



## CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

### Current programs

WRBCC

SCD

#### Payment agreements:

- 1STD
- 2STD
- TENFIVE

### New programs

TAP

WRBCC

- Only for currently enrolled customers
- No City grant

SCD

#### Payment agreements:

- 1STD
- 2STD
- TENFIVE
  - No new TENFIVE agreements
- LONGSTD

## TIERED ASSISTANCE PROGRAM (TAP)

New affordability program for customers that:

- Are low-income ( $\leq 150\%$  FPL), or
- Have a special hardship

TAP provides customers significant savings on the customer's monthly water bill by offering a consistent bill based on the customer's income.

## CUSTOMER ASSISTANCE PROGRAMS - TAP

### Eligibility

- Do not have to be delinquent
- At or below 150% of FPL
- Special Hardship can be above 150% FPL
  - Death of primary wage earner, illness, expenses, new dependent, domestic violence

### Benefits

- Consistent bills at a flat rate
- No additional payment toward arrears is required
- Account balance is protected from collection
- Forgiveness of penalties after 24 months of full payment

## CUSTOMER ASSISTANCE PROGRAMS — LONG STANDARD PLAN

### Eligibility

- 151- 250% of FPL

### Benefits

- Total bill is at affordable level

## CUSTOMER ASSISTANCE PROGRAMS — WRAP — WRBCC AGREEMENT

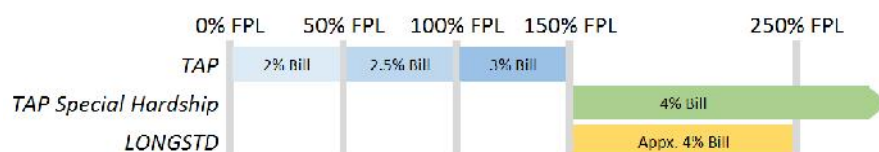
### Eligibility

- Only if already certified

### Benefits

- Consistent bills at a flat rate
- No City Grant

## INCOME ELIGIBILITY

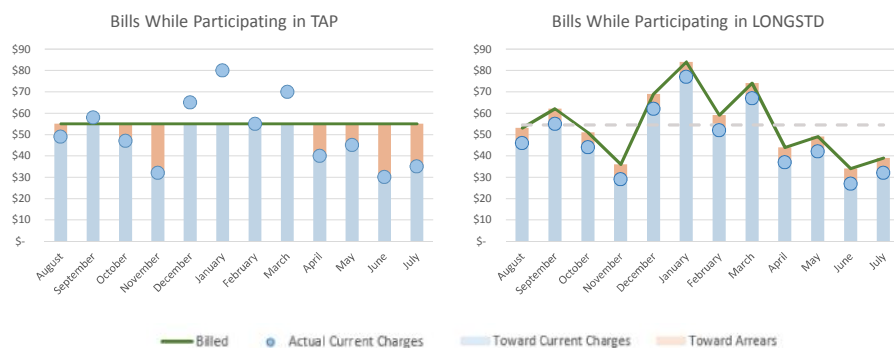


## TAP BILL AMOUNTS

For TAP and TAP Landlord Payment Agreement...

If your household income is this % of FPL:	Your bill is equal to:
< 50%	2% of household monthly income
> 50% and <=100%	2.5% of household monthly income
> 100% and <=150%	3% of household monthly income
> 150% (special hardship only)	4% of household monthly income

## NEW PROGRAM BILL PATTERNS



## PROGRAM COMPARISON

	TAP Participation	WRBCC Agreement	Standard Agreement	LONGSTD Agreement
Timing	Recertify annually	Recertify annually	Agreement lasts up to 12 months	Agreement lasts beyond 1 year
Enrollment	First-time applications and recertifications through single Customer Assistance application	Recertifications through single Customer Assistance application	Enroll through current WRB process	For 151-250% FPL, can apply through Customer Assistance application. For others, enroll through current WRB process
Agreement	Consistent Covers current charges and payment toward arrears Pre-TAP Arrears are protected from enforcement	Consistent Covers current charges Pre-WRBCC arrears are protected No enforcement	Consistent amount on top of current charges No enforcement unless customer breaches	Consistent amount on top of current charges No enforcement unless customer breaches
Nonpayment	Enforcement (shut-off, visit or restore fee) Plan required for unpaid TAP bills Pre-TAP arrears remain protected regardless of non-payment	No enforcement At the end of the plan, eligible for WRBCC recertification if unpaid amount is cured, or eligible for TAP	Enforcement Customer can cure the breach by paying the unpaid amount Customer can renegotiate the agreement prior to nonpayment	Enforcement Customer can cure the breach by paying the unpaid amount Customer can renegotiate the agreement prior to nonpayment

# APPLICATION REQUESTS



City of  
Philadelphia

Be very careful if you are on a public computer. This application involves exchange of private information of the applicant. Do not proceed if you are not sure about the safety and security of this computer or the network connection.

## Water Revenue Bureau

Customer Assistance Application

Select  
Language

English

### Find your Water Account

9-Digit Water Access Code

\* Your 9-Digit Water Access Code can be found on your bill ⓘ

5-Digit ZIP Code

\* Required

Find



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Find

### Applicant Information

All information must be current.

Name of Applicant

9-Digit Water Access Code

Address of Property

Mailing Address

☐ Mailing Address is Correct

Print Now

Mail Me an Application

Apply Online