

ERRATA SHEETS FOR PWD REBUTTAL
STATEMENT NO. 4

BEFORE THE
PHILADELPHIA WATER, SEWER AND STORM WATER RATE BOARD

In the Matter of the Philadelphia Water Department's Proposed Change in Water, Wastewater and Stormwater Rates and Related Charges	Fiscal Years 2019-2021
--	------------------------

Errata Sheets for
Rebuttal Testimony
of
Raftelis Financial Consultants, Inc.,
Michelle L. Bethel and RaVonne A. Muhammad, Water Revenue Bureau,
Joanne Dahme and Donna Schwartz, Philadelphia Water Department, and
Adam K. Thiel, Philadelphia Fire Department
on behalf of
The Philadelphia Water Department

Dated: May 11 2018

ERRATA SHEETS TO REBUTTAL STATEMENT OF
RAFTELIS FINANCIAL CONSULTANTS, INC., MICHELLE L. BETHEL AND RAVONNE
A. MUHAMMAD, WATER REVENUE BUREAU, JOANNE DAHME AND DONNA
SCHWARTZ, PHILADELPHIA WATER DEPARTMENT, AND ADAM K. THIEL,
PHILADELPHIA FIRE DEPARTMENT
PWD RUBUTTAL STATEMENT NO. 4

Page 10, Lines 18-19 Revise as follows:

~~The Departments have conducted outreach in Spanish and other top languages~~

1 **Q10. DO YOU AGREE WITH MR. COLTON’S RECOMMENDATION THAT**
2 **THE RATE BOARD DIRECT PWD TO PROVIDE TAP PARTICIPANTS**
3 **WITH FULL ARREARAGE FORGIVENESS IN AN INCREMENTAL**
4 **FASHION OVER A TWO-YEAR PERIOD?**

5 A10. No. Under the City charter, responsibility for City debt more than 90 days old is
6 assigned to the Law Department. The Rate Board does not have the authority or
7 jurisdiction to direct PWD or WRB to provide full arrearage forgiveness.

8
9 **Q11. DO YOU AGREE WITH MR. COLTON’S RECOMMENDATION THAT**
10 **THE DEPARTMENTS NEED TO IMPROVE ITS OUTREACH AND**
11 **INTAKE METHODS?**

12 A11. No. While the Departments are always looking for improvements and
13 efficiencies, we are proud of the robust outreach program and current intake
14 methods. Prior to the program launch and during the early months of TAP, the
15 program was advertised in several mediums over several weeks. See Responses
16 to PA-ADV-93, PA-III-4, PA-III-6, and PA-V-21. The outreach included print,
17 radio, and transit advertising, the use of social media, and in-person events.

18
19 The Departments have undertaken several direct, targeted mailings to its
20 customers. These mailings have been sent to prior WRAP/WRBCC customers
21 and plans for future outreach include mailings to current customers who receive
22 the Senior Citizen Discount and customers with current agreements under the
23 Philadelphia Code Section 19-1305.

24
25