**PWD&WRB TAP Advisory Committee**

**March 29, 2017**

**Agenda**

1. Advisory Committee description:

Committee members will provide advice/recommendations and participate in public/constituent workshops focused on the upcoming Affordability Program. The Water Department and Water Revenue Bureau are launching a new low income affordability program – called the Tiered Assistance Program (TAP) - by July 2017. One of our goals is to ensure that we provide information about the program – and encourage enrollment to the best of our ability – over the coming year. To this end, advisory committee members will assist us with (through your advice and expertise):

* Messaging
* Information campaign
* Public workshops
* Ease of application

1. Program Goals
2. All WRAP customers apply for TAP Program
3. All eligible customers apply for TAP Program

Enrollment in current WRAP program ends June 30, 2017. $500 city grant ends June 30, 2017. Customers may re-enroll in WRAP if this is a better option after June 30, 2017 but the city grant will no longer be available. $500 City grant = $200 to back debt and $300 to current bill.

Program Differences

|  |  |
| --- | --- |
| **WRAP** | **Affordability** |
| Up to 250% FPL | Up to 150% FPL |
| UESF/City Grant | UESF – 150 to 250% FPL/No city grant |
| Need to be delinquent | Proactive – delinquency not a requirement |
| Assistance based on outstanding bill and income | Bill is percentage based:  0-50% FPL (2% of income)  51-100% FPL (2.5% of income)  101 – 150% FPL (3% of income)  Special hardship (4% of income) |
| Minimum bill $25/month | Minimum bill $12/month |
| Shut Off suspension with consistent WRAP payments | Shut off and debt suspension |
|  | 24 months of consistent payment achieves forgiveness of penalties |
| Approximately 11,000 current customers | Approximately 60,000 eligible customers |
| Application process:  Call for application which is mailed  Walk in to MSB or satellite centers | Application process:  Call for application which is mailed  Walk into MSB or satellite centers  Apply online (sections of application can be filled in automatically with use of the customer access code) |

1. Customer Outreach Process – See attached spreadsheet

PWD & WRB develops messaging, program identity and recommended outreach process for all customer “touch points” and works with Advisory Council to maximize effectiveness.

Tools to include:

* Publications (billstuffers, fact sheets, partner newsletters)
* Website
* Advertising if possible, e.g., SEPTA buses
* Community meetings
* City Council constituent services
* Workshops with partners and advisory committee members
* Mailings
* Other

1. Focus Groups for SEPTA posters/placards and “How to Apply” Fact Sheet
2. Information Sessions for UESF & NECs (May/June)

* Application Process
* Customer Resources

1. Customer Open Houses (July/August)?
2. June Press Conference