division and the Green Infrastructure Maintenance unit within the Operations Division.
15 The costs associated with the Green Infrastructure Implementation and Green Infrastructure
16 Maintenance units are allocated to the Wastewater Utility as a capacity cost associated with
17 the collection system.
- 18 - Public Fire Protection costs are no longer funded by the City's General Fund. The cost
19 allocation and rate design of the proposed rates reflect the allocation of Public Fire
20 Protection costs to customer types based on equivalent capacity meters and are recovered
21 by the proposed water service charges.

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23 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, LLC
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1 **PA-ADV-35.** PLEASE EXPLAIN IN DETAIL THE BASIS FOR ANY CHANGES IN THE
 2 WATER CUSTOMER CLASS DEMAND FACTORS COMPARED TO THE
 3 2016 RATE PROCEEDING.
 4

5 **RESPONSE:**

6 The following water customer demand factors were changed since the last rate case:

- 7 • Commercial – the peaking factors for the commercial customer type were revised to
 8 reflect the inclusion of City and City leased properties. The following table provides the
 9 basis for the consolidated commercial customer type peaking factors.

Customer Type	Average Daily Water Use Mcf/Day	Maximum Day		Maximum Hour	
		Capacity Factor	Total Capacity Mcf/Day	Capacity Factor	Total Capacity Mcf/Day
Commercial	3,470	180	6,250	270	9,370
City Leased	20	180	40	235	50
City	650	180	1,170	235	1,530
Total	4,140	180	7,460	264	10,950
USE		180		265	

- 16 • Fire Protection. Consistent with prior cost of service and rate proceedings, we used a
 17 maximum day fire demand of 1,110 thousand cubic feet per day (Mcf/Day) and a
 18 maximum hour fire demand of 2,890 Mcf/Day. These system wide fire protection
 19 demands reflect two simultaneous fires, one requiring 10,000 gallons per minute (gpm)
 20 fire flow demand for 10 hours and the second requiring 5,000 gpm for 8 hours. These
 21 demands are allocated between standard pressure public fire service and private fire
 22 service based upon equivalent 6-inch connections for each of the two fire service classes.
 23 The following table provides the basis of the allocation of fire protection capacity to
 24 public and private fire protection.

Customer Type	Equivalent 6" Meters	Distribution	Maximum Day Capacity Mcf/Day	Maximum Hour Capacity Mcf/Day
Public Fire Protection	25,364	88.1%	980	2,550
Private Fire Protection	3,410	11.9%	130	340
Total Fire Protection	28,776	100.0%	1,110	2,890

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The Private Fire Capacity is further adjusted to include the average day metered demand. The following table provides the total maximum day and maximum hour capacities and extra capacities.

Private Fire Meter Demand	Average Daily Use	Maximum Day Capacity	Maximum Day Extra Capacity	Maximum Hour Capacity	Maximum Hour Extra Capacity
	Mcf/Day	Mcf/Day	Mcf/Day	Mcf/Day	Mcf/Day
Private Fire Protection		130	130	340	210
Metered Demand	30	30	0	30	0
Total Fire Protection	30	160	130	370	210

RESPONSE PROVIDED BY: Black & Veatch Management Consulting, LLC

1 **PA-ADV-36.** PLEASE EXPLAIN IN DETAIL THE BASIS FOR ANY CHANGES TO THE
2 NON-RESIDENTIAL GA AND IA UNITS OF SERVICE SINCE THE 2016
3 RATE PROCEEDING.
4

5 **RESPONSE:**

6 The non-residential gross area (GA) and impervious area (IA) units of service were developed
7 based on the same methodology used during the previous proceeding and have been updated to
8 reflect PWD's experience since the last proceeding including changes due to the following:
9

- 10 1. Routine Stormwater Billing Data Maintenance: The PWD actively maintains stormwater
11 billing data including GA and IA information for each parcel within the City.
12
- 13 2. Appeals: Reductions in GA and IA units of service reflect customer driven appeals related
14 to GA and IA data inaccuracies.
15
- 16 3. Reductions due to Impervious Area Reduction (IAR) Practices and Credits:
 - 17 o IAR Practices:
 - 18 ■ Reductions in GA and IA units of service reflect parcels currently receiving
19 IAR.
 - 20 ■ IAR practices refer to stormwater management conditions that occur as a
21 result of existing property conditions and sometimes as a result of the
22 installation of stormwater management practices. IAR conditions
23 recognized by the PWD include rooftop disconnections, pavement
24 disconnections, tree canopy coverage, green roof and porous pavement.
 - 25 o Credits:
 - 26 ■ Reductions in GA and IA units of service include credits resulting from
27 GA/IA management practices and the SMIP/GARP program.
28

- 1 ▪ Reductions in GA and IA units of service reflect parcels currently receiving
- 2 credits.
- 3 ▪ GA/IA Management practices include Impervious Area Managed, Open
- 4 Space and NPDES credits resulting from development and redevelopment
- 5 activity.
- 6 ▪ SMIP/GARP credits reflect verified and completed projects as of June 30,
- 7 2017.

8 4. Community Gardens: As a result of the Rate Board’s determination on December 22,

9 2016, eligible community gardens may receive a 100 percent discount on their monthly

10 stormwater service charge. Refer to the following website for additional information on

11 2016 Special Rates Filing: <http://www.phila.gov/water/rateboard/Pages/2016Special.aspx>

- 12 ○ During the proceeding, a total of 1,121,000 square feet of GA and 102,000 square
- 13 feet of IA was estimated to be associated with potential community gardens
- 14 parcels.
- 15 ○ For projections purposes as part of the current proceeding:
 - 16 ▪ The GA and IA associated with approved parcels designated as community
 - 17 gardens properties as of June 30, 2017 is not included in the initial IA and
 - 18 GA units of service. Black & Veatch assumed that the remaining GA and
 - 19 IA would be designated as community gardens in FY 2018 for the
 - 20 purposes of estimating the impacts to the GA and IA units of service.

21

22 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, LLC

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1 **PA-ADV-37.** FOR EACH OF THE PAST THREE YEARS, PLEASE PROVIDE FOR THE
2 WATER SYSTEM:
3 A. SYSTEM AVERAGE DAY PRODUCTION;
4 B. SYSTEM MAXIMUM DAY PRODUCTION; AND
5 C. SYSTEM MAXIMUM HOUR PRODUCTION
6

7 **RESPONSE:**

8 Please see below in response to this question.

9 A. SYSTEM AVERAGE DAY PRODUCTION;

FY 2014	FY 2015	FY 2016
239.5 MGD	230.8 MGD	223.8 MGD

13 B. SYSTEM MAXIMUM DAY PRODUCTION; AND

FY 2014	FY 2015	FY 2016
295.5 MGD	291.8 MGD	258.2 MGD

17 C. SYSTEM MAXIMUM HOUR PRODUCTION

FY 2014	FY 2015	FY 2016
428.4 MGD	365.5 MGD	430.8 MGD

21 MGD = Millions of gallons per day

23 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, LLC
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1 **PA-ADV-38.** PLEASE PROVIDE A COPY OF PWD'S MOST RECENT LONG-TERM
2 WATER SUPPLY PLAN.

3
4 **RESPONSE:**

5 The most recent water supply plan is provided in attachment PA ADV 38.

6
7 **RESPONSE PROVIDED BY:** Donna Schwartz, Philadelphia Water Department

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1 **PA-ADV-39.** PLEASE PROVIDE A REPRESENTATIVE SAMPLE OF THE BILLS OF
2 RESIDENTIAL CUSTOMERS.

3

4 **RESPONSE:**

5 See response attachment response PA ADV 39 Bills for a representative sample of residential
6 customers' bill.

7

8 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau

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1 **PA-ADV-40.** PLEASE PROVIDE AN ESTIMATE OF THE QUANTITY OF WATER USED
2 FOR PUBLIC FIRE-FIGHTING FOR EACH OF THE LAST THREE YEARS.

3

4 **RESPONSE:**

5 The Department does not have an estimate on the quantity of water used for firefighting
6 purposes for the last 3 years. However, for purposes of water accountability, an estimate of
7 55MG/yr is currently being used.

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9 **RESPONSE PROVIDED BY:** Donna Schwartz, Philadelphia Water Department

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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.

RESPONSE:

Please refer to the attached table: Response PA-ADV-41.xlsx

RESPONSE PROVIDED BY: Black & Veatch Management Consulting, LLC

1 **PA-ADV-42.** PLEASE EXPLAIN IN DETAIL HOW THE MAXIMUM DAY AND
2 MAXIMUM HOUR CAPACITY FACTOR FOR EACH CLASS IN THE
3 WATER CLASS COST OF SERVICE STUDY WAS DETERMINED
4 (INCLUDING PUBLIC AND PRIVATE FIRE). INCLUDE SUPPORTING
5 CALCULATIONS AND DOCUMENTATION.
6

7 **RESPONSE:**

8 The customer type extra capacity factors were determined based on previous cost of service
9 studies and rate proceedings. To review and verify the reasonableness of the capacity factors,
10 Black & Veatch performed a capacity factor analysis according to the methodology outlined in
11 Appendix A of AWWA Manual M-1: Principles of Water Rates, Fees, and Charges.
12 Accordingly, Black & Veatch used the FY 2016 monthly customer billing data, and system
13 historical peak demands, and weekly and hourly usage adjustments to derive an estimate of
14 capacity factors for each customer type.
15

16 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, LLC
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1 **PA-ADV-43.** PLEASE IDENTIFY THE ANNUAL QUANTITIES OF LOST AND
2 UNACCOUNTED-FOR WATER (LUFW) FOR THE MOST RECENT FIVE-
3 YEAR PERIOD AVAILABLE. ALSO IDENTIFY ANNUAL WATER
4 PRODUCTION FOR THE SAME FIVE ANNUAL PERIODS.

5
6 **RESPONSE:**

7 The American Water Works Associated (AWWA) recognizes that accounting for Non-
8 Revenue Water (NRW) is an industry best practice. The Department no longer utilizes the
9 matrix of Unaccounted-for water for tracking water losses. The major difference between
10 LUFW and NRW is that NRW includes authorized unbilled consumption, such as the water
11 used for firefighting. Attachment response PA-ADV-43 is the standard International Water
12 Association / AWWA water balance for the Department for the last five years with key
13 definitions. A detailed description of the water balance can be found in the AWWA M36
14 Manual.

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16 **RESPONSE PROVIDED BY:** Donna Schwartz, Philadelphia Water Department
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1 **PA-ADV-44.** PLEASE IDENTIFY THE CAUSES OF LUFW ON THE PWD SYSTEM.
 2 PROVIDE COPIES OF ANY STUDIES OR ANALYSES CONDUCTED IN THE
 3 LAST THREE YEARS THAT EVALUATE THE CAUSES OF LUFW ON THE
 4 PWD SYSTEM.

5
 6 **RESPONSE:**

7 The causes of Non-revenue water include the following.

Authorized Consumption	Avg. Volume, MGD
Unbilled metered	0.0
Apparent Losses	
Customer Meter Inaccuracies	5.8
Unauthorized Consumption	6.5
Systematic Data Handling Error	3.4
Real Losses	
Tank Overflows / Operator Error	0.0
Reported & Unreported Leakage	
Transmission Main Breaks & Leaks	14.4
Distribution Main Breaks & Leaks	0.3
Customer Service Lines	41.0
Hydrant & Valve Leaks	0.1
Measured Leakage (DMAs)	0.3
Background Leakage	14.8
Leakage Liability Costs	\$515,954

27 *Data obtained from FY 2016 IWA/AWWA water balance for the
 28 Department

1 Also, see attachment response PA-ADV-43 for the standard International Water Association /
2 American Water Works Association (“AWWA”) water balance analysis for the Department for
3 the last five years with key definitions. A detailed description of the water balance can be found
4 in the AWWA M36 Manual.

5
6 **RESPONSE PROVIDED BY:** Donna Schwartz, Philadelphia Water Department

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1 **PA-ADV-45.** PLEASE PROVIDE A DETAILED EXPLANATION OF THE PWD'S EFFORTS
2 AND PROGRAMS TO REDUCE LUFW OVER THE LAST THREE YEARS.
3 IDENTIFY THE SUCCESS OF THOSE EFFORTS.
4

5 **RESPONSE:**

6 The Water Department, Revenue Department and Water Revenue Bureau have organized a
7 group known as The Water Accountability Committee. The Water Accountability Committee's
8 goal is to promote a high level of efficiency in the water delivery and billing processes and
9 perform the strategic planning necessary to implement lasting improvements in water and
10 revenue loss reduction. This group has been meeting since 1994. Some efforts which
11 committee members have lead include the PWD Revenue Protection Program and
12 Reinspection Program. These groups work to reduce apparent water loss by investigating
13 water-consuming accounts suspected to be unbilled, or under-billed; and have recovered over
14 \$45 million since FY 2000.
15

16 Efforts to reduce real water losses are performed using leak detection technology during
17 routine leak detection surveys. PWD has continued its successful use of the Sahara® inline
18 transmission main leak detection technology provided by the Pure Technologies in a program
19 that was launched in FY 2007. Large diameter transmission pipelines have historically been
20 difficult to survey for leaks, however the PWD leak detection program has been successful
21 using newer technology. Any observed leaks are scheduled for repairs to reduce non-revenue
22 water. The PWD distribution system has 3,028 miles of pipeline, and as presented in the table
23 below, PWD leak detection surveys a significant portion of the total distribution system each
24 year.

Fiscal Year	Miles of Pipe Surveyed For Leaks
2017	1,053
2016	799
2015	637

1 **RESPONSE PROVIDED BY:** Donna Schwartz, Philadelphia Water Department

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1 **PA-ADV-46.** PLEASE IDENTIFY THE ANNUAL QUANTITIES OF NON-REVENUE
2 WATER FOR THE MOST RECENT FIVE-YEAR PERIOD AVAILABLE.
3 INCLUDE A DETAILED BREAKDOWN OF NON-REVENUE WATER BY
4 COMPONENT/TYPE.

5
6 **RESPONSE:**

7 Please see the below table that presents the volume of non-revenue water (NRW) and the
8 number of main breaks. Many factors contribute to the presence of NRW. The winter of 2014
9 was a severe winter which led to an increase in main breaks and therefore an increase in NRW.
10 The Water Department, Revenue Department and Water Revenue Bureau work to keep NRW
11 at an economical level and are continually refining techniques to help reduce it.

12
13

Fiscal Year	NRW, MGD	Main Breaks
2017	N/A	669
2016	90.2	687
2015	94.2	916
2014	92.2	920
2013	86.3	823

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21 Note: The NRW shown is not exclusive to water main breaks but is the total system NRW.

22
23 **RESPONSE PROVIDED BY:** Donna Schwartz, Philadelphia Water Department
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1 **PA-ADV-47.** REFERENCE THE PWD’S RATES AND CHARGES, SECTION 6.0
2 MISCELLANEOUS WATER CHARGES. FOR EACH OF THE CHARGES
3 IDENTIFIED IN THIS SECTION, PLEASE:
4 A. STATE WHEN THE CURRENT CHARGE WAS APPROVED;
5 B. EXPLAIN HOW THE CURRENT CHARGE WAS CALCULATED OR
6 DETERMINED;
7 C. DEMONSTRATE THAT THE CHARGE IS COST BASED; AND
8 D. IDENTIFY THE REVENUES COLLECTED PURSUANT TO THE
9 CHARGE FOR THE MOST RECENT ANNUAL PERIOD AVAILABLE.
10

11 **RESPONSE:**

12 Attachment PA-ADV-47-48-49 Response.xls presents a summary of the current miscellaneous
13 water charges contained in Section 6.0 of PWD’s rates and charges. The miscellaneous fees are
14 presented by their corresponding section in the PWD’s regulations, specific section references
15 are provided in Column 1 and the current charges are listed in Column 2.
16

17 Note: For the Fiscal Year 2019 through Fiscal Year 2021 Rate proceedings, the Water
18 Department performed a Miscellaneous Charges Study based on the cost of service guidelines
19 outlined in the American Water Works Association (AWWA) manual M-1: *Principles of*
20 *Water Rates, Fees, and Charges (MI Manual)*. The Water Department is proposing to
21 gradually adjust the fees to better track cost of service.
22

23 A. The Rate Board approved the charges during the last rate proceeding with the exception of
24 the discontinuance charge which was adopted by City Council and has not been updated
25 since.
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1 B. The current miscellaneous charges were initially approved as part of prior proceedings;
2 however, a complete record detailing the derivation of each of these current charges is not
3 available.

4 Note - PWD completed a review of all miscellaneous fees as part of the current rate
5 proceeding and the proposed charges are included in the official Fiscal Year 2019 to
6 Fiscal Year 2021 Rate Proceeding Filing (Please refer to PWD Statement No. 9A –
7 Schedule BV-E4).

8
9 C. Based upon discussions with PWD staff the charges were based on a review of estimated
10 costs associated with each service at the time of implementation; however, a complete
11 record of all calculations used in developing the current fees is not available.

12
13 D. The City's revenue codes do not identify each individual miscellaneous charge; therefore,
14 Black & Veatch could not delineate individual revenues from each charge. Based on the
15 overall magnitude of the miscellaneous charges revenues and the proposed level of
16 adjustments, the Water Department believes that impacts from proposed miscellaneous fee
17 updates will be minimal.

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19 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, LLC
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1 **PA-ADV-48.** REFERENCE THE PWD’S RATES AND CHARGES, SECTION 7.0
2 MISCELLANEOUS SEWER CHARGES. FOR EACH OF THE CHARGES
3 IDENTIFIED IN THIS SECTION, PLEASE:
4 A. STATE WHEN THE CURRENT CHARGE WAS APPROVED;
5 B. EXPLAIN HOW THE CURRENT CHARGE WAS CALCULATED OR
6 DETERMINED;
7 C. DEMONSTRATE THAT THE CHARGE IS COST BASED; AND
8 D. IDENTIFY THE REVENUES COLLECTED PURSUANT TO THE
9 CHARGE FOR THE MOST RECENT ANNUAL PERIOD AVAILABLE.
10

11 **RESPONSE:**

12 Attachment PA-ADV-47-48-49 Response.xls presents a summary of the current miscellaneous
13 charges contained in Section 7.0 of PWD’s rates and charges. The miscellaneous fees are
14 presented by their corresponding section in the PWD’s regulations, specific section references
15 are provided in Column 1 and the current charges are listed in Column 2.
16

17 Note: For the Fiscal Year 2019 through Fiscal Year 2021 Rate proceedings, the Water
18 Department performed a Miscellaneous Charges Study based on the cost of service guidelines
19 outlined in the *AWWA manual M-1: Principles of Water Rates, Fees, and Charges*.
20

21 The Water Department is proposing to gradually adjust the fees to better track cost of service.
22

- 23 A. The Rate Board approved the charges during the last rate proceeding.
24
25 B. The current miscellaneous charges were initially approved as part of prior proceedings;
26 however, a complete record detailing the derivation of each of these current charges is
27 not available.
28

1 Note - PWD completed a review of all miscellaneous fees as part of the current rate
2 proceeding. The proposed charges are included in the official FY 2019 to FY 2021 Rate
3 Proceeding Filing (Please refer to PWD Statement No. 9A – Schedule BV-E4).
4

5 C. Based upon discussions with PWD staff the charges were based on a review of
6 estimated costs associated with each service at the time of implementation; however, a
7 complete record of all calculations used in developing the current fees is not available.
8

9 D. The City’s revenue codes do not identify each individual miscellaneous charge;
10 therefore, Black & Veatch could not delineate individual revenues from each charge.
11 Based on the overall magnitude of the miscellaneous charges revenues and the
12 proposed level of adjustments, the Water Department believes that impacts from
13 proposed miscellaneous fee updates will be minimal.
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15 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, LLC
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1 **PA-ADV-49.** REFERENCE THE PWD’S RATES AND CHARGES, SECTION 8.0
2 STORMWATER FOR EACH OF THE CHARGES IDENTIFIED IN THIS
3 SECTION, PLEASE:
4 A. STATE WHEN THE CURRENT CHARGE WAS APPROVED;
5 B. EXPLAIN HOW THE CURRENT CHARGE WAS CALCULATED OR
6 DETERMINED;
7 C. DEMONSTRATE THAT THE CHARGE IS COST BASED; AND
8 D. IDENTIFY THE REVENUES COLLECTED PURSUANT TO THE
9 CHARGE FOR THE MOST RECENT ANNUAL PERIOD AVAILABLE.

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11 **RESPONSE:**

12 Attachment PA-ADV-47-48-49 Response.xls presents a summary of the current stormwater
13 miscellaneous charges contained in Section 8.0 of PWD’s rates and charges. The
14 miscellaneous fees are presented by their corresponding section in the regulations, specific
15 section references are provided in Column 1 and the current charges are listed in Column 2.

16
17 Note: For the Fiscal Year 2019 through Fiscal Year 2021 Rate proceedings, the Water
18 Department performed a Miscellaneous Charges Study based on the cost of service guidelines
19 outlined in the AWWA manual M-1: *Principles of Water Rates, Fees, and Charges*.

20
21 The Water Department is proposing to gradually adjust the fees to better track cost of service.

- 22
23 A. The Rate Board approved the charges during the last rate proceeding.
24
25 B. The current miscellaneous charges were initially approved as part of prior proceedings;
26 however, a complete record detailing the derivation of each of these current charges is not
27 available.
28

1 Note - PWD completed a review of all miscellaneous fees as part of the current rate
2 proceeding and the proposed charges are included in the official Fiscal Year 2019 to
3 Fiscal Year 2021 Rate Proceeding Filing (Please refer to PWD Statement No. 9A –
4 Schedule BV-E4).

5
6 C. Based upon discussions with PWD staff the charges were based on a review of estimated
7 costs associated with each service at the time of implementation; however, a complete
8 record of all calculations used in developing the current fees is not available.

9
10 D. The current miscellaneous charges were initially approved as part of prior proceedings;
11 however, a complete record detailing the derivation of each of these current charges is not
12 available.

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14 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, LLC
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1 **PA-ADV-50.** PLEASE IDENTIFY EACH FEE, CHARGE OR ASSESSMENT AUTHORIZED
2 UNDER PWD REGULATIONS (CHAPTERS 1-6) WHICH WAS MODIFIED,
3 ADDED, MADE EFFECTIVE, OR IMPLEMENTED ON OR AFTER
4 JANUARY 1, 2016. WITH RESPECT TO EACH SUCH FEE, CHARGE, OR
5 ASSESSMENT, PLEASE:

6 A. STATE WHEN THE CURRENT FEE, CHARGE OR ASSESSMENT WAS
7 APPROVED;

8 B. EXPLAIN HOW THE CURRENT FEE, CHARGE OR ASSESSMENT WAS
9 CALCULATED OR DETERMINED;

10 C. DEMONSTRATE THAT THE FEE, CHARGE OR ASSESSMENT IS COST
11 BASED; AND

12 D. IDENTIFY THE REVENUES COLLECTED PURSUANT TO THE FEE,
13 CHARGE OR ASSESSMENT FOR THE MOST RECENT ANNUAL
14 PERIOD AVAILABLE.

15
16 **RESPONSE:**

17 The current fees, charges and assessments authorized under PWD Regulations (Chapters 1-6)
18 are summarized in response attachment PA-ADV-50.xls with the exception of the
19 miscellaneous fees (Chapter 3 Attachment A – Sections 6 through 8) which are summarized in
20 response attachment - PA-ADV-47-48-49 Response.xls.

21
22 A. The Rate Board approved the charges during the last rate proceeding with the exception of
23 the new sewer connection fees in Chapter 5 – Sewer & Wastewater Control, added in
24 September 2017. Note the fee added to Chapter 5 are not part of PWD’s Rates and
25 Charges and are therefore not the purview of the Water, Sewer and Stormwater Rate
26 Hearing Board; these fees are implemented and adjusted at the discretion of the Water
27 Commissioner.

1 B. The current fees, charges and assessment were the subject of the previous Fiscal Year
2 2017 to Fiscal Year 2018 rate proceeding and determined as part of the associated
3 financial plan and cost of service analysis. The adopted rates and charges reflect the
4 Water, Sewer and Stormwater Rate Board's decisions. For an explanation of
5 miscellaneous fees, please refer to the responses for PA-ADV 47, 48 and 49. Black &
6 Veatch developed the Sewer Connection Fees adopted in September 2017 as part of
7 Miscellaneous Charges Study based on the cost of service guidelines outlined in the
8 AWWA manual M-1: *Principles of Water Rates, Fees, and Charges* and the Water
9 Environment Federation (WEF) Manual of Practice 27 (MoP 27): *Financing and Charges*
10 *for Wastewater Systems*.

11
12 C. As described in the Fiscal Year 2017 to Fiscal Year 2018 rate proceeding record, the fees,
13 charges and assessments are based upon a cost of service analysis conducted in
14 conjunction with the proceeding. For an explanation of miscellaneous fees, please refer to
15 the responses for PA-ADV 47, 48 and 49. Black & Veatch developed the Sewer
16 Connection Fees adopted in September 2017 as part of Miscellaneous Charges Study
17 based on the cost of service guidelines outlined in the AWWA manual M-1: *Principles of*
18 *Water Rates, Fees, and Charges* and the WEF Manual of Practice 27: *Financing and*
19 *Charges for Wastewater Systems*.

20
21 D. The City's revenue codes do not identify each individual miscellaneous charge; therefore,
22 Black & Veatch could not delineate individual revenues from each charge.

23
24 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, LLC
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1 **PA-ADV-51.** PLEASE IDENTIFY EACH CREDIT, REBATE, REWARD OR OTHER
2 FINANCIAL INCENTIVE AUTHORIZED UNDER PWD REGULATIONS
3 (CHAPTERS 1-6) WHICH WAS MODIFIED, ADDED, MADE EFFECTIVE,
4 OR IMPLEMENTED ON OR AFTER JANUARY 1, 2016. WITH RESPECT TO
5 EACH SUCH CREDIT, REBATE, REWARD OR OTHER FINANCIAL
6 INCENTIVE, PLEASE:

7 A. STATE WHEN THE CURRENT CREDIT, REBATE, REWARD OR OTHER
8 FINANCIAL INCENTIVE WAS APPROVED;

9 B. EXPLAIN HOW THE CURRENT CREDIT, REBATE, REWARD OR
10 OTHER FINANCIAL INCENTIVE WAS CALCULATED OR
11 DETERMINED;

12 C. DEMONSTRATE THAT THE CREDIT, REBATE, REWARD OR OTHER
13 FINANCIAL INCENTIVE IS COST BASED; AND

14 D. IDENTIFY THE REVENUES UTILIZED TO PROVIDE SUCH CREDIT,
15 REBATE, REWARD OR OTHER FINANCIAL INCENTIVE FOR THE
16 MOST RECENT ANNUAL PERIOD AVAILABLE.

17
18 **RESPONSE:**

19 In Fiscal Year 2017, the Water Department began offering a \$50 credit to customer who
20 successfully complete the regulatory lead sampling program in accordance with the U.S. EPA
21 requirements for such sampling. The credit was approved by regulation effective on May 5,
22 2016. The amount of the credit was determined based on a review of similar credits offered by
23 other municipal utilities and a consideration of the amount deemed necessary to incentivize a
24 sufficient number of customers in Tier 1 homes (homes with lead pipes or lead solder) to
25 successfully complete the sampling program in accordance with U.S. EPA requirements for the
26 minimum number of Tier 1 sampling locations (50 Tier 1 sites). A total of 68 Tier 1 sampling
27 locations completed the sampling in Fiscal Year 2017, and an additional 89 Tier 1 sampling
28 locations completed the sampling in Fiscal Year 2018.

1 **RESPONSE PROVIDED BY:** Deb McCarty, Philadelphia Water Department

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1 **PA-ADV-52.** SINCE THE 2016 RATE PROCEEDING, HAS THE PWD CONDUCTED A
2 COMPREHENSIVE HOLISTIC REVIEW OF ITS RATE STRUCTURE FOR
3 WATER SERVICE UNDER WHICH SEPARATE RATE SCHEDULES WERE
4 CONSIDERED FOR CERTAIN CUSTOMER CLASSES? IF NO, WHY NOT?
5 IF YES, PLEASE DESCRIBE THIS REVIEW IN DETAIL AND PRESENT ALL
6 RESULTS AND FINDINGS OF THE REVIEW.
7

8 **RESPONSE:**

9 No, the Department has not completed such review. PWD launched a new rate structure for
10 TAP customers on July 1, 2017, pursuant to the Rate Board 's Decision in the 2016 rate
11 proceeding, and is proposing a rate rider or surcharge for TAP as part of the current rate
12 proceeding. PWD has not yet conducted a review of the TAP rate structure given that this
13 program is still in the first year of implementation. Since the 2016 Rate Proceeding, PWD also
14 has reviewed written comments submitted to the Pennsylvania Public Utility Commission
15 (PUC) in a proceeding involving a broad review of potential alternative rate methodologies.
16 This proceeding has included a discussion of cost tracking methodologies such as surcharges
17 and riders, as well as the reasonableness an efficacy of water and wastewater utilities utilizing
18 alternative rate methodologies in a manner that addresses the costs associated with replacing
19 aging infrastructure and meeting increasing environmental regulations. Parties in the PUC
20 proceeding have expressed various views on whether alternative rate making methodologies
21 are just and reasonable and in the public interest. Based on the Department's review of written
22 comment in the PUC proceeding, it does not appear that there is a consensus as this time on the
23 need to advance alternative rate making mechanisms. See PUC Docket No. M-2015-2518883.
24

25 **RESPONSE PROVIDED BY:** Melissa LaBuda, Philadelphia Water Department
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1 **PA-ADV-53.** PLEASE PROVIDE DEPARTMENT ACCOUNTS RECEIVABLE AGING
2 REPORTS BY MONTH FOR THE MOST RECENT 36 MONTHS
3 AVAILABLE, INCLUDING WITHIN EACH AGING BUCKET: (A) THE
4 NUMBER OF ACCOUNTS; (B) THE DOLLARS OF RECEIVABLE; AND (C)
5 THE AVERAGE BALANCE PER ACCOUNT.
6

7 **RESPONSE:**

8 Due to the voluminous nature of the request, PA-ADV-53 AR Aging by Route Report will be
9 provided to Public Advocate upon in electronic form. Please note there are no reports available
10 that capture data for “(c) the average balance per account.”
11

12 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-54.** PLEASE PROVIDE A USAGE DISTRIBUTION BY MONTH FOR THE MOST
2 RECENT 36 MONTHS AVAILABLE, INCLUDING WITHIN EACH
3 DISTRIBUTION RANGE: (A) THE NUMBER OF ACCOUNTS; (B) THE
4 AGGREGATE CONSUMPTION WITHIN THAT RANGE; (C) THE AVERAGE
5 CONSUMPTION WITHIN THAT RANGE; AND (D) THE AVERAGE BILL
6 WITHIN THAT RANGE.
7

8 **RESPONSE:**

9 The tiered usage reports for FY 2015, 2016, & 2017 are provided. They show the number of
10 bills, volume of water usage, and total water usage charges within each tier of the current rate
11 structure. Monthly data are not available; however, we are providing these annualized data to
12 address the request above. Average consumption and water usage charges within each tier are
13 calculable based on these totals. We are also providing electronic workbooks of these tiered
14 usage reports, entitled PA-ADV-54-1-2015, PA-ADV-54-2-2016, and PA-ADV-54-3-2017.

15 Note: The Hand Billed customer line is made up of customers coded “H” in the billing system.
16 The “H” type accounts are for surcharge and sewer credit accounts, reference Regulation
17 Section 3.4 and 3.5. These accounts can also be referred to as “special handling” accounts.
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2015			
Description	20,000+ CCF Count	20,000+ CCF Usage	20,000+ CCF Charges
General Service	1	3,654,200	\$ 105,644.44
Residential	-	-	\$ -
Commercial	1	3,654,200	\$ 105,644.44
Industrial	-	-	\$ -
Public Utilities	-	-	\$ -
PHA	1	4,346,800	\$ 120,849.46
Charities and Schools	-	-	\$ -
Senior Citizens	-	-	\$ -
Hand Bill	38	197,726,300	\$ 4,885,764.32
City Leased	-	-	\$ -
Hospital/University	3	7,392,800	\$ 164,014.10
Scheduled	-	-	\$ -
Fire Service	-	-	\$ -
City Government	46	237,414,100	\$ 5,936,341.94
PWD	44	229,096,700	\$ 5,702,892.71
City Government Less PWD	2	8,317,400	\$ 233,449.23

2016			
Description	0 CCF Count	0 CCF Usage	0 CCF Charges
General Service	778,396	-	\$ -
Residential	697,482	-	\$ -
Commercial	78,040	-	\$ -
Industrial	2,535	-	\$ -
Public Utilities	339	-	\$ -
PHA	8,125	-	\$ -
Charities and Schools	2,841	-	\$ -
Senior Citizens	21,038	-	\$ -
Hand Bill	212	-	\$ -
City Leased	122	-	\$ -
Hospital/University	541	-	\$ -
Scheduled	24	-	\$ -
Fire Service	1,163	-	\$ -
City Government	5,398	-	\$ -
PWD	92	-	\$ -
City Government Less PWD	5,306	-	\$ -
2016			
Description	.01 to 20 CCF Count	.01 to 20 CCF Usage	.01 to 20 CCF Charges
General Service	4,611,683	2,628,689,000	\$ 102,627,151.71
Residential	4,340,989	2,441,593,600	\$ 95,332,689.13
Commercial	263,459	182,438,500	\$ 7,113,770.26
Industrial	6,384	4,151,500	\$ 160,956.05
Public Utilities	851	505,400	\$ 19,736.73
PHA	52,358	40,979,200	\$ 1,520,278.67
Charities and Schools	16,072	12,625,200	\$ 369,896.47
Senior Citizens	243,540	108,283,300	\$ 3,243,314.16
Hand Bill	358	269,300	\$ 9,823.64
City Leased	123	68,400	\$ 2,671.35
Hospital/University	1,059	768,600	\$ 22,511.63
Scheduled	26	15,800	\$ 617.07
Fire Service	651	416,300	\$ 16,258.14
City Government	4,368	3,399,100	\$ 132,733.16
PWD	107	66,300	\$ 2,584.85
City Government Less PWD	4,261	3,332,800	\$ 130,148.31

2016			
Description	20.01-1,000 CCF Count	20.01-1,000 CCF Usage	20.01-1,000 CCF Charges
General Service	186,381	1,414,215,000	46,010,054
Residential	110,728	622,651,900	21,350,063
Commercial	71,529	743,779,600	23,145,075
Industrial	3,691	41,652,800	1,314,699
Public Utilities	433	6,130,700	200,217
PHA	7,375	61,540,100	1,952,414
Charities and Schools	10,863	133,335,800	3,282,199
Senior Citizens	3,306	14,266,300	384,457
Hand Bill	1,580	68,245,500	1,988,919
City Leased	236	3,779,800	123,124
Hospital/University	2,876	78,655,700	1,894,215
Scheduled	-	-	-
Fire Service	194	2,546,900	83,090
City Government	4,674	63,997,500	2,094,004
PWD	276	4,391,100	142,931
City Government Less PWD	4,398	59,606,400	1,951,074

2016			
Description	1,000.01-20,000 CCF Count	1,000.01-20,000 CCF Usage	1,000.01-20,000 CCF Charges
General Service	2,371	487,196,600	\$ 14,268,842.40
Residential	332	60,140,400	\$ 1,847,271.67
Commercial	1,889	372,842,100	\$ 11,254,113.17
Industrial	119	49,688,600	\$ 1,027,311.23
Public Utilities	31	4,525,500	\$ 140,146.33
PHA	188	65,275,700	\$ 1,846,902.54
Charities and Schools	231	38,031,100	\$ 879,297.43
Senior Citizens	-	-	\$ -
Hand Bill	840	304,661,200	\$ 7,393,389.35
City Leased	9	2,177,200	\$ 65,896.82
Hospital/University	777	217,799,400	\$ 4,916,411.16
Scheduled	-	-	\$ -
Fire Service	22	10,691,600	\$ 315,868.25
City Government	449	201,346,600	\$ 5,963,457.64
PWD	155	59,456,700	\$ 1,764,922.28
City Government Less PWD	294	141,889,900	\$ 4,198,535.36

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2016			
Description	20,000+ CCF Count	20,000+ CCF Usage	20,000+ CCF Charges
General Service	3	11,178,300	328,615
Residential	-	-	-
Commercial	1	2,219,500	66,995
Industrial	2	8,958,800	261,620
Public Utilities	-	-	-
PHA	1	2,014,500	55,924
Charities and Schools	-	-	-
Senior Citizens	-	-	-
Hand Bill	37	212,312,200	5,182,217
City Leased	-	-	-
Hospital/University	5	14,948,800	330,199
Scheduled	-	-	-
Fire Service	-	-	-
City Government	50	244,910,600	6,313,661
PWD	37	211,283,500	5,352,330
City Government Less PWD	13	33,627,100	961,331

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2017			
Description	0 CCF Count	0 CCF Usage	0 CCF Charges
General Service	796,921	-	\$ -
Residential	711,994	-	\$ -
Commercial	81,987	-	\$ -
Industrial	2,537	-	\$ -
Public Utilities	403	-	\$ -
PHA	8,751	-	\$ -
Charities and Schools	3,025	-	\$ -
Senior Citizens	22,316	-	\$ -
Hand Bill	195	-	\$ -
City Leased	205	-	\$ -
Hospital/University	525	-	\$ -
Scheduled	55	-	\$ -
Fire Service	1,241	-	\$ -
City Government	5,112	-	\$ -
PWD	73	-	\$ -
City Government Less PWD	5,039	-	\$ -

2017			
Description	.01 to 20 CCF Count	.01 to 20 CCF Usage	.01 to 20 CCF Charges
General Service	4,623,011	2,585,910,700	\$ 105,974,287.03
Residential	4,352,447	2,401,079,000	\$ 98,409,845.64
Commercial	263,194	180,175,400	\$ 7,374,581.39
Industrial	6,398	4,109,000	\$ 167,414.25
Public Utilities	972	547,300	\$ 22,445.75
PHA	53,361	41,401,300	\$ 1,647,068.61
Charities and Schools	15,590	12,211,700	\$ 377,494.17
Senior Citizens	250,667	109,595,800	\$ 3,427,685.74
Hand Bill	330	257,300	\$ 9,904.61
City Leased	259	179,200	\$ 7,346.67
Hospital/University	1,054	730,500	\$ 22,452.10
Scheduled	27	13,600	\$ 557.46
Fire Service	767	493,800	\$ 20,240.51
City Government	4,375	3,303,700	\$ 135,476.97
PWD	142	95,700	\$ 3,928.15
City Government Less PWD	4,233	3,208,000	\$ 131,548.82

2017			
Description	20.01-1,000 CCF Count	20.01-1,000 CCF Usage	20.01-1,000 CCF Charges
General Service	185,222	1,421,799,100	51,106,105
Residential	109,650	621,583,200	23,384,773
Commercial	71,547	752,361,700	26,052,370
Industrial	3,611	41,690,100	1,444,252
Public Utilities	414	6,164,100	224,710
PHA	7,653	62,077,200	2,233,607
Charities and Schools	10,364	130,252,600	3,576,894
Senior Citizens	3,295	13,768,200	405,163
Hand Bill	1,530	63,105,500	2,120,463
City Leased	342	4,892,100	178,790
Hospital/University	3,030	81,502,800	2,207,091
Scheduled	-	-	-
Fire Service	208	3,284,200	119,409
City Government	4,330	56,894,900	2,069,362
PWD	265	4,363,500	158,610
City Government Less PWD	4,065	52,531,400	1,910,751
2017			
Description	1,000.01-20,000 CCF Count	1,000.01-20,000 CCF Usage	1,000.01-20,000 CCF Charges
General Service	2,298	477,940,900	\$ 15,002,389.56
Residential	336	59,551,200	\$ 1,974,226.84
Commercial	1,816	367,271,400	\$ 11,777,598.32
Industrial	121	47,427,100	\$ 1,124,452.30
Public Utilities	25	3,691,200	\$ 126,112.10
PHA	190	56,198,600	\$ 1,692,425.01
Charities and Schools	241	38,765,900	\$ 991,930.46
Senior Citizens	-	-	\$ -
Hand Bill	799	298,225,700	\$ 7,345,134.84
City Leased	13	2,834,600	\$ 93,211.07
Hospital/University	777	217,788,600	\$ 5,088,058.53
Scheduled	-	-	\$ -
Fire Service	25	10,633,300	\$ 317,334.05
City Government	466	221,407,000	\$ 6,579,096.12
PWD	159	80,419,600	\$ 2,378,844.60
City Government Less PWD	307	140,987,400	\$ 4,200,251.52

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2017			
Description	20,000+ CCF Count	20,000+ CCF Usage	20,000+ CCF Charges
General Service	2	13,646,800	391,085
Residential	-	-	-
Commercial	1	7,896,900	226,291
Industrial	1	5,749,900	164,794
Public Utilities	-	-	-
PHA	1	2,162,700	62,021
Charities and Schools	1	2,300,000	48,608
Senior Citizens	-	-	-
Hand Bill	37	205,761,400	5,660,587
City Leased	-	-	-
Hospital/University	3	6,418,400	140,698
Scheduled	-	-	-
Fire Service	-	-	-
City Government	50	182,659,100	5,047,585
PWD	42	153,163,500	4,221,146
City Government Less PWD	8	29,495,600	826,439

RESPONSE PROVIDED BY: Raftelis Financial Consultants, Inc.

1 **PA-ADV-55.** PLEASE PROVIDE, BY YEAR FOR THE MOST THREE YEARS
 2 AVAILABLE, ALL COLLECTABILITY STUDIES ASSESSING THE RATE
 3 AT WHICH THE DEPARTMENT CONVERTS BILLINGS INTO COLLECTED
 4 REVENUE.

5
 6 **RESPONSE:**

7 The annual report generated by RFC, called Report 4-Payment Patterns, addresses this request.
 8 The billings and collections for fiscal years 2014, 2015 and 2016 are shown below, and can be
 9 found in the enclosed PDF document, PA-ADV-6.

				Billing Year	Billing year +1	Billing year +2 and beyond
Fiscal Year	Type	Billings	Payments (All)	FY2016 (Payments <=12 Months)	FY2017 (Payments 13-24 Months)	FY2018 and beyond (Payments 25 and greater)
FY16	Total*	\$ 612,315,212.94	\$ 527,702,482.84	\$ 527,196,433.22	-	-
FY16	Non-SWO*	\$ 593,155,610.61	\$ 515,609,813.75	\$ 515,110,139.47	-	-
FY16	SWO*	\$ 19,159,602.33	\$ 12,092,669.09	\$ 12,086,293.75	-	-
FY16	Total percent collected**	-	86.18%	86.10%	-	-
FY16	Non-SWO collected**	-	86.93%	86.84%	-	-
FY16	SWO collected**	-	63.12%	63.08%	-	-
FY16	Percent of Remainder Collected	-	-	-	-	-

*includes City, less PWD, **assumes City 100%, excludes PWD

				Billing Year	Billing year +1	Billing year +2 and beyond
Fiscal Year	Type	Billings	Payments (All)	FY2015 (Payments <=12 Months)	FY2016 (Payments 13-24 Months)	FY 2017 and beyond (Payments 25 and greater)
FY15	Total*	\$ 614,256,985.07	\$ 579,607,855.73	\$ 529,025,536.86	\$ 50,582,318.88	-
FY15	Non-SWO*	\$ 594,133,652.95	\$ 566,005,717.06	\$ 517,049,680.84	\$ 48,956,036.23	-
FY15	SWO*	\$ 20,123,332.12	\$ 13,602,138.67	\$ 11,975,856.02	\$ 1,626,282.65	-
FY15	Total percent collected**	-	94.36%	86.12%	8.23%	-
FY15	Non-SWO collected**	-	95.27%	87.03%	8.24%	-
FY15	SWO collected**	-	67.59%	59.51%	8.08%	-
FY15	Percent of Remainder Collected	-	-	-	59.35%	-

*includes City, less PWD, **assumes City 100%, excludes PWD

				Billing Year	Billing year +1	Billing year +2 and beyond
Fiscal Year	Type	Billings	Payments (All)	FY2014 (Payments <=12 Months)	FY2015 (Payments 13-24 Months)	FY2016 (Payments 25 Months and greater)
FY14	Total*	\$ 586,122,899.87	\$ 555,872,638.32	\$ 499,699,930.75	\$ 49,930,281.39	\$ 6,242,426.19
FY14	Non-SWO*	\$ 566,332,391.72	\$ 542,400,189.38	\$ 488,001,706.23	\$ 48,746,055.88	\$ 5,652,427.28
FY14	SWO*	\$ 19,790,508.15	\$ 13,472,448.94	\$ 11,698,224.52	\$ 1,184,225.51	\$ 589,998.91
FY14	Total percent collected**	-	94.84%	85.26%	8.52%	1.07%
FY14	Non-SWO collected**	-	95.77%	86.17%	8.61%	1.00%
FY14	SWO collected**	-	68.08%	59.11%	5.98%	2.98%
FY14	Percent of Remainder Collected	-	-	-	57.77%	17.11%

*includes City, less PWD, **assumes City 100%, excludes PWD

23 **RESPONSE PROVIDED BY:** Raftelis Financial Consultants, Inc.
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1 **PA-ADV-56.** PLEASE PROVIDE EACH CUSTOMER SATISFACTION SURVEY
2 PERFORMED WITHIN THE PAST 36 MONTHS, INCLUDING BUT NOT
3 LIMITED TO EACH POINT-OF-CONTACT CUSTOMER SATISFACTION
4 SURVEY.

5
6 **RESPONSE:**

7 PWD conducted a customer satisfaction survey in FY 2016 and in FY 2017. The FY 2016 survey
8 included field interviews in neighborhoods that experienced PWD construction work while the
9 FY 2017 survey project included focus groups on general customer satisfaction, construction,
10 and our HELP program (each focus group dedicated to the particular topic). These elements were
11 in addition to the general survey that was conducted by web, phone or text. PWD is in the midst
12 of planning its FY 2018 survey components.

13
14 The customer satisfaction survey results have been provided in response attachments PA ADV
15 56 attachment 1 and PA ADV 56 attachment 2.

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17 **RESPONSE PROVIDED BY:** Joanne Dahme, Philadelphia Water Department
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1 **PA-ADV-58.** FOR EACH CUSTOMER FEE IDENTIFIED IN RESPONSE TO THE
2 IMMEDIATELY PRECEDING QUESTION, PLEASE PROVIDE FOR THE
3 MOST RECENT 36 MONTHS AVAILABLE: (A) THE NUMBER OF
4 ACCOUNTS BEING CHARGED THAT FEE; AND (B) THE AGGREGATE
5 DOLLARS CHARGED FOR THAT FEE.
6

7 **RESPONSE:**

8 The City's revenue codes do not identify each individual customer fee; therefore, Black &
9 Veatch could not delineate individual revenues from each charge.
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11 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, Inc.
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1 **PA-ADV-59.** PLEASE PROVIDE BY MONTH FOR THE MOST RECENT 36 MONTHS
2 AVAILABLE BY CUSTOMER CLASS TO THE EXTENT AVAILABLE: (A)
3 THE NUMBER OF LIENS FILED FOR UNPAID WATER BILLS; (B) THE
4 NUMBER OF LIENS PAID-OFF; (C) THE DOLLARS OF LIENS FILED FOR
5 UNPAID WATER BILLS; AND (D) THE DOLLARS OF LIENS PAID-OFF.
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7 **RESPONSE:**

8 See response attachment PA ADV 59 Lien Report.
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10 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-60.** BY MONTH FOR EACH THE MOST RECENT 36 MONTHS AVAILABLE,
2 PLEASE PROVIDE:

3 A. THE NUMBER OF NEW DEFERRED PAYMENT ARRANGEMENTS
4 ENTERED INTO;

5 B. THE AVERAGE DOWNPAYMENT (IN DOLLARS) OF DEFERRED
6 PAYMENT ARRANGEMENTS ENTERED INTO DISAGGREGATED BY
7 THE ARREARAGES AT THE TIME THE DEFERRED PAYMENT
8 ARRANGEMENT IS SOUGHT;

9 C. THE AVERAGE TERM (IN MONTHS) OF DEFERRED PAYMENT
10 ARRANGEMENTS ENTERED INTO;

11 D. THE AVERAGE DOLLAR AMOUNT OF ARREARS MADE SUBJECT TO
12 THE DEFERRED PAYMENT ARRANGEMENT DISAGGREGATED BY
13 THEIR TERM (IN MONTHS) OF THE PAYMENT ARRANGEMENT
14 AGREEMENT;

15 E. THE AVERAGE MONTHLY INSTALLMENT OF DEFERRED PAYMENT
16 ARRANGEMENTS DISAGGREGATED BY THEIR TERM (IN MONTHS)
17 OF THE PAYMENT ARRANGEMENT AGREEMENT;

18 F. THE DISTRIBUTION OF NEW DEFERRED PAYMENT
19 ARRANGEMENTS BY THEIR TERM (IN MONTHS);

20 G. THE NUMBER OF DEFAULTED DEFERRED PAYMENT
21 ARRANGEMENTS;

22 H. THE NUMBER OF DEFAULTED DEFERRED PAYMENT
23 ARRANGEMENTS DISAGGREGATED BY THEIR TERM (IN MONTHS)
24 OF THE PAYMENT ARRANGEMENT AGREEMENT;

25 I. THE NUMBER OF COMPLETED (OR “SUCCESSFUL”) DEFERRED
26 PAYMENT ARRANGEMENTS DISAGGREGATED BY THEIR TERM (IN
27 MONTHS) OF THE PAYMENT ARRANGEMENT AGREEMENT.
28

1 **RESPONSE:**

2 See response attachment PA-ADV-60 Payment Agreement Report.

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4 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau

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1 **PA-ADV-61.** PLEASE PROVIDE BY MONTH FOR THE MOST RECENT 36 MONTHS
2 AVAILABLE, THE NUMBER OF:
3 A. FINAL NOTICES OF SHUT OFF FOR NONPAYMENT
4 (DISAGGREGATING BY AND EXPLAINING IF DIFFERENT “FINAL”
5 NOTICES ARE PROVIDED) FOR RESIDENTIAL CUSTOMERS; AND
6 B. RESIDENTIAL SHUT OFFS FOR NONPAYMENT.

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8 **RESPONSE:**

9 See response attachment PA ADV 61 Shut Off Report.

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11 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-62.** PLEASE PROVIDE BY MONTH FOR THE MOST RECENT 36 MONTHS

2 AVAILABLE:

3 A. THE NUMBER OF ACCOUNTS RECONNECTED SUBSEQUENT TO A
4 SHUT OFF FOR NONPAYMENT.

5 B. THE AVERAGE TIME BETWEEN SHUT OFF AND RECONNECTION.

6 C. A DISTRIBUTION IN REASONABLE BANDS OF HOW LONG A
7 CUSTOMER WAS “OFF” THE SYSTEM (SUGGESTED BANDS; LESS
8 THAN 1 DAY, 1-3 DAYS, 3-7 DAYS, 7-30 DAYS, MORE THAN 30
9 DAYS).

10

11 **RESPONSE:**

12 Please note there are no reports available that capture this data.

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14 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau

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1 **PA-ADV-63.** BY MONTH FOR THE MOST RECENT 36 MONTHS AVAILABLE, PLEASE
2 PROVIDE THE TOTAL NUMBER OF CUSTOMERS TAKING SERVICE
3 UNDER LEVELIZED BUDGET BILLING DISAGGREGATED BY
4 RESIDENTIAL CUSTOMERS AND BY LOW-INCOME CUSTOMERS (IF
5 AVAILABLE).

6
7 **RESPONSE:**

8 The Water Revenue Bureau does not offer “levelized budget billing” therefore there are no
9 documents or reports responsive to this request.

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11 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-64.** OF THE RESIDENTIAL ACCOUNTS RECEIVING A NOTICE OF AN
2 IMPENDING SHUT OFF FOR NONPAYMENT, FOR EACH MONTH FOR
3 THE MOST RECENT 36 MONTHS AVAILABLE, PLEASE PROVIDE:
4 A. THE TOTAL NUMBER OF ACCOUNTS THAT DID NOT HAVE THEIR
5 SERVICE SHUT OFF BY THE DATE SPECIFIED IN THE NOTICE;
6 B. THE TOTAL NUMBER OF ACCOUNTS THAT DID NOT HAVE THEIR
7 SERVICE SHUT OFF FOR NONPAYMENT AFTER RECEIVING A SHUT
8 OFF NOTICE FOR NONPAYMENT THAT VOLUNTARILY
9 TERMINATED THEIR ACCOUNTS;
10 C. THE TOTAL NUMBER OF ACCOUNTS THAT DID NOT HAVE THEIR
11 SERVICE SHUT OFF BECAUSE THE CUSTOMER PAID THEIR BILLS
12 IN FULL PRIOR TO THEIR SCHEDULED SHUT OFF;
13 D. THE TOTAL NUMBER OF ACCOUNTS THAT DID NOT HAVE THEIR
14 SERVICE SHUT OFF BECAUSE THE CUSTOMER PAID THEIR BILLS
15 LESS THAN IN FULL BUT SUFFICIENT TO AVOID THEIR
16 SCHEDULED SHUT OFF;
17 E. THE TOTAL NUMBER OF ACCOUNTS THAT DID NOT HAVE THEIR
18 SERVICE SHUT OFF EVEN THOUGH THEY RETAINED AN ARREARS
19 THAT WAS SUFFICIENT LARGE (OR SUFFICIENTLY OLD) TO
20 TRIGGER A SHUT OFF); AND
21 F. THE TOTAL NUMBER OF ACCOUNTS ON WHICH ACCOUNT NO
22 PAYMENTS WERE MADE PRIOR TO THE ISSUANCE OF THE NEXT
23 BILL AFTER ISSUANCE OF THE SHUT OFF NOTICE.

24
25 **RESPONSE:**

26 Please note there are no reports available that capture this data.
27

28 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau

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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.

RESPONSE:

See response attachment PA ADV 65 Debt Collection Process.

RESPONSE PROVIDED BY: Michelle Bethel, Water Revenue Bureau

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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.

RESPONSE:

See response attachment PA ADV 66 Payment Pattern Report.

RESPONSE PROVIDED BY: Michelle Bethel, Water Revenue Bureau

1 **PA-ADV-67.** IN A TYPICAL MONTH, WITH DAY 1 BEING THE DAY A BILL IS ISSUED,
2 PLEASE PROVIDE THE PERCENTAGE OF RESIDENTIAL ACCOUNTS
3 MAKING PAYMENTS BY DAY THROUGH DAY 60. IF REPORTING OF
4 SUCH DATA IS ONLY BY A TIME PERIOD OTHER THAN A DAY (E.G.,
5 WEEKLY), PROVIDE THE REPORTING BY THAT TIME PERIOD.
6

7 **RESPONSE:**

8 Please note there are no reports available that capture this data daily, therefore see response to
9 PA ADV 66.
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11 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-68.** PLEASE PROVIDE BY MONTH FOR EACH MONTH FOR THE MOST
2 RECENT 36 MONTHS AVAILABLE:

- 3 A. THE AVERAGE BILL FOR ALL RESIDENTIAL ACCOUNTS;
- 4 B. THE AVERAGE ARREARS OF RESIDENTIAL ACCOUNTS IN
5 ARREARS;
- 6 C. THE AVERAGE BILL OF RESIDENTIAL ACCOUNTS IN ARREARS;
- 7 D. THE TOTAL DOLLARS OF RESIDENTIAL ARREARS;
- 8 E. THE PERCENTAGE OF RESIDENTIAL DOLLARS CONSTITUTING
9 ARREARS;
- 10 F. THE PERCENTAGE OF BILLED RESIDENTIAL ACCOUNTS HAVING
11 ARREARS; AND
- 12 G. THE AVERAGE ARREARS OF ALL RESIDENTIAL ACCOUNTS SHUT
13 OFF FOR NONPAYMENT IN THAT MONTH.

14
15 **RESPONSE:**

16 Please note there are no reports available that capture this data.

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18 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-69.** PLEASE PROVIDE A COPY OF A TYPICAL RESIDENTIAL NOTICE OF
2 SHUT OFF FOR NONPAYMENT PRINTED IN EACH OF THE FOLLOWING
3 MONTHS:

4 A. AUGUST 2015.

5 B. NOVEMBER 2016;

6 C. JANUARY 2017;

7 D. APRIL 2017; AND

8 IF MORE THAN ONE TYPE OF RESIDENTIAL SHUT OFF NOTICE IS
9 ISSUED, PROVIDE A COPY OF EACH.

10
11 **RESPONSE:**

12 See response attachment PA ADV 69 Shut Off Notices, please note that no residential shut off
13 notices for nonpayment are issued in January, therefore there are no documents responsive to
14 subsection (C).

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16 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-70.** BY MONTH FOR THE MOST RECENT 36 MONTHS AVAILABLE, PLEASE
2 PROVIDE:

- 3 A. THE TOTAL NUMBER OF CUSTOMERS FOR WHOM A DEPOSIT WAS
4 HELD;
- 5 B. THE TOTAL DOLLARS OF DEPOSIT HELD.
- 6 C. THE NUMBER OF CUSTOMERS FROM WHOM A NEW OR LARGER
7 DEPOSIT WAS REQUESTED FROM NEW CUSTOMERS / APPLICANTS.
- 8 D. THE NUMBER OF CUSTOMERS FROM WHO A NEW OR LARGER
9 DEPOSIT WAS REQUESTED FROM EXISTING CUSTOMERS.
- 10 E. THE AGGREGATED DOLLAR AMOUNTS OF A NEW OR LARGER
11 DEPOSIT REQUESTED FROM NEW CUSTOMERS / APPLICANTS.
- 12 F. THE AGGREGATED DOLLAR AMOUNTS OF A NEW OR LARGER
13 DEPOSIT REQUESTED FROM EXISTING CUSTOMERS.

14
15 **RESPONSE:**

16 The Water Revenue Bureau does not hold customer deposits; therefore, we have no responsive
17 information.

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19 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-71.** BY MONTH FOR THE MOST RECENT 36 MONTHS AVAILABLE, PLEASE
2 PROVIDE:

- 3 A. THE NUMBER OF ACCOUNTS TO WHOM A DEPOSIT WAS
4 REFUNDED AFTER THE CUSTOMER ESTABLISHED
5 CREDITWORTHINESS BY MAKING ADEQUATE PAYMENTS OVER A
6 PERIOD OF TIME;
- 7 B. THE NUMBER OF ACCOUNTS FROM THOSE IDENTIFIED IN
8 RESPONSE TO “A” WITH NO SUBSEQUENT UNCOLLECTIBLE
9 DOLLARS (WHETHER DUE TO NO FINAL BILL OR DUE TO A FINAL
10 BILL WITH NO RESULTING UNCOLLECTIBLE).
- 11 C. THE NUMBER OF ACCOUNTS FROM THOSE IDENTIFIED IN
12 RESPONSE TO “A” THAT RECEIVED A FINAL BILL RESULTING IN
13 UNCOLLECTIBLES;
- 14 D. THE NUMBER OF ACCOUNTS FROM THOSE IDENTIFIED IN
15 RESPONSE TO “A” THAT RECEIVED FINAL BILLS SHOWING
16 ARREARS AT THE TIME OF THE FINAL BILL.

17
18 **RESPONSE:**

19 See response to PA ADV 70.
20

21 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-72.** BY MONTH FOR THE MOST RECENT 36 MONTHS AVAILABLE, PLEASE
2 PROVIDE THE NUMBER AND PERCENT OF ACCOUNTS REPRESENTED
3 BY CLOSED RESIDENTIAL ACCOUNTS WITH NO AGED BALANCES
4 (INDICATING FOR EACH PERCENTAGE THE NUMBER IN THE
5 NUMERATOR AND IN THE DENOMINATOR):

6 A. ON WHICH ACCOUNTS A DEPOSIT HAD NEVER BEEN ASSESSED;

7 B. ON WHICH ACCOUNTS A DEPOSIT HAD BEEN ASSESSED AND
8 RETURNED;

9 C. ON WHICH ACCOUNTS A DEPOSIT HAD BEEN ASSESSED BUT NOT
10 RETURNED.

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12 **RESPONSE:**

13 See response to PA ADV 70.

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15 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-73.** BY MONTH FOR THE MOST RECENT 36 MONTHS AVAILABLE, PLEASE
2 PROVIDE:

- 3 A. THE NUMBER OF CLOSED ACCOUNTS;
- 4 B. THE NUMBER OF CLOSED ACCOUNTS WITH AGED BALANCES ON
5 WHICH ACCOUNTS A DEPOSIT HAD NEVER BEEN ASSESSED;
- 6 C. THE NUMBER OF CLOSED ACCOUNTS WITH AGED BALANCES ON
7 WHICH ACCOUNTS A DEPOSIT WAS HELD AT THE TIME OF THE
8 FINAL BILL;
- 9 D. THE NUMBER OF CLOSED ACCOUNTS THAT RECEIVED FINAL
10 BILLS DISTRIBUTED BY AGING BUCKET AT THE TIME THE FINAL
11 BILL WAS RENDERED.

12
13 **RESPONSE:**

14 For subsections (B) and (C) see response to PA ADV 70. Please note there are no reports
15 available that capture the data requested in subsections (A) and (D).

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17 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-74.** FOR EACH MONTH FOR THE MOST RECENT TWELVE MONTHS

2 AVAILABLE, PLEASE PROVIDE:

3 A. THE AVERAGE BILL FOR RESIDENTIAL ACCOUNTS AT EXISTING
4 RATES PROVIDED IN SUFFICIENT DETAIL (INCLUDING ALL INPUT
5 VARIABLES) TO PERMIT REPLICATION.

6 B. THE SAME BILL INFORMATION USING THE COMPANY’S PROPOSED
7 RATES RATHER THAN THE COMPANY’S EXISTING RATES.

8
9 **RESPONSE:**

10 As detailed in Raftelis Financial Consultants’ “Typical Residential Customer Consumption”
11 Memo, the typical residential customer utilizes 5 Ccf (or 500cf) of water per month. The
12 majority of residential customers have 5/8” service lines.

13
14 The following table provides the typical bills based upon the existing (FY 2018) rates and FY
15 2019 through FY 2021 proposed as part of the current proceeding.

	FY 2018	FY 2019	FY 2020	FY 2021
USAGE CHARGES				
water usage	\$21.54	\$21.97	\$22.58	\$23.19
wastewater usage	\$16.23	\$15.88	\$16.91	\$17.87
Subtotal	\$37.77	\$37.85	\$39.49	\$41.06
SERVICE CHARGE				
water	\$6.61	\$6.18	\$6.18	\$6.18
sewer	\$7.41	\$7.20	\$7.20	\$7.20
Subtotal	\$14.02	\$13.38	\$13.38	\$13.38
STORMWATER CHARGE				
swms charge	\$12.49	\$14.18	\$15.23	\$16.12
billing & collection charge	\$2.22	\$1.83	\$1.91	\$2.03
Subtotal	\$14.71	\$16.01	\$17.14	\$18.15
TOTAL MONTHLY BILL	\$66.50	\$67.24	\$70.01	\$72.59

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26 (Includes Usage, Service & Stormwater Charges)

1 Calculated quantity charges are based upon the following rates:

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<u>Quantity Charge Rates</u>	<u>FY 2018</u>	<u>FY 2019</u>	<u>FY 2020</u>	<u>FY 2021</u>
3 Water Usage Charge per Mcf	\$43.08	\$43.93	\$45.15	\$46.37
4 Wasterwater Usage Charge per Mcf	\$32.46	\$31.76	\$33.81	\$35.74

5 Notes: Water Usage Charges are based upon the first tier (First 2 Mcf)
6 Mcf - Thousand cubic feet

7 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, LLC

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1 **PA-ADV-75.** BY MONTH FOR THE MOST RECENT 36 MONTHS AVAILABLE, PLEASE
2 PROVIDE:

3 A. THE DOLLARS OF RESIDENTIAL LATE FEE REVENUE COLLECTED;

4 AND

5 B. THE NUMBER OF RESIDENTIAL ACCOUNTS PAYING A LATE
6 CHARGE.

7
8 **RESPONSE:**

9 See response attachment PA ADV 75 Late Fee Report.

10
11 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau

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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.

RESPONSE:

There are no studies available that capture the information requested.

RESPONSE PROVIDED BY: Michelle Bethel, Water Revenue Bureau

1 **PA-ADV-77.** PLEASE PROVIDE ALL WRITTEN STUDIES CURRENTLY WITHIN THE
2 COMPANY'S CUSTODY OR CONTROL, WHETHER OR NOT PREPARED
3 BY OR FOR THE COMPANY, THAT EXPLICITLY ASSESS THE EXTENT
4 TO WHICH THE FOLLOWING ACTIVITIES REDUCE RESIDENTIAL BAD
5 DEBT:

- 6 A. CASH SECURITY DEPOSITS;
- 7 B. DEFERRED PAYMENT AGREEMENTS;
- 8 C. DISCONNECTIONS FOR NONPAYMENT;
- 9 D. FIELD COLLECTIONS;
- 10 E. CALL CENTER COLLECTION CALLS;
- 11 F. BUDGET BILLING PLANS;
- 12 G. LATE PAYMENT CHARGES.

13
14 **RESPONSE:**

15 There are no studies available that capture the information requested.
16

17 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-78.** PLEASE PROVIDE ALL WRITTEN STUDIES CURRENTLY WITHIN THE
2 COMPANY'S CUSTODY OR CONTROL, WHETHER OR NOT PREPARED
3 BY OR FOR THE COMPANY, THAT EXPLICITLY ASSESS THE EXTENT
4 TO WHICH THE FOLLOWING ACTIVITIES REDUCE RESIDENTIAL
5 ARREARS:

- 6 A. CASH SECURITY DEPOSITS;
- 7 B. DEFERRED PAYMENT AGREEMENTS;
- 8 C. DISCONNECTIONS FOR NONPAYMENT;
- 9 D. FIELD COLLECTIONS;
- 10 E. CALL CENTER COLLECTION CALLS;
- 11 F. BUDGET BILLING PLANS;
- 12 G. LATE PAYMENT CHARGES.

13
14 **RESPONSE:**

15 There are no studies available that capture the information requested.
16

17 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-79.** PLEASE PROVIDE A COPY OF:

2 A. ALL WRITTEN DOCUMENTS THAT EXPLAIN, ASSESS OR
3 OTHERWISE DISCUSS THE CRITERIA THE COMPANY USES TO
4 ASSESS ON AN ONGOING BASIS THE EFFECTIVENESS OF ITS
5 CURRENT CREDIT AND COLLECTION ACTIVITIES.

6 B. ANY WRITTEN ASSESSMENT, EVALUATION, REPORT OR OTHER
7 WRITTEN DOCUMENT OF ANY NATURE PREPARED SINCE
8 JANUARY 1, 2012 WHICH DISCUSSES THE EFFECTIVENESS OF THE
9 COMPANY'S CURRENT CREDIT AND COLLECTION ACTIVITIES.

10

11 **RESPONSE:**

12 There are no studies available that capture the information requested.

13

14 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau

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1 **PA-ADV-80.** PLEASE PROVIDE A COPY OF ALL REPORTS, EVALUATIONS, MEMOS,
2 ANALYSES OR OTHER WRITTEN DOCUMENTS OF ANY NATURE
3 PREPARED SINCE JANUARY 2012 ESTABLISHING PERFORMANCE
4 INDICATOR TARGETS TO BE MET WITHIN THE NEXT YEAR AFTER
5 PUBLICATION OF THE PERFORMANCE TARGETS; WITHIN THE NEXT
6 TWO YEARS AFTER PUBLICATION OF THE PERFORMANCE TARGETS;
7 OR WITHIN THE NEXT THREE YEARS AFTER PUBLICATION OF THE
8 PERFORMANCE TARGETS, WITH RESPECT TO:

- 9 A. DEBT PREVENTION;
10 B. DEBT MANAGEMENT;
11 C. THE TREATMENT OF VULNERABLE CUSTOMERS;
12 D. CUSTOMER SATISFACTION.

13
14 **RESPONSE:**

15 There are no reports, evaluations, memos, analyses or other written documents available that
16 capture the information requested.

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18 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-81.** PLEASE PROVIDE A SINGLE COPY OF ANY REPORT, EVALUATION,
2 STUDY OR OTHER WRITTEN DOCUMENT OF ANY NATURE, WITHIN
3 THE CUSTODY OR CONTROL OF THE COMPANY, WHETHER OR NOT
4 PREPARED BY OR FOR THE COMPANY, DATED WITHIN THE PAST FIVE
5 YEARS, IDENTIFYING, EVALUATING OR OTHERWISE DISCUSSING
6 WHY NONPAYING RESIDENTIAL CUSTOMERS DO NOT MAKE
7 CONTACT WITH THE UTILITY WHEN, IN RESPONSE TO BILL
8 NONPAYMENT, THOSE NONPAYING CUSTOMERS RECEIVE A REQUEST
9 OR NOTICE TO CONTACT A UTILITY TO AVOID THE SHUT OFF OF
10 SERVICE.

11

12 **RESPONSE:**

13 There are no reports, evaluations, memos, analyses or other written documents available that
14 capture the information requested.

15

16 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau

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1 **PA-ADV-82.** PLEASE PROVIDE A SINGLE COPY OF ANY REPORT, EVALUATION,
2 STUDY OR OTHER WRITTEN DOCUMENT OF ANY NATURE, WITHIN
3 THE CUSTODY OR CONTROL OF THE COMPANY, WHETHER OR NOT
4 PREPARED BY OR FOR THE COMPANY, DATED WITHIN THE PAST FIVE
5 YEARS, IDENTIFYING, EVALUATING OR OTHERWISE DISCUSSING
6 WHY RESIDENTIAL CUSTOMERS DO NOT SUCCESSFULLY COMPLETE
7 DEFERRED PAYMENT PLANS (SOMETIMES KNOWN AS PAYMENT
8 AGREEMENTS OR OTHER SIMILAR TERMS) IN ORDER TO AVOID THE
9 SHUT OFF OF SERVICE FOR NONPAYMENT.
10

11 **RESPONSE:**

12 There are no reports, evaluations, memos, analyses or other written documents available that
13 capture the information requested.
14

15 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-83.** PLEASE PROVIDE A COMPREHENSIVE LIST OF THE OPTIONS THAT A
2 RESIDENTIAL CUSTOMER HAS TO PAY THEIR UTILITY BILL. THE LIST
3 OF PAYMENT OPTIONS SHOULD INCLUDE, IF AVAILABLE, PAYMENT
4 THROUGH A THIRD PARTY AUTHORIZED COMMUNITY PAY STATION
5 (OR PAYMENT CENTER). IN ADDITION, FOR EACH OPTION:
6 A. FOR EACH MONTH FOR THE MOST RECENT 36 MONTHS
7 AVAILABLE, PLEASE PROVIDE THE NUMBER OF PAYMENTS
8 RECEIVED THROUGH EACH OPTION;
9 B. INDICATE THE FEE, IF ANY, WHICH IS IMPOSED TO UTILIZE THAT
10 OPTION;
11 C. PROVIDE A DETAILED COST JUSTIFICATION FOR THAT FEE; AND
12 D. FOR EACH MONTH FOR THE MOST RECENT 36 MONTHS
13 AVAILABLE, PLEASE PROVIDE THE DOLLARS GENERATED BY
14 SUCH FEE.

15
16 **RESPONSE:**

17 Please see attachment response PA ADV 83 Payment Option Report. Please note that there are
18 no City fees for any payment option, however the third-party credit card processor does charge
19 a fee of \$3.95 per transaction. The credit card processing fee is collected by and for the City's
20 third-party credit card processing vendor therefor there are no reports available that capture the
21 data requested in subsection (D).
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Payment Type	Definition
ACH	Automated Clearing House (wire transfer)
ALL1	Alliance One (collection agency)
ECK	Electronic Check payment via City's web payment site
IVR	Interactive Voice Response (credit payment by phone)
PENN	Penn Credit (collection agency)
POS	Point of Sale (in person payment)
RCB	Revenue Collection Bureau (collection agency)
REMITPRO	Mailed-in payment
WEB	Credit card payment via City's web payment site
ZC	ZipCheck, automated direct debit via PNC Bank
ZP	ZipPhone, automated bank debit from customer's bank and/or third party pay station

RESPONSE PROVIDED BY: Michelle Bethel, Water Revenue Bureau

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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.

RESPONSE:

See response attached PA ADV 84 Zip Code Report.

RESPONSE PROVIDED BY: Michelle Bethel, Water Revenue Bureau

1 **PA-ADV-85.** FOR THE MOST RECENT 12 MONTH PERIOD AVAILABLE, PLEASE
2 PROVIDE ANY INFORMATION THAT IS AVAILABLE THAT IS BROKEN
3 DOWN GEOGRAPHICALLY (E.G., ZIP CODE, CENSUS TRACT)

4 REGARDING:

5 A. BILLINGS;

6 B. PAYMENTS;

7 C. ARREARS;

8 D. DISCONNECTIONS, RECONNECTIONS;

9 E. PAYMENT PLANS.

10 F. OTHER CREDIT AND COLLECTION ACTIVITIES.

11
12 **RESPONSE:**

13 See response attached PA-ADV-85 AR Aging by Postal Zone Report. Please note there are no
14 reports available that capture the data requested in subsections (A), (B), and (D) through (F).

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16 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-ADV-86.** PLEASE PROVIDE, BY MONTH SINCE JULY 2017:

- 2 A. THE NUMBER OF NEW TAP NEW ENROLLEES.
- 3 B. THE TOTAL NUMBER OF TAP PARTICIPANTS.
- 4 C. THE NUMBER OF TAP NEW ENROLLEES HAVING PREPROGRAM
- 5 ARREARS AT THE TIME OF ENROLLMENT.
- 6 D. THE AGGREGATE DOLLARS OF PREPROGRAM ARREARS FOR TAP
- 7 NEW ENROLLEES AT THE TIME OF ENROLLMENT.
- 8 E. THE NUMBER OF TAP BILLS ISSUED IN THAT MONTH.
- 9 F. THE DOLLARS OF TAP BILLS ISSUED IN THAT MONTH.
- 10 G. THE DOLLARS OF TAP CREDITS / DISCOUNTS (I.E., THE
- 11 DIFFERENCE BETWEEN THE TAP BILL AND BILLS AT STANDARD
- 12 RESIDENTIAL RATES) IN THAT MONTH.
- 13 H. THE NUMBER OF TAP PAYMENTS IN THAT MONTH.
- 14 I. THE DOLLARS OF TAP PAYMENTS IN THAT MONTH.
- 15 J. THE NUMBER OF TAP FULL AND ON-TIME PAYMENTS IN THAT
- 16 MONTH.
- 17 K. THE NUMBER OF TAP ACCOUNTS IN ARREARS IN THAT MONTH
- 18 (EXCLUDING ARREARS THAT ARE SOLELY PREPROGRAM
- 19 ARREARS).
- 20 L. THE DOLLARS OF ARREARS ON TAP ACCOUNTS IN THAT MONTH
- 21 (EXCLUDING ARREARS THAT ARE SOLELY PREPROGRAM
- 22 ARREARS).

RESPONSE:

The report below, and attached as PA-ADV-86_Attachment, is intended to answer the questions posed by PA-ADV-86 parts a through l. Data are shown by calendar month as requested. Data for July, August, September, October and November of 2017 are provided. A synopsis of data in each column is provided below.

Month	Year	(a) New TAP Enrollees	(c) Number of TAP New Enrollees Having Preprogram Arrears at the Time of Enrollment	(d) Aggregate Dollars of Preprogram Arrears for TAP New Enrollees at the Time of Enrollment	(b) Total TAP Participants
7	2017	3	3	\$25,046.45	0
8	2017	1,182	1,132	\$4,264,921.77	763
9	2017	524	495	\$1,459,527.60	1,434
10	2017	545	530	\$1,851,603.41	1,992
11	2017	703	684	\$2,030,145.06	2,615

Month	Year	(e) Number of TAP Bills Issued	(f) Dollars of TAP Bills Issued	(g) Dollars of TAP Credits/Discounts	(h) Number of TAP Payments
7	2017	0	0	0	0
8	2017	764	\$13,447.11	\$41,592.10	239
9	2017	1,435	\$25,207.86	\$92,079.82	763
10	2017	1,992	\$40,617.58	\$113,123.70	1,336
11	2017	2,624	\$62,040.17	\$139,092.15	1,628

Month	Year	(i) Dollars of TAP Payments	(j) Number of TAP In-Full and On-Time Payments	(k) Number of Participants With TAP Balance Aged 0-30 days	(k) Number of Participants With TAP Balance Aged 31-60 days	(k) Number of Participants With TAP Balance Aged 61-90 days	(k) Number of Participants With TAP Balance Aged 91-120 days	(k) Number of Participants With TAP Balance Aged 121+ days
7	2017	0	0	0	0	0	0	0
8	2017	\$3,959.20	227	762	0	0	0	0
9	2017	\$13,356.49	662	1,434	189	0	0	0
10	2017	\$25,314.19	1,147	1,992	112	79	0	0
11	2017	\$36,616.34	1,290	2,614	311	19	40	0

Month	Year	(l) Dollars of TAP Balance Aged 0-30 days	(l) Dollars of TAP Balance Aged 31-60 days	(l) Dollars of TAP Balance Aged 61-90 days	(l) Dollars of TAP Balance Aged 91-120 days	(l) Dollars of TAP Balance Aged 121+ days
7	2017	0	0	0	0	0
8	2017	\$13,447.11	0	0	0	0
9	2017	\$25,238.32	\$3,092.23	0	0	0
10	2017	\$47,015.90	\$1,864.16	\$1,220.35	0	0
11	2017	\$72,998.79	\$6,461.74	\$315.59	\$632.75	0

Synopsis of Columns

(a) New TAP Enrollees

The number of applications approved for a TAP plan through the new application workflow and reporting software Customer Application Management Program (CAMP). This number includes all applications that were approved for TAP, regardless of the application's current status. If an applicant was approved for a plan in CAMP more than once, the most recent approval was used.

(c) Number of TAP New Enrollees Having Preprogram Arrears at the Time of Enrollment

1 The number of applications approved for a TAP plan as described in part (a) above with
2 arrears, defined as account balance, at the time of approval greater than \$0, as recorded from
3 Basis2 at the time of enrollment. Note that this excludes any balances that were in dispute or
4 bankruptcy at the time of approval.

5
6 **(d) Aggregate Dollars of Preprogram Arrears for TAP New Enrollees at the Time of**
7 **Enrollment**

8 The total dollar amount of arrears, defined as account balance, as defined in part (c) above.
9 This excludes any balances that were in dispute or bankruptcy at the time of approval.

10
11 **(b) Total TAP Participants**

12 The number of customers that were issued a TAP bill during the calendar month in question.
13 Customers issued more than one TAP bill during a calendar month were counted once.
14 Customers not issued a TAP bill during a calendar month were not counted for the month in
15 question. Note that depending on a customer's billing cycle, a customer enrolled in one
16 month (counted in (a) above) is included in this number in the month in which receive their
17 first bill, which may not be the same month that customer is enrolled.

18
19 **(e) Number of TAP Bills Issued**

20 The number of TAP bills issued to customers in item (b). Each TAP bill for a customer is
21 counted. If a customer were issued more than one TAP bill during a calendar month, each bill
22 is counted. Bills that have subsequently been reversed are not included.

23
24 **(f) Dollars of TAP Bills Issued**

25 The total dollar amount of TAP bills counted in item (e).

26
27 **(g) Dollars of TAP Credits/Discounts**

1 The total dollar amount of TAP discounts associated with TAP bills counted in (e) and (f) is
2 summed in this item.

3
4 **(h) Number of TAP Payments**

5 During the calendar month, the count of distinct credits (payments) that are allocated to (that
6 is, pay off) debits associated with TAP bills issued at any time. If more than one payment was
7 made against a bill, each is counted.

8
9 **(i) Dollars of TAP Payments**

10 During the calendar month, the total dollar amount of credits (payments) allocated to (that is,
11 pay off) debits associated with TAP bills issued at any time.

12
13 **(j) Number of TAP In-Full and On-Time Payments**

14 The number of payments allocated during the calendar month to debit lines associated with
15 TAP bills within 30 days of the date the bill was issued which bring the balance of the bill to
16 \$0.

17
18 **(k) Number of Participants With TAP Balance Aged X-Y days**

19 The number of participants with at least one TAP bill bearing an unpaid balance with an age
20 within the indicated range. The ranges provided are:

- 21 • Number of Participants With TAP Balance Aged 0-30 days
- 22 • Number of Participants With TAP Balance Aged 31-60 days
- 23 • Number of Participants With TAP Balance Aged 61-90 days
- 24 • Number of Participants With TAP Balance Aged 91-120 days
- 25 • Number of Participants With TAP Balance Aged 121+ days

26
27 An unpaid balance was determined as the total dollar amount of the account's TAP bills minus
28 the sum of all payments made against the bills prior to the creation date of the most recent TAP

1 bill issued during the month in question. As described under item (h), a payment was
2 determined as a credit allocated to a debit line associated with a TAP bill. The age of the
3 unpaid balance was determined as the number of elapsed days between the creation date of the
4 bill in question and the creation date of the most recent TAP bill issued during the calendar
5 month in question.

6 Note that a TAP bill that is issued with a negative total is not counted as bearing a balance
7 aged 0-30 days. Such bills will be included in the counts and sums in items (e) and (f).

8
9 **(l) Dollars of TAP Balance Aged X-Y days**

10 The total dollar amount of unpaid balances of TAP bills identified as described in part (k)
11 above. The ranges provided are:

- 12 • Dollars of TAP Balance Aged 0-30 days
- 13 • Dollars of TAP Balance Aged 31-60 days
- 14 • Dollars of TAP Balance Aged 61-90 days
- 15 • Dollars of TAP Balance Aged 91-120 days
- 16 • Dollars of TAP Balance Aged 121+ days

17
18 **RESPONSE PROVIDED BY:** Raftelis Financial Consultants, Inc.

1 **PA-ADV-87.** PLEASE PROVIDE BY MONTH SINCE JULY 2017 A DISTRIBUTION, IN
2 BANDS OF \$50, OF PREPROGRAM ARREARS ON THE ACCOUNTS OF
3 NEW TAP ENROLLEES.
4

5 **RESPONSE:**

6 A spreadsheet entitled PA-ADV-87_Attachment is included as attachment. This report is
7 intended to show the distribution of pre-program arrears for TAP enrollees at the time of their
8 enrollment per month. Data are shown by calendar month as requested. Data for July, August,
9 September, October and November of 2017 are provided. "Pre-TAP arrears" is defined as the
10 total account balance of a customer at the time of their enrollment in the TAP. Note that this
11 excludes any balances that were in dispute or bankruptcy at the time of approval.
12

13 Synopsis of Columns

- 14 • **Arrears Band:** Account balance amounts for TAP enrollees at time of enrollment in bands
15 of \$50.

16
17 The lower limit of an arrears band is inclusive, and the upper limit is exclusive. For
18 instance, applications that are approved with a pre-TAP account balance of \$0.00 are
19 counted in the \$0.00-\$50.00 band, and not in the \$-50.00-\$0.00 band.
20

- 21 • **Arrears Totals by Month, by Arrears Band:** The total number of applications in each
22 arrears band approved during the month. Only the most recent enrollment for an
23 application is counted towards the arrears totals.
24

25 **RESPONSE PROVIDED BY:** Raftelis Financial Consultants, Inc.
26
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28

1 **PA-ADV-88.** PLEASE PROVIDE, BY MONTH SINCE JULY 2017:

2 A. THE NUMBER OF NEW TAP ENROLLEES THAT WERE SUBJECT TO
3 AN ONGOING DEFERRED PAYMENT ARRANGEMENT FOR
4 PREPROGRAM ARREARS AT THE TIME OF TAP ENROLLMENT.

5 B. THE NUMBER OF NEW TAP ENROLLEES THAT WERE CURRENT
6 PARTICIPANTS IN PWD'S EXISTING WRAP PROGRAM AT THE TIME
7 OF TAP ENROLLMENT.

8 **RESPONSE:**

9 **Ongoing Deferred Payment Arrangements July 2017-November 2017**

Approval Month	Approval Year	b) 1) WRAP-TENFIVE	b) 2) WRAP-WRBCC	a) 1) Other Ongoing Payment Arrangements	b) 3) Total WRAP Participants	a) 2) Total Ongoing Payment Arrangements
7	2017	0	0	0	0	0
8	2017	33	487	31	520	551
9	2017	15	88	10	103	113
10	2017	17	193	8	210	218
11	2017	8	161	8	169	177
All Time	2017	73	929	57	1,002	1,059

17
18 This report shows the number of ongoing deferred payment arrangements at the time of TAP
19 enrollment, per month, from July 2017 through November 2017. This information is also
20 provided in PA-ADV-88 attachment attached. "Ongoing deferred payment arrangements" is
21 defined as previously existent payment arrangements with an expiration date after the date of
22 TAP enrollment.

23
24 "Current participants in the WRAP program" is defined as TAP enrollees with a TENFIVE or
25 WRBCC payment arrangement at the time of TAP enrollment. For clarity, these columns have
26 been separated into (b)(1), (b)(2), and (b)(3), defined in more detail below.

27 For all applications, only the most recent TAP enrollment is counted as the month of
28 enrollment.

1 Synopsis of Columns

- 2 1. Other Ongoing Payment Arrangements: The total of all TAP enrollees approved within the
3 given month with ongoing payment arrangements at the time of TAP enrollment, excluding
4 those with ongoing WRAP payment arrangements.
- 5 2. Total Ongoing Payment Arrangements: The total of all TAP enrollees approved within the
6 given month with ongoing payment arrangements at the time of TAP enrollment, including
7 those with ongoing WRAP payment arrangements and those with ongoing enrollment in
8 other plans.
- 9 3. WRAP-TENFIVE: The total of all TAP enrollees approved within the given month with
10 ongoing TENFIVE plans at the time of enrollment.
- 11 4. WRAP-WRBCC: The total of all TAP enrollees approved within the given month with
12 ongoing WRBCC plans at the time of enrollment.
- 13 5. Total WRAP Participants: The total of all TAP enrollees approved within the given month
14 with ongoing WRBCC and TENFIVE plans at the time of enrollment.

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16 **RESPONSE PROVIDED BY:** Raftelis Financial Consultants, Inc
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1 **PA-ADV-89.** PLEASE PROVIDE, BY MONTH SINCE JULY 2017:

- 2 A. THE NUMBER OF NOTICES OF SHUT OFF FOR NONPAYMENT
3 ISSUED TO TAP PARTICIPANTS.
- 4 B. THE NUMBER OF TAP PARTICIPANT ACCOUNTS THAT WERE SHUT
5 OFF FOR NONPAYMENT.
- 6 C. THE NUMBER OF FINAL BILLS ISSUED TO TAP PARTICIPANT
7 ACCOUNTS.
- 8 D. THE NUMBER OF FINAL BILLS ISSUED TO TAP PARTICIPANT
9 ACCOUNTS THAT HAD AN ARREARAGE ON THAT FINAL BILL.
- 10 E. THE AGGREGATE DOLLAR VALUE OF ARREARAGES CONTAINED
11 ON FINAL BILLS ISSUED TO TAP PARTICIPANT ACCOUNTS.
- 12

13 **RESPONSE:**

14

Month	Year	(a) Notices of Shut Off for Nonpayment Issued to TAP Participants	(b) TAP Participant Accounts That Were Shut Off for Nonpayment
7	2017	0	0
8	2017	1	0
9	2017	2	0
10	2017	7	0
11	2017	2	0

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22 This report is intended is intended to answer the questions posed by PA-ADV-89 parts a and b
23 by providing the number of shut-off notice letters issued to TAP participants and the number of
24 TAP participants shut off for nonpayment. This is also included as an attachment, PA-ADV-
25 89_Attachment.

26

27 Parts (c) through (e) of this question refer to ‘final bills.’ WRB does not issue final bills in
28 response to property sale. Rather, final bills are only issued when an account is discontinued
(and water meter removed). This is a rare occurrence and as such is not reported here. In the

1 much more common case of property sale, a service premise is linked to a new customer,
2 creating a new account that inherits any unpaid debts from the old account.

3
4 **Synopsis of Columns**

5 **(a) Notices of Shut Off for Nonpayment Issued to TAP Participants**

6 The number of shut-off notice letters issued in Basis2 to customers during participation in the
7 TAP program. Included in this count are first and second shutoff notices. A customer was
8 defined as a TAP participant if that customer was issued a TAP bill during the month of the
9 shut-off notice. During the month of a customer's first TAP bill, the customer is considered a
10 participant as of the date the bill was issued. Where a customer was issued more than one shut-
11 off notice, each notice is counted separately.

12
13 **(b) TAP Participant Accounts That Were Shut Off for Nonpayment**

14 The number of water customers in Basis2 for which a shut-off work order was completed
15 while that customer was a participant in the TAP program. A customer was defined as a TAP
16 participant if that customer was issued a TAP bill during the month of the shut-off. During the
17 month of a customer's first TAP bill, the customer is considered a participant as of the date the
18 bill was issued.

19
20 **RESPONSE PROVIDED BY:** Raftelis Financial Consultants, Inc.

1 **PA-ADV-90.** PLEASE PROVIDE A DETAILED DESCRIPTION OF THE TAP INTAKE
2 PROCESS. SEPARATELY PROVIDE A COPY OF ALL:

3 A. TRAINING MANUALS PROVIDED TO PWD PERSONNEL DESCRIBING
4 THE TAP PROGRAM.

5 B. TRAINING MANUALS PROVIDED TO PWD PERSONNEL INVOLVED
6 WITH TAP INTAKE DESCRIBING THE INTAKE PROCESS.

7 C. PROCEDURES MANUALS DESCRIBING THE TAP PROGRAM.

8 D. PROCEDURES MANUALS DESCRIBING THE TAP INTAKE PROCESS.

9 E. TRAINING MATERIALS PROVIDED TO PWD PERSONNEL INVOLVED
10 WITH TAP INTAKE DESCRIBING THE TAP INTAKE PROCESS.

11 F. TRAINING MATERIALS PROVIDED TO PERSONS OTHER THAN PWD
12 PERSONNEL WHICH PERSONS ARE OR MIGHT BE INVOLVED WITH
13 THE TAP INTAKE PROCESS.

14 G. OUTREACH MATERIALS PROVIDED TO PWD CUSTOMERS
15 DESCRIBING WHO IS QUALIFIED FOR AND/OR HOW TO ENROLL IN
16 TAP.

17 H. OUTREACH MATERIALS PROVIDED TO THE PUBLIC OTHER THAN
18 PWD CUSTOMERS DESCRIBING WHO IS QUALIFIED FOR AND/OR
19 HOW TO ENROLL IN TAP.
20

21 **RESPONSE:**

22 Raftelis Financial Consultants, Inc. is providing several documents in this response to describe
23 the overall TAP process. All information in documents provided is as of the time of use. As the
24 program undergoes changes, processes and documentation are subject to change.
25

26 A. Raftelis provided hands on training to a number of groups within PWD. Because the
27 broader customer assistance program was changing, the training and documentation cover
28 the new unified application and review process for all customer assistance programs.

1 Similar training documents were provided for general PWD personnel and TAP Intake
 2 PWD personnel. Find manuals provided for PWD personnel describing the TAP program
 3 in sections d, e, f, g, o, and r of the PA-ADV-90_ATTACHMENT document. These
 4 sections contain the information presented during the TAP training sessions. The group
 5 training sessions and their respective dates are listed below.

Date	Group	Pages
June 8, 2017	Collections, Law, Accounting, TRB, AAU, & Clerical	105-323
June 8, 2017	Collections	160-211
June 8, 2017	TRB Unit	212-271
June 9, 2017	Collections, Law, Accounting, TRB, AAU, & Clerical	105-323
June 9, 2017	Accounting	105-159
June 9, 2017	Account Analysis	272-323
June 15, 2017	Collections, Law, Accounting, TRB, AAU, & Clerical	105-323
June 15, 2017	Clerical	370-778
June 23, 2017	Collections, Law, Accounting, TRB, AAU, & Clerical	105-323

21
 22 B. Training materials for TAP personnel describing the intake process can be found in
 23 sections a, b, l, o, r, and p (Specifically, pages 845 – 896 of the entire PA-ADV-
 24 90_ATTACHMENT document /pages 59-109 of the Standard Operating Procedures
 25 document describe the application review process that would be most useful to this group
 26 of personnel). These sections contain information presented during the TAP training
 27 sessions as well as documentation of the application review process. The group training
 28 sessions and their respective dates are listed below.

Date	Group	Pages
June 6, 2017	Intake and Call Center	331-367
June 6, 2017	WRB TAP	1-54
June 6, 2017	PWD Call Center, WRB Call Center, and Intake	331-367
June 7, 2017	Intake and Call Center	331-367
June 7, 2017	WRB TAP	1-54
June 7, 2017	PWD Call Center, WRB Call Center, and Intake	331-367
June 12, 2017	TAP Group 1	55-93
June 13, 2017	TAP Group 1	55-93
June 13, 2017	TAP Group 2	370-778
June 14, 2017	TAP Group 2	370-778
June 24, 2017	Call Center	331-367
June 24, 2017	Intake and Call Center	331-367
June 24, 2017	WRB TAP	1-54
October 7, 2017	Call Center	996-1017

C. The manual describing the TAP program can be found in section s of the PA-ADV-90_Attachment document. Section p contains the Standard Operating Procedures document, which provides documentation about various aspects of the program in terms of completing applications, reviewing applications, operating the CAMP software, and making decisions for TAP applications.

D. The manual describing the TAP intake process can be found in section s of the PA-ADV-90_Attachment document. Section p contains the Standard Operating Procedures document, which provides documentation about various aspects of the program in terms of

1 completing applications, reviewing applications, operating the CAMP software, and
 2 making decisions for TAP applications.

3
 4 E. Training materials provided to PWD personnel involved with TAP intake describing the
 5 TAP intake process can be found in sections a, b, l, o, and r of the PA-ADV-
 6 90_Attachment document. These sections contain the training materials presented during
 7 several training sessions held during the dates listed below.

Date	Group	Pages
June 6, 2017	Intake and Call Center	331-367
June 6, 2017	WRB TAP	1-54
June 6, 2017	Intake and Call Centers	331-367
June 7, 2017	Intake and Call Centers	331-367
June 7, 2017	WRB TAP	1-54
	PWD Call Center, WRB Call Center, and	
June 7, 2017	Intake	331-367
June 12, 2017	TAP Group 1	55-93
June 13, 2017	TAP Group 1	55-93
June 13, 2017	TAP Group 2	370-778
June 14, 2017	TAP Group 2	370-778
June 24, 2017	Call Center	331-367
June 24, 2017	Intake and Call Centers	331-367
June 24, 2017	WRB TAP	1-54
October 7,		
2017	Call Center	996-1017

F. Training materials provided to persons other than PWD personnel can be found in section q of the PA-ADV-90_ATTACHMENT document. This section contains the training materials presented during several training sessions held during the dates listed below.

Date	Group	Pages
June 6, 2017	Partner Organizations	990-995
June 7, 2017	Partner Organizations	990-995
June 15, 2017	ECA	990-995

G. Outreach materials provided to PWD customers describing who is qualified for and/or how to enroll in TAP can be found in section s of the PA-ADV-90_Attachment document. This section contains examples of various types of publications generated for and sent to PWD customers. These examples explain general details of the program and provide information on how to apply. The item list and page references are listed in the table below.

Date	Type	Page
7/20/2017	Bill Stuffer	1019
11/27/2017	Email with info on how to apply to customers who provided an email	1020
12/7/2017	Email with info on how to apply to customers who provided an email	1021
07/2017-Present	Application (User-friendly redesign)	1018

H. Outreach materials provided to the public other than PWD customers describing who is qualified for and/or how to enroll in TAP can be found in section t. This section contains images of advertising placed at subway stations, bus stops, on bus exteriors, as well as the interior of subways. The item list and page references are listed in the table below.

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Date	Type	Page
06/2017 - 08/2017	Newspaper Ad	1035
7/20/17 - 8/30/17; 10/16/17 -11/26/17	Bus Shelter	1031
7/20/17 - 8/30/17; 10/16/17 -11/26/17	Bus Ad	1030
7/20/17 - 8/30/17; 10/16/17 -11/26/17	Subway Ad (Interior)	1032
7/20/17 - 8/30/17; 10/16/17 -11/26/17	Subway Ads (Exterior)	1033
06/2017 - present	Fact Sheet: FAQ (includes who is qualified)	1026-1029
07/2017 - present	Fact Sheet: Get Ready to Apply (includes how to enroll)	1038-1039
07/2017 - present	Fact Sheet: Get Ready to Apply (includes how to enroll) (Spanish)	1036-1037
03/2017 - present	Fact Sheet: New Ways To Get Help	1022, 1023
07/2017 - present	Fact Sheet: Special Hardships (includes who is qualified)	1024
6/20/2017	Press Conference Materials	1034

RESPONSE PROVIDED BY: Raftelis Financial Consultants, Inc.

1 **PA-ADV-91.** PLEASE PROVIDE COPIES OF ALL INTERNAL MONTHLY DATA
2 REPORTS GENERATED REGARDING THE OPERATION OF TAP.
3

4 **RESPONSE:**

5 The City has been and will continue to develop reports to support the operational and fiscal
6 management of TAP. Three interrelated types of reports support TAP performance tracking:

- 7
- 8 • Customer assistance application processing reports
 - 9 • Periodic cost of program reports
 - 10 • Council-required reports

11 In addition, other ad hoc and periodic reports to support operation and management of TAP
12 have been developed.
13

14 While there are not currently any reports run on a monthly basis, reports in the categories listed
15 above are generated on other frequencies.
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17 **RESPONSE PROVIDED BY:** Raftelis Financial Consultants, Inc.
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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.

RESPONSE:

See attached response PA ADV 92 Staff Report.

RESPONSE PROVIDED BY: Michelle Bethel and RaVonne Muhammed, Water Revenue Bureau

1 **PA-ADV-93.** PLEASE PROVIDE A COPY OF ALL THIRD PARTY CONTRACTS WITH
2 AN ENTITY OUTSIDE PWD:

3 A. REGARDING INFORMATION TECHNOLOGY DEVOTED
4 EXCLUSIVELY TO TAP.

5 B. REGARDING OUTREACH DEVOTED EXCLUSIVELY TO TAP.

6 C. REGARDING INTAKE DEVOTED EXCLUSIVELY TO TAP.
7

8 **RESPONSE:**

9 A. The City did not enter into any contractual services for information technology devoted
10 exclusively to TAP.

11 B. The City utilized the following vendors for TAP outreach: (i) Philadelphia Metro, (ii)
12 Philadelphia Tribune, (iii) Al Dia, (iv) Radio-One, (v) Iheartmedia, (vi) KYW and (vii)
13 SEPTA.

14 C. The City did not enter into any contractual services for information technology devoted
15 exclusively to TAP.
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18 **RESPONSE PROVIDED BY:**

19 Michelle Bethel and RaVonne Muhammed, Water Revenue Bureau

20 Joanne Dahme, Philadelphia Water Department
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