

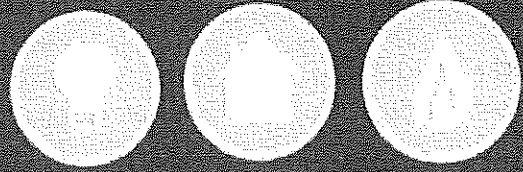
**BEFORE THE PHILADELPHIA WATER, SEWER AND
STORM WATER RATE BOARD**

In the Matter of a Proposed Rate :
Increase in Water, Sewer and : **FY 2019-2021 Rates**
Storm Water Rates :

HEARING EXHIBIT 1

On Behalf of the Public Advocate

May 10, 2018



Report on
2016 Universal Service Programs &
Collections Performance

of the Pennsylvania
Electric Distribution Companies &
Natural Gas Distribution Companies

Pennsylvania Public Utility Commission
Bureau of Consumer Services



Percentage of Gross Residential Billings Written Off as Uncollectible

The percentage of residential billings written off as uncollectible is the most commonly used long-term measure of collection system performance, and is called the Gross Write-Offs Ratio. This measure is calculated by dividing the annual total gross dollars written off for residential accounts by the annual total dollars of residential billings. The measure offers an equitable basis for comparison of gross residential dollars written off to the annual total dollars of residential billings. Figures used in the tables below do not include CAP Credits or Arrearage Forgiveness.

Gross Write-Offs Ratio - Electric Customers

Company	All Residential Gross Write-Offs Ratio	Confirmed Low-Income Gross Write-Offs Ratio
Duquesne	1.6%	3.1%
Met-Ed	2.4%	10.6%
PECO-Electric	1.2%	5.1%
Penelec	2.4%	8.9%
Penn Power	1.6%	7.2%
PPL	2.8%	10.5%
West Penn	1.9%	10.9%
Industry Average	2.0%	9.1%

Gross Write-Offs Ratio - Natural Gas Customers

Company	All Residential Gross Write-Offs Ratio	Confirmed Low-Income Gross Write-Offs Ratio
Columbia	2.2%	8.7%
NFG	3.2%	16.4%
PECO-Gas	0.3%	1.5%
Peoples	4.4%	4.4%
Peoples-Equitable	2.2%	2.2%
PGW	15.0%	21.0%
UGI-Gas	2.5%	16.3%
UGI Penn Natural	1.9%	11.3%
Industry Average	5.0%	12.5%



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Gross Write-Offs Ratio - Electric Customers

Company	All Residential Gross Write-Offs Ratio	Confirmed Low-Income Gross Write-Offs Ratio
Duquesne	2.2%	3.2%
Met-Ed	2.4%	10.5%
PECO-Electric	1.4%	5.4%
Penelec	2.5%	8.6%
Penn Power	1.5%	6.9%
PPL	3.3%	12.6%
West Penn	1.7%	9.3%
Industry Average	2.3%	9.8%

Gross Write-Offs Ratio - Natural Gas Customers

Company	All Residential Gross Write-Offs Ratio	Confirmed Low-Income Gross Write-Offs Ratio
Columbia	2.5%	9.7%
NFG	3.3%	16.4%
Peoples	4.3%	4.3%
Peoples-Equitable	1.1%	1.1%
PECO-Gas	0.6%	9.8%
PGW	10.0%	25.6%
UGI-Gas	3.3%	15.0%
UGI Penn Natural	2.7%	11.8%
Industry Average	3.9%	14.0%



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Gross Write-Offs Ratio - Electric Customers

Company	All Residential Gross Write-Offs Ratio	Confirmed Low-Income Gross Write-Offs Ratio
Duquesne	0.7%	1.8%
Met-Ed	2.3%	11.2%
PECO-Electric	1.6%	5.5%
Penelec	2.2%	9.0%
Penn Power	1.4%	6.9%
PPL	3.2%	12.4%
West Penn	1.6%	11.0%
Total	2.2%	9.8%

Gross Write-Offs Ratio - Natural Gas Customers

Company	All Residential Gross Write-Offs Ratio	Confirmed Low-Income Gross Write-Offs Ratio
Columbia	2.2%	8.2%
Peoples	2.6%	2.6%
Peoples-Equitable	2.0%	11.1%
NFG	2.1%	10.6%
PECO-Gas	0.5%	8.5%
PGW	9.0%	23.5%
UGI-Gas	3.0%	12.8%
UGI Penn Natural	2.2%	10.0%
Total	3.3%	12.1%

2013 Report on Universal Service Programs & Collections Performance

Pennsylvania Electric Distribution & Natural Gas Distribution Companies

Pennsylvania Public Utility Commission
Bureau of Consumer Services



Percentage of Gross Residential Billings Written Off as Uncollectible

The percentage of residential billings written off as uncollectible is the most commonly used long-term measure of collection system performance. This measure is calculated by dividing the annual total gross dollars written off for residential accounts by the annual total dollars of residential billings. The measure offers an equitable basis for comparison of gross residential dollars written-off to the annual total dollars of residential billings.

Gross Write-Offs Ratio - Residential Electric Customers

Company	Gross Write-Offs Ratio*
Duquesne	1.3%
Met-Ed	1.9%
PECO-Electric	1.9%
Penelec	1.9%
Penn Power	1.3%
PPL	3.1%
West Penn	1.2%
Total	2.1%

*Does not include CAP Credits or Arrearage Forgiveness.

Gross Write-Offs Ratio - Residential Natural Gas Customers

Company	Gross Write-Offs Ratio*
Columbia	2.0%
Peoples	3.6%
Peoples-Equitable	1.9%
NFG	2.2%
PECO-Gas	0.5%
PGW	10.4%
UGI-Gas	2.2%
UGI Penn Natural	1.6%
Total	3.7%

*Does not include CAP Credits or Arrearage Forgiveness.

Gross Write-Offs Ratio - Confirmed Low-Income Electric Customers

Company	Gross Write-Offs Ratio*
Duquesne	2.6%
Met-Ed	9.3%
PECO-Electric	5.5%
Penelec	7.7%
Penn Power	6.7%
PPL	12.4%
West Penn	7.9%
Total	9.0%

*Does not include CAP Credits or Arrearage Forgiveness.

Gross Write-Offs Ratio - Confirmed Low-Income Natural Gas Customers

Company	Gross Write-Offs Ratio*
Columbia	7.7%
Peoples	2.6%
Peoples-Equitable	10.0%
NFG	12.5%
PECO-Gas	11.6%
PGW	24.8%
UGI-Gas	11.6%
UGI Penn Natural	8.3%
Total	13.0%

*Does not include CAP Credits or Arrearage Forgiveness.

Annual Collection Operating Expenses

Annual collection operating expenses include administrative expenses associated with termination activity; negotiating payment agreements; budget counseling; investigation and resolution of informal and formal complaints associated with payment agreements; securing and maintaining deposits; tracking delinquent accounts; collection agencies' expenses; litigation expenses other than Commission-related; dunning expenses²⁵; and, winter survey expense. CAP recipient collection expenses are excluded.

The tables below include both the All Residential and Confirmed Low-Income categories to allow for the presentation of the percent of annual collection operating expenses which are attributed to confirmed low-income.

²⁵ Dunning, in the business context, refers to the collections process, whereby a business communicates with customers who have fallen behind in paying their bills.

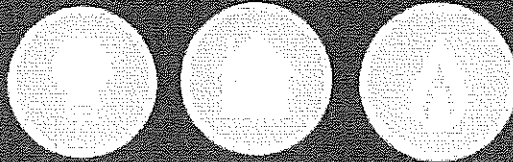
**BEFORE THE PHILADELPHIA WATER, SEWER AND
STORM WATER RATE BOARD**

In the Matter of a Proposed Rate :
Increase in Water, Sewer and : **FY 2019-2021 Rates**
Storm Water Rates :

HEARING EXHIBIT 2

On Behalf of the Public Advocate

May 10, 2018



Report on
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Pennsylvania Public Utility Commission
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Residential Total Number of Accounts Over \$10,000 - Electric Customers

Company	2015 Total Number of Accounts over 10k	2016 Total Number of Accounts over 10k	Percent Change
Duquesne	21	16	-23.8%
Met-Ed	78	53	-32.1%
PECO-Electric/Gas	92	53	-42.4%
Penelec	73	66	-9.6%
Penn Power	13	23	76.9%
PPL	227	169	-25.6%
West Penn	34	93	173.5%
Total/Industry Average	538	473	-12.1%

Residential Total Number of Accounts Over \$10,000 - Natural Gas Customers

Company	2015 Total Number of Accounts over 10k	2016 Total Number of Accounts over 10k	Percent Change
Columbia	0	0	0.0%
NFG	0	0	0.0%
Peoples/Peoples-EQT	68	52	-23.5%
PGW	345	299	-13.3%
UGI-Gas	0	0	0.0%
UGI Penn Natural	0	0	0.0%
Total/Industry Average	413	351	-15.0%

Residential Total Arrearages of Accounts Over \$10,000 - Electric Customers

Company	2015 Total Arrearages of Accounts over 10k	2016 Total Arrearages of Accounts over 10k	Percent Change
Duquesne	\$281,460.64	\$204,389.77	-27.4%
Met-Ed	\$960,905.89	\$680,193.14	-29.2%
PECO-Electric/Gas	\$1,232,331.65	\$687,746.57	-44.2%
Penelec	\$931,180.45	\$861,338.33	-7.5%
Penn Power	\$183,481.42	\$340,016.40	85.3%
PPL	\$2,956,909.51	\$2,277,802.42	-23.0%
West Penn	\$409,396.32	\$1,200,619.68	193.3%
Total/Industry Average	\$6,955,665.88	\$6,252,106.31	-10.1%

TAP Approvals by Percent of FPL and Arrears Report

TAP Approvals - 7/1/2017 through 2/24/2018

Account Balance at Time of Approval	Income Relative to Federal Poverty Level		
	Less Than or Equal To 50%	Above 50% and Less Than or Equal To 100%	Above 100% and Less Than or Equal To 150% Above 150%
less than or equal to \$0	36	158	45
more than \$0 but less than or equal to \$50	28	104	32
more than \$50 but less than or equal to \$100	67	212	87
more than \$100 but less than or equal to \$250	115	236	121
more than \$250 but less than or equal to \$500	156	273	196
more than \$500 but less than or equal to \$1,000	228	380	253
more than \$1,000 but less than or equal to \$2,500	277	673	421
more than \$2,500 but less than or equal to \$5,000	211	595	328
more than \$5,000 but less than or equal to \$10,000	172	524	226
more than \$10,000 but less than or equal to \$20,000	80	234	103
more than \$20,000	28	53	24
Totals	1,398	3,442	1,936
		Total	6,764

Other Approvals - 7/1/2017 through 2/24/2018

Program	Count
SENIOR CITIZEN'S DISC - LONG STD PA	70
SENIOR CITIZEN'S DISC	62
SENIOR CITIZEN'S DISC - STD PA	159
TYPICAL STD BILL - LONG STD PA	498
WRBCC	211
Total	1,000

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

In the Matter of a Proposed Rate :
Increase in Water, Sewer and : **FY 2019-2021 Rates**
Storm Water Rates :

HEARING EXHIBIT 3

On Behalf of the Public Advocate

May 10, 2018

1 **PA-ADV-6. PLEASE PROVIDE CALCULATIONS OF ACTUAL CURRENT YEAR**
 2 **COLLECTION FACTORS FOR EACH FISCAL YEAR FY 2015 TO DATE.**

3
 4 **RESPONSE:**

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

				Billing Year	Billing year +1	Billing year +2 and beyond
Fiscal Year	Type	Billings	Payments (Adj)	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 (Adj)	FY2015 (Payments <=12 Months)	FY2016 (Payments 13-24 Months)	FY2017 and beyond (Payments 25 and greater)
FY15	Total*	\$ 614,256,985.07	\$ 579,607,855.73	\$ 529,825,536.86	\$ 50,582,318.88	-
FY15	Non-SWO*	\$ 594,133,652.95	\$ 565,005,717.06	\$ 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

18
 19
 20 **RESPONSE PROVIDED BY: Raftelis Financial Consultants, Inc.**

Fiscal Year	Type	Billing Year		Payments (All)	Billings	Billing Year	
		FY2016 (Payments <=12 Months)	FY2017 (Payments 13-24 Months)			FY2018 and beyond (Payments 25 and greater)	
FY15	Total*	\$ 612,315,212.84	\$ 527,702,482.84	\$ 527,702,482.84	\$ 612,315,212.84	\$ 527,702,482.84	\$ 527,702,482.84
FY16	Non-SWO*	\$ 593,155,610.61	\$ 515,609,813.73	\$ 515,609,813.73	\$ 593,155,610.61	\$ 515,609,813.73	\$ 515,609,813.73
FY16	SWO**	\$ 19,159,602.23	\$ 12,092,669.09	\$ 12,092,669.09	\$ 19,159,602.23	\$ 12,092,669.09	\$ 12,092,669.09
FY16	Total percent collected**	86.18%	86.18%	86.18%	86.18%	86.18%	86.18%
FY16	Non-SWO collected**	86.82%	86.82%	86.82%	86.82%	86.82%	86.82%
FY16	SWO collected**	63.12%	63.12%	63.12%	63.12%	63.12%	63.12%
FY16	Percent of Remainder Collected	-	-	-	-	-	-

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

Fiscal Year	Type	Billing Year		Payments (All)	Billings	Billing Year	
		FY2015 (Payments <=12 Months)	FY2016 (Payments 13-24 Months)			FY2017 and beyond (Payments 25 and greater)	
FY15	Total*	\$ 614,235,985.07	\$ 579,807,855.73	\$ 579,807,855.73	\$ 614,235,985.07	\$ 579,807,855.73	\$ 579,807,855.73
FY15	Non-SWO*	\$ 596,133,652.95	\$ 517,049,680.84	\$ 517,049,680.84	\$ 596,133,652.95	\$ 517,049,680.84	\$ 517,049,680.84
FY15	SWO**	\$ 20,102,332.12	\$ 13,602,138.67	\$ 13,602,138.67	\$ 20,102,332.12	\$ 13,602,138.67	\$ 13,602,138.67
FY15	Total percent collected**	94.36%	86.12%	86.12%	94.36%	86.12%	86.12%
FY15	Non-SWO collected**	95.27%	87.03%	87.03%	95.27%	87.03%	87.03%
FY15	SWO collected**	67.59%	59.51%	59.51%	67.59%	59.51%	59.51%
FY15	Percent of Remainder Collected	-	-	-	-	-	-

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

Fiscal Year	Type	Billing Year		Payments (All)	Billings	Billing Year	
		FY2014 (Payments <=12 Months)	FY2015 (Payments 13-24 Months)			FY2016 (Payments 25 Months and greater)	
FY14	Total*	\$ 586,122,699.87	\$ 555,872,698.32	\$ 555,872,698.32	\$ 586,122,699.87	\$ 555,872,698.32	\$ 555,872,698.32
FY14	Non-SWO*	\$ 566,332,391.71	\$ 488,001,706.23	\$ 488,001,706.23	\$ 566,332,391.71	\$ 488,001,706.23	\$ 488,001,706.23
FY14	SWO**	\$ 19,790,308.15	\$ 11,686,224.52	\$ 11,686,224.52	\$ 19,790,308.15	\$ 11,686,224.52	\$ 11,686,224.52
FY14	Total percent collected**	94.84%	85.26%	85.26%	94.84%	85.26%	85.26%
FY14	Non-SWO collected**	95.77%	86.17%	86.17%	95.77%	86.17%	86.17%
FY14	SWO collected**	68.06%	59.11%	59.11%	68.06%	59.11%	59.11%
FY14	Percent of Remainder Collected	-	-	-	-	-	-

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

Fiscal Year	Type	Billing Year		Payments (All)	Billings	Billing Year	
		FY2014 (Payments <=12 Months)	FY2015 (Payments 13-24 Months)			FY2016 (Payments 25 Months and greater)	
FY13	Total*	\$ 547,213,840.18	\$ 522,878,719.73	\$ 522,878,719.73	\$ 547,213,840.18	\$ 522,878,719.73	\$ 522,878,719.73
FY13	Non-SWO*	\$ 530,831,622.56	\$ 450,155,264.95	\$ 450,155,264.95	\$ 530,831,622.56	\$ 450,155,264.95	\$ 450,155,264.95
FY13	SWO**	\$ 16,482,217.62	\$ 11,916,024.83	\$ 11,916,024.83	\$ 16,482,217.62	\$ 11,916,024.83	\$ 11,916,024.83
FY13	Total percent collected**	95.54%	84.06%	84.06%	95.54%	84.06%	84.06%
FY13	Non-SWO collected**	96.26%	84.80%	84.80%	96.26%	84.80%	84.80%
FY13	SWO collected**	72.30%	60.86%	60.86%	72.30%	60.86%	60.86%
FY13	Percent of Remainder Collected	-	-	-	-	-	-

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

Fiscal Year	Type	Billing Year		Payments (All)	Billings	Billing Year	
		FY2012 (Payments <=12 Months)	FY2013 (Payments 13-24 Months)			FY2014 (Payments 25 Months and greater)	
FY12	Total*	\$ 531,401,236.72	\$ 509,306,401.38	\$ 509,306,401.38	\$ 531,401,236.72	\$ 509,306,401.38	\$ 509,306,401.38
FY12	Non-SWO*	\$ 514,178,295.15	\$ 440,423,757.28	\$ 440,423,757.28	\$ 514,178,295.15	\$ 440,423,757.28	\$ 440,423,757.28
FY12	SWO**	\$ 17,222,941.57	\$ 8,762,868.67	\$ 8,762,868.67	\$ 17,222,941.57	\$ 8,762,868.67	\$ 8,762,868.67
FY12	Total percent collected**	95.84%	84.13%	84.13%	95.84%	84.13%	84.13%
FY12	Non-SWO collected**	96.32%	84.67%	84.67%	96.32%	84.67%	84.67%
FY12	SWO collected**	73.62%	59.32%	59.32%	73.62%	59.32%	59.32%
FY12	Percent of Remainder Collected	-	-	-	-	-	-

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

Fiscal Year	Type	Billing Year		Payments (All)	Billings	Billing Year	
		FY2012 (Payments <=12 Months)	FY2013 (Payments 13-24 Months)			FY2014 (Payments 25 Months and greater)	
FY12	Total*	\$ 531,401,236.72	\$ 509,306,401.38	\$ 509,306,401.38	\$ 531,401,236.72	\$ 509,306,401.38	\$ 509,306,401.38
FY12	Non-SWO*	\$ 514,178,295.15	\$ 440,423,757.28	\$ 440,423,757.28	\$ 514,178,295.15	\$ 440,423,757.28	\$ 440,423,757.28
FY12	SWO**	\$ 17,222,941.57	\$ 8,762,868.67	\$ 8,762,868.67	\$ 17,222,941.57	\$ 8,762,868.67	\$ 8,762,868.67
FY12	Total percent collected**	95.84%	84.13%	84.13%	95.84%	84.13%	84.13%
FY12	Non-SWO collected**	96.32%	84.67%	84.67%	96.32%	84.67%	84.67%
FY12	SWO collected**	73.62%	59.32%	59.32%	73.62%	59.32%	59.32%
FY12	Percent of Remainder Collected	-	-	-	-	-	-

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

City of Philadelphia (PROD)
basis2 Customer Information System
PHLR0260 All-Water-Sewer/Stormwater Payment Pattern Report (Percent)
Run by: LEM. RONSAIRO

Parameters

From: 11/01/2016

To: 10/31/2017

Validation: 10/31/2017

Charge Type: All-Water-Sewer/Stormwater

Include Payment Agreements: Yes

Incl. NB5, NB6, NB8, NB9 Inst: Yes

All-Water-Sewer/Stormwater Payment Pattern Report (Percent)

Data as of date: 11/01/2017

Bills analyzed from 11-01-2016 to 10-31-2017 payments analyzed thru validation date 10-31-2017

11/06/17 03:11 PM

Page 1 of 2

Days calculated from billing date (Percentage paid by category), Charge Type: All-Water-Sewer/Stormwater

Incl. Pay Agree: Yes NB Account Only: Yes

Charge Type	Gross Bill	Adjust	Net Bill	1-30		31-60		61-90		91-120		5-8		9-12		1 Year			Tot Pay %	
				Day %	Day %	Day %	Day %	Day %	Day %	Day %	Day %	Day %	Day %	Day %	Day %	Day %	Year	Year		Year
WATER CHARGES																				
Residential	169935	-5188	164747	61.98	13.19	4.38	1.67	1.69	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	83.12
Residential, Vacant	16	-24	-7	-4.97	-4.94	-1.06	-0.74	-0.78	-0.05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-12.55
Senior Citizens	5117	-130	4987	66.32	9.31	3.10	1.34	1.39	0.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	81.64
Commercial	62781	-4184	58597	73.71	13.37	1.53	0.45	0.65	0.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	89.81
Commercial, Vacant	111	-124	-14	-74.93	-18.44	-7.17	-0.98	-0.52	-0.05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-102.08
Industrial	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Utilities	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Fire Service	6632	-5795	837	300.78	49.91	7.35	2.84	3.69	0.39	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	364.96
PHA	5973	-27	5946	21.66	62.92	0.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	85.17
Other Discount	11128	-398	10730	43.28	34.58	6.27	0.77	0.38	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	85.28
SUB TOTAL	261694	-13869	245825	63.90	15.42	3.67	1.30	1.35	0.16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	85.80
SEWER CHARGES																				
Residential	140945	-4224	136721	62.68	12.73	4.03	1.55	1.58	0.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	82.75
Residential, Vacant	13	-8	5	5.61	4.06	1.55	1.05	1.16	0.08	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13.51
Senior Citizens	4300	-96	4203	67.46	9.05	2.82	1.22	1.27	0.16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	81.98
Commercial	46974	-2436	44538	69.83	12.16	1.16	0.39	0.62	0.08	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	84.24
Commercial, Vacant	88	-107	-19	-37.32	-10.13	-4.12	-0.58	-0.41	-0.04	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-52.59
Industrial	13252	237	13489	65.86	12.59	0.83	0.30	0.13	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	79.71
Utilities	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Fire Service	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
PHA	5229	-30	5199	20.55	63.74	0.55	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	84.84
Other Discount	9880	-776	9104	45.55	34.36	6.53	0.86	0.28	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	87.58
SUB TOTAL	220681	-7441	213240	62.72	14.70	3.22	1.15	1.19	0.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	83.12
STORMWATER CHARGES																				
Residential	83339	-675	82663	63.16	11.38	3.74	1.48	1.49	0.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	81.43
Residential, Vacant	6	-1	5	15.10	6.26	3.16	2.09	2.71	0.56	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	29.87
Senior Citizens	3001	-20	2981	70.72	7.66	2.33	1.00	0.94	0.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	82.76
Commercial	51421	-1907	49514	72.65	9.05	1.30	0.61	0.59	0.08	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	84.28
Commercial, Vacant	181	-14	167	36.72	8.94	4.92	0.65	1.05	0.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	52.46
Industrial	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

All-Water-Sewer/Stormwater Payment Pattern Report (Percent)

11/06/17 03:11 PM

Data as of date: 11/01/2017

Bills analyzed from 11-01-2016 to 10-31-2017 payments analyzed thru validation date 10-31-2017

Page 2 of 2

Incl. Pay Agree: Yes

Charge Type: All-Water-Sewer/Stormwater

NB Account Only: Yes

Charge Type	Gross Bill	Adjust	Net Bill	1-30		31-60		61-90		91-120		5-8		9-12		1 Year			Tot Pay %	
				Day %	Day %	Day %	Day %	Day %	Day %	Day %	Day %	Day %	Day %	Day %	Day %	Day %	Year	Year		Year
Utilities	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Fire Service	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
PHA	1668	-14	1654	29.39	54.52	0.98	0.13	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	85.02
Other Discount	7612	-334	7278	52.63	28.59	2.93	0.24	0.44	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	84.84
SUB TOTAL	147227	-2965	144263	65.62	11.86	2.80	1.10	1.10	0.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	82.62
STORMWATER ONLY CHARGES																				
Residential	1894	-115	1779	25.45	4.84	1.90	1.14	1.96	0.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	35.79
Residential, Vacant	14	-1	13	25.35	19.25	1.39	0.42	0.89	0.79	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	48.09
Senior Citizens	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Commercial	7101	-46	7055	51.70	7.63	2.22	2.55	4.02	0.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	68.54
Commercial, Vacant	6842	-200	6642	36.11	5.23	1.44	0.80	1.21	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	45.04
Industrial	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Industrial, Vacant	4	0	4	17.32	11.59	2.08	1.29	5.97	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	38.25
Utilities	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Fire Service	383	0	383	13.89	46.23	0.54	0.03	0.05	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	60.76
PHA	277	-20	257	43.68	36.29	6.81	0.91	0.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	87.92
Other Discount	16515	-381	16134	41.33	7.72	1.89	1.58	2.48	0.34	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	55.35
SUB TOTAL	396113	-10202	385911	62.32	12.60	4.10	1.59	1.61	0.19	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	82.41
Residential	50	-33	16	29.34	21.04	3.09	1.67	2.31	0.86	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	58.31
Residential, Vacant	12418	-246	12172	67.79	8.82	2.82	1.22	1.24	0.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	82.03
Senior Citizens	168276	-8572	159704	71.33	11.44	1.39	0.58	0.77	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	85.60
Commercial	7221	-445	6776	36.56	5.42	1.56	0.80	1.22	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	45.79
Commercial, Vacant	13252	237	13489	65.86	12.59	0.83	0.30	0.13	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	79.71
Industrial	4	0	4	17.32	11.59	2.08	1.29	5.97	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	38.25
Utilities	6632	-5795	837	300.78	49.91	7.35	2.84	3.69	0.39	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	364.96
Fire Service	13254	-72	13182	21.97	61.70	0.62	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	84.31
PHA	28897	-1527	27370	46.52	32.93	5.47	0.66	0.36	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	85.96
Other Discount	646118	-26657	619461	63.31	14.14	3.27	1.21	1.26	0.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	83.34
GRAND TOTAL																				

City of Philadelphia (PROD)
basis2 Customer Information System
PHLR0260 All-Water-Sewer/Stormwater Payment Pattern Report (Percent)
End of Report

1 **PA-III-15.**

REFERENCE: PWD RESPONSE TO PA-ADV-86. PLEASE PROVIDE
2 BY MONTH FOR EACH MONTH JULY 2017 TO PRESENT, THE
3 TOTAL NUMBER OF TAP PARTICIPANTS WITH PREPROGRAM
4 ARREARAGES.

5 **RESPONSE:**

6
7 The following table and explanatory text are provided in response to the question.

Month	Year	(a) Number of TAP Participants Having Preprogram Arrears at the Time of Enrollment	(b) Aggregate Dollars of Preprogram Arrears at the Time of Enrollment for TAP Participants
7	2017	-	\$ -
8	2017	719	\$ 2,747,995.45
9	2017	1,364	\$ 4,978,140.04
10	2017	1,906	\$ 6,661,080.65
11	2017	2,512	\$ 8,679,118.38
12	2017	3,759	\$ 13,097,555.63
1	2018	5,025	\$ 17,540,973.87
2	2018	5,932	\$ 20,808,472.54

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17 (a) Number of TAP Participants Having Preprogram Arrears at the Time of
18 Enrollment – This is the count of TAP Participants (distinct account keys issued a bill
19 during the month in question as determined for PA-ADV-86 “(b) Total TAP
20 Participants”) that had Arrears > 0 at the time of enrollment (as determined for PA-
21 ADV-86 “(c) Number of TAP New Enrollees Having Preprogram Arrears at the Time
22 of Enrollment”).

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24 (b) Aggregate Dollars of Preprogram Arrears at the Time of Enrollment for TAP
25 Participants – This is the sum of arrears of enrollees identified in PA-III-15(a).

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

1 **PA-III-17.**

REFERENCE: PWD RESPONSE TO PA-ADV-86. PLEASE PROVIDE
2 THE NUMBER OF WRAP PARTICIPANTS NOT PARTICIPATING IN
3 TAP FROM JANUARY 2017 TO PRESENT.
4

5 **RESPONSE:**

6 The table below shows the number of WRBCC participants not participating in TAP:
7

Month	Year	WRBCC Participants
1	2017	6,767
2	2017	7,139
3	2017	7,025
4	2017	6,647
5	2017	6,532
6	2017	6,559
7	2017	7,031
8	2017	6,264
9	2017	6,191
10	2017	5,847
11	2017	5,177
12	2017	4,660
1	2018	3,690
2	2018	3,483

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27 **RESPONSE PROVIDED BY:** Raftelis Financial Consultants, Inc.
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1 **PA-III-18.** REFERENCE: PWD RESPONSE TO PA-ADV-86. BY MONTH FOR THE
2 MONTHS OF JANUARY 2017 TO PRESENT, PLEASE PROVIDE THE
3 NUMBER OF WRAP PARTICIPANTS:
4 A. APPLYING FOR TAP;
5 B. APPLYING FOR TAP BUT DENIED ENTRANCE INTO TAP.
6 C. SEPARATELY INDICATE THE NUMBER OF DENIALS BY THE
7 REASON FOR THE DENIAL.
8

9 **RESPONSE:**

10 This information is included as PA-III-18_Attachment. PA-III-18(a) counts the number of
11 customer assistance applications received from WRAP participations in a given month. PA-III-
12 18(b) counts the number of customer assistance applications from WRBCC participants not
13 enrolled in TAP in a particular month, regardless of when that application was submitted.
14 Customers may not be enrolled in TAP for any of the following reasons, which are shown in
15 PA-III-18(c):

16 - Applicant was instead enrolled in a more affordable alternative than TAP. Alternatives
17 are:

- 18 ○ Citizen Discounted Bill + Extended Payment Agreement (LONGSTD)
- 19 ○ Senior Citizen Discounted Bill*
- 20 ○ Regular Bill + Extended Payment Agreement (LONGSTD)
- 21 ○ Regular Bill*
- 22 ○ WRBCC Agreement

23 * May include standard payment agreement.

24 - Application was denied for one of the following reasons:

- 25 ○ Failed to meet Income and Residency Guidelines
- 26 ○ Failed to meet Income Guidelines (no Special Hardship)
- 27 ○ Failed to meet Residency Guidelines
- 28 ○ Installation Type Not Eligible for TAP

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- Missing or Invalid Income or Residency Documentation
- Missing application form information not submitted
- Failed to prove Special Hardship

- Application had another outcome, listed below:

- Withdrawn by the customer
- Data was transferred to a newer application for processing

RESPONSE PROVIDED BY: Raftelis Financial Consultants, Inc.

Month	Year	(a) Number of WRAP Participant Applications Received	(b) Number of WRAP Participant Applications Not Enrolled in TAP	(c) Number of WRAP Participants Enrolled in More Affordable Alternative - Senior Citizen Discounted Bill + Extended Payment Agreement	(c) Number of WRAP Participants Enrolled in More Affordable Alternative - Senior Citizen Discounted Bill*	(g) Number of WRAP Participants Enrolled in More Affordable Alternative - Regular Bill + Extended Payment Agreement (LONGSTD)
7	2017	1,565	-	-	-	-
8	2017	340	2	-	-	-
9	2017	61	-	-	-	1
10	2017	56	12	-	-	4
11	2017	158	286	1	-	15
12	2017	270	215	1	-	2
1	2018	153	82	-	-	3
2	2018	163	78	-	-	-

Month	Year	(c) Number of WRAP Participants Enrolled in More Affordable Alternative - Regular Bill*	(c) Number of WRAP Participants Enrolled in More Affordable Alternative - WRBCC Agreement	(c) Number of WRAP Participant Applications Denied for Reason - Income and Residency Guidelines	(c) Number of WRAP Participant Applications Denied for Reason - Income Guidelines (No Special Hardship)	(c) Number of WRAP Participant Applications Denied for Reason - Residency Guidelines
7	2017	-	-	-	-	-
8	2017	-	-	-	-	-
9	2017	-	-	-	-	-
10	2017	-	-	-	-	-
11	2017	1	11	-	-	-
12	2017	-	48	11	12	17
1	2018	-	93	5	13	11
2	2018	-	30	-	-	2
			29	-	1	1

Month Year	(c) Number of WRAP Participant Applications Denied for Reason - Missing or Invalid Income or Residency Documentation	(c) Number of WRAP Participant Applications Denied for Reason - Missing information not submitted	(c) Number of WRAP Participant Applications Denied for Reason - Failed to Prove Special Hardship	(c) Number of WRAP Participant Applications Resulting in an Other Outcome - Customer Withdrew Application	(c) Number of WRAP Participant Applications Resulting in an Other Outcome - Data Transfer
7 2017	-	-	-	1	-
8 2017	-	-	-	-	-
9 2017	-	-	-	-	-
10 2017	-	-	6	-	-
11 2017	177	9	2	-	1
12 2017	71	3	2	-	-
1 2018	42	4	2	-	-
2 2018	38	4	1	-	1

1 **RESPONSE TO PUBLIC ADVOCATE’S INTERROGATORIES**
2 **AND REQUESTS FOR PRODUCTION OF DOCUMENTS**
3
4

5 **PA-V-1.** PLEASE PROVIDE THE GROSS UNCOLLECTIBLES FOR WRAP
6 PARTICIPANTS BY YEAR FOR FISCAL YEARS 2014 TO PRESENT
7 INCLUSIVE.

8 **RESPONSE:**

9 Please note there are no reports available that capture the gross uncollectibles for WRAP
10 participants. Additionally, the term “gross uncollectibles” is vague and undefined in the
11 discovery request.
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23 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 **PA-V-2.** PLEASE PROVIDE THE NET UNCOLLECTIBLES FOR WRAP
2 PARTICIPANTS BY YEAR FOR THE FISCAL YEARS 2014 TO PRESENT
3 INCLUSIVE.

4 **RESPONSE:**

5 Please note there are no reports available that capture the net uncollectibles for WRAP
6 participants. Additionally, the term "net uncollectibles" is vague and undefined in the
7 discovery request.
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22 **RESPONSE PROVIDED BY:** Michelle Bethel, Water Revenue Bureau
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1 PA-V-3. PLEASE PROVIDE PAYMENT PATTERN REPORTS BY MONTH FOR JULY
2 2016 TO PRESENT LIMITED TO WRAP PARTICIPANTS.

3 **RESPONSE:**

4 Please note there are no reports available that capture the payment patterns of WRAP
5 participants.

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

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Cumulative TAP Totals (12:00 AM 7/1 - 6:00 PM 11/1)

Applications Generated (excluding Replacement Applications)

Total Generated	22524
Generated through the Mass Mailing	14426
Generated since July 1 (after Mass Mailing)	8098

Applications Submitted

Total Submitted	10198
Sub-Total Submitted from Mass Mailing	4862
Sub-Total Submitted not from Mass Mailing	5336
Submitted not from Mass Mailing (online)	592
Submitted not from Mass Mailing (print or mail)	4744

Applications Approved

2,315

PA-V-32

Reference: PWD Statement 7, page 10: By month since January 2015, provide:
 a. the number of WRAP participants;
 b. the number of WRAP defaults;
 c. the number of WRAP defaults by reason for the default;
 d. The number of WRAP voluntary exits;
 e. The number of WRAP voluntary exits by reason for the exit;
 f. The number of WRAP participants who failed to recertify their income to continue in WRAP.

WRAP: January 1, 2015 - January 31, 2018

a. By month since January 2015, the number of WRAP participants

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
2015	7,185	6,992	6,821	6,970	7,198	7,198	7,691	7,412	7,788	8,020	7,889	7,879
2016	7,347	7,082	7,348	7,541	7,475	7,615	7,172	7,302	7,367	7,245	7,278	7,215
2017	6,767	7,139	7,025	6,647	6,532	6,559	7,031	6,264	6,191	5,847	5,177	4,660
2018	3,690	3,483										

f. The number of WRAP participants who failed to recertify their income to continue in WRAP

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
2015	551	466	621	721	689	746	684	691	532	800	464	589
2016	387	388	580	666	613	782	590	536	665	500	489	431
2017	588	519	539	369	460	475	602	322	12	11	38	78
2018	26	25										

1 PA-V-39. REFERENCE: PWD STATEMENT 8, PAGE 9: PLEASE PROVIDE A
2 BREAKDOWN OF THE 28,070 BY THE MONTH RECEIVED.
3

4 **RESPONSE:**

5 The table below summarizes applications generated by month through the date specified in the
6 referenced testimony.

7

Month	Year	Applications Generated
6	2017	14,426
7	2017	2,241
8	2017	2,317
9	2017	1,856
10	2017	1,636
11	2017	3,599
12	2017	1,306
1	2018	689

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23 **RESPONSE PROVIDED BY:** Raftelis Financial Consultants, Inc.
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Month	Year	Total Submitted	(1) Generated by Mass Mailing (June 2017 and WRBCC Recertification)	(2) Generated by customer going online and electing to print an application, or have an application mailed to them	(3) Generated by customer visiting WRB in person, or calling the WRB or PWD call centers and electing to print an application or have an application mailed to them	(4) Generated by customer going online and electing to fill out the application form online
7	2017	4,423	3,703	222	313	185
8	2017	2,629	948	525	989	167
9	2017	1,650	142	464	920	124
10	2017	1,482	73	408	889	112
11	2017	1,498	337	353	710	98
12	2017	1,330	565	232	445	88
1	2018	550	148	119	231	52
Total		13,562	5,916	2,323	4,497	826

- 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).
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1 **RESPONSE:**

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

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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

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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	(j) Dollars of TAP Payments	(i) 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

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18 **RESPONSE PROVIDED BY:** Raftelis Financial Consultants, Inc.
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1 PA-V-56. REFERENCE: PWD STATEMENT 8, PAGE 17: FOR EACH YEAR FY2018
 2 THROUGH FY2021, PLEASE INDICATE THE INCREASE IN TAP COSTS
 3 THAT, STANDING ALONE, WITH ALL OTHER COSTS AND REVENUES
 4 HELD EQUAL, WOULD RESULT IN A VIOLATION OF PWD BOND
 5 INDENTURE COVERAGE.

6 **RESPONSE:**

7 Based upon the proposed financial plan including the revenue adjustments, the following
 8 table presents the increase in TAP revenue losses (in thousands of dollars) that would
 9 result in a violation of bond indenture coverage:

FY 2018	FY 2019	FY 2020	FY 2021
\$36,477	\$16,039	\$20,916	\$20,950

12 The following table presents the increase in TAP revenue losses (in thousands of dollars)
 13 that would result in a violation of bond indenture coverage without the proposed rate
 14 increases:

FY 2018	FY 2019	FY 2020	FY 2021
\$36,477	\$6,836	N/A	N/A

18 As shown above, without the proposed rate increases for FY 2019 to FY 2021, the
 19 increase in TAP Revenue losses resulting in a violation of the bond indenture are much
 20 different and in FY 2020 and FY 2021, all other items held equal, PWD would not meet
 21 coverage requirements.
 22

23 Note - The proposed TAP Rate Rider policy includes an emergency adjustment that is
 24 intended as a safety measure in the event that future circumstances impact PWD's ability
 25 to meet the bond indenture and insurance covenant requirements. The policy is intended to
 26 provide protection to PWD and its customers by providing a mechanism to mitigate
 27 potential future impacts should they arise. While PWD does not anticipate these
 28

1 circumstances to occur during the requested rate period, the TAP Rate Rider is intended as
2 a long-term mechanism and the proposed policies have been drafted as such.
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14 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, LLC
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1 PA-V-57. REFERENCE: PWD STATEMENT 8, PAGE 17: FOR EACH YEAR FY2018
2 THROUGH FY2021, PLEASE INDICATE THE INCREASE IN TAP COSTS
3 THAT, STANDING ALONE, WITH ALL OTHER COSTS AND REVENUES
4 HELD EQUAL, WOULD RESULT IN A VIOLATION OF ANY POLICY OR
5 POLICIES REGARDING WITHDRAWALS FROM RESERVES. FOR EACH
6 SUCH POLICY VIOLATED, PROVIDE A COPY OF THE POLICY.

7 **RESPONSE:**

8 Based upon the proposed financial plan including the revenue adjustments, the following
9 table presents the increase in TAP revenue losses (in thousands of dollars) that would
10 result in a violation of insurance covenant requirements:

FY 2018	FY 2019	FY 2020	FY 2021
\$90,284	\$64,513	\$62,253	\$72,485

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14 Note – The above contemplated withdrawals would result in an RSF balance below the
15 targeted \$150 million level and fall below \$100 million in all years, with the exception of
16 FY 2019.

17
18 The following table presents the increase in TAP revenue losses (in thousands of dollars)
19 that would result in a violation of insurance covenant requirements without the proposed
20 rate increases:

FY 2018	FY 2019	FY 2020	FY 2021
\$90,284	\$55,309	\$24,934	\$2,549

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24 As shown above, without the proposed rate increases for FY 2019 to FY 2021, the
25 increase in TAP Revenue losses resulting in a violation of insurance covenant
26 requirements are much different.
27
28

1 Note - The proposed TAP Rate Rider policy includes an emergency adjustment that is
2 intended as a safety measure in the event that future circumstances impact PWD's ability
3 to meet the bond indenture and insurance covenant requirements. The policy is intended to
4 provide protection to PWD and its customers by providing a mechanism to mitigate
5 potential future impacts should they arise. While PWD does not anticipate these
6 circumstances to occur during the requested rate period, the TAP Rate Rider is intended as
7 a long-term mechanism and the proposed policies have been drafted as such.
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20 **RESPONSE PROVIDED BY:** Black & Veatch Management Consulting, LLC.
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City of Philadelphia (PROD)

basis2 Customer Information System

PHLR0118 : A/R Aging By Postal Zone
Report

Run by : LEM. RONSAIRO

Supply Type : WATER

PHLR0118 Accounts Receivable Aging - By Postal Zone

As of OCT-2017

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Page 2 of 4

Postal Zones	No Of Accts	Current	31-60	61-90	91-120	121-365	1-2 Yrs	2 Yrs+	Total
00	139	2,359.45	952.11	522.05	332.04	2,211.37	2,871.62	6,527.84	15,776.48
01	24	-248,269.31	-2,139.14	-799.04	-1,709.28	-24,363.03	-23,172.13	-61,558.52	-362,010.45
02	8	381.23	0.00	0.00	0.00	0.00	0.00	6,215.71	6,596.94
03	699	511,257.63	43,311.38	55,025.88	63,132.32	1,983.47	3,256.35	7,688.16	685,655.19
04	3,780	1,198,455.61	93,641.46	29,577.78	84,295.50	86,698.74	46,072.30	-20,235.52	1,518,505.87
06	16,854	2,554,370.88	769,533.71	496,086.11	542,234.52	1,023,202.30	1,710,365.72	6,463,852.51	13,559,645.75
07	2,833	683,819.61	89,668.05	76,002.46	50,506.48	138,273.15	125,098.53	311,202.32	1,474,570.60
08	2,903	1,167,083.91	92,477.57	17,489.59	36,222.56	32,740.82	49,241.52	137,574.66	1,532,830.63
09	3	6,165.68	0.00	0.00	0.00	0.00	0.00	0.00	6,165.68
10	4	10,773.77	0.00	0.00	0.00	0.00	0.00	0.00	10,773.77
11	2	4,274.43	16.23	16.15	0.01	0.00	0.00	0.00	4,306.82
12	20,727	1,513,154.75	304,576.37	446,979.82	179,051.40	422,251.40	392,062.63	694,000.53	3,952,076.90
13	198	219,863.97	61,981.98	63,192.41	24,723.55	78,104.99	11,548.10	15,670.96	475,085.96
14	6	74.31	49.14	19.09	15.38	33.96	0.00	0.00	191.88
15	9,677	1,032,835.37	302,399.56	188,519.78	209,573.00	235,195.36	178,020.75	208,762.36	2,355,306.18
16	10,031	885,772.84	54,185.66	48,658.74	49,976.03	104,741.80	112,525.83	200,838.97	1,456,699.87
17	10,285	596,905.17	84,664.00	41,059.03	33,014.32	117,800.96	244,339.68	529,648.71	1,647,431.87
18	8	2,348.05	110.33	948.87	1,043.93	0.00	0.00	0.00	4,451.18
19	3,171	182,354.16	21,454.66	10,461.52	10,616.42	-12,542.64	14,443.66	44,980.88	271,768.66
20	10,955	778,262.48	204,475.12	149,447.87	117,521.93	531,892.90	435,704.61	1,241,391.83	3,458,696.74
21	2	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
22	25,862	1,459,268.99	628,037.89	393,715.40	400,138.04	1,639,365.24	1,640,426.72	4,713,536.33	10,874,488.61
23	24,816	2,243,903.33	468,978.75	468,904.35	428,562.08	2,702,910.07	2,862,408.63	11,733,265.20	20,928,932.41
24	11,291	907,713.68	129,157.57	167,120.65	138,037.56	711,513.09	803,003.12	2,546,340.28	5,402,885.95
25	7,457	586,430.20	132,784.75	59,880.41	58,696.48	12,864.16	203,701.07	507,478.64	1,561,835.71
26	28,416	2,320,221.97	804,083.33	475,343.91	527,924.34	2,075,540.73	2,206,457.17	6,031,020.25	14,440,591.70
27	15,643	622,993.57	190,050.27	119,608.15	101,093.13	461,301.48	565,878.56	1,748,913.66	3,809,838.82
28	5,886	305,433.50	140,213.79	126,418.36	86,367.89	466,054.38	423,956.46	1,231,165.25	2,779,609.63
29	3,236	389,458.70	267,359.85	84,929.68	20,274.74	81,154.47	32,955.61	95,059.45	965,192.50
30	14,140	609,986.04	179,937.47	219,120.81	103,053.37	171,269.93	155,903.62	356,371.81	1,786,643.05
31	4,502	675,242.71	261,721.99	178,494.40	155,084.17	334,840.60	358,427.82	874,048.41	2,837,860.10

PHLR0118 Accounts Receivable Aging - By Postal Zone

As of OCT-2017

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Page 3 of 4

Postal Zones	No. Of Accts	Current	31-60	61-90	91-120	121-365	1-2 Yrs	2 Yrs+	Total
30	9,726	842,741.05	164,924.16	114,668.55	153,507.93	233,413.16	144,372.60	395,020.61	2,048,648.06
31	18,277	2,205,585.59	408,355.81	453,952.82	390,486.10	1,866,708.04	2,030,648.25	7,855,656.57	15,211,393.18
32	29,422	1,956,743.34	1,014,388.05	716,646.03	718,576.03	4,509,268.27	5,577,324.66	24,496,110.74	38,989,057.12
33	19,455	1,053,939.91	475,368.30	455,432.44	480,827.97	2,716,510.91	3,049,870.19	11,882,918.94	20,115,868.66
34	34,385	2,200,829.61	865,607.25	753,592.22	663,820.14	3,221,883.50	3,514,485.83	11,368,392.05	22,608,710.60
35	13,924	1,310,477.34	423,430.50	235,569.00	207,196.70	583,440.46	546,608.43	1,075,054.29	4,381,776.72
36	12,486	1,696,105.52	950,079.19	792,205.80	775,534.39	380,387.74	302,738.25	755,518.52	5,652,569.41
37	4,545	573,646.21	235,950.78	173,917.91	155,551.08	276,263.91	234,501.67	381,434.91	2,031,266.47
38	16,257	1,021,530.02	342,272.92	324,901.97	246,511.94	1,413,698.38	1,510,728.71	5,195,173.66	10,054,817.60
39	22,455	1,624,839.90	700,478.21	568,080.29	574,546.89	2,261,972.66	2,733,135.15	10,416,864.22	18,880,017.32
40	31,647	1,873,856.76	936,914.00	695,831.74	858,800.36	4,431,781.15	4,934,881.50	19,326,911.12	33,058,976.63
41	12,996	888,179.13	391,629.69	238,657.17	218,642.11	1,406,543.24	1,469,434.85	5,249,725.65	9,862,811.84
42	14,815	975,340.65	403,262.58	356,539.17	367,094.44	1,604,519.18	1,858,149.15	5,655,629.22	11,220,534.39
43	33,489	2,138,727.05	849,471.55	782,213.92	747,843.18	3,125,274.75	3,826,835.88	15,116,409.84	26,586,776.17
44	17,829	2,136,124.76	423,167.79	460,973.09	350,610.09	1,935,145.24	2,200,559.50	8,543,755.78	16,050,336.25
45	21,849	704,325.00	328,809.41	187,219.81	135,592.61	823,410.45	642,921.26	2,726,493.76	5,548,772.30
46	25,025	1,611,748.26	538,057.05	277,412.26	175,951.26	995,005.27	947,958.37	4,148,945.63	8,695,078.10
47	18,464	872,944.72	205,986.42	93,699.35	75,955.95	216,849.51	219,027.03	765,084.85	2,449,547.83
48	24,403	1,297,084.05	371,113.39	306,943.35	256,303.57	416,003.89	698,100.17	1,691,043.90	5,036,592.32
49	20,525	1,167,406.98	333,004.35	160,932.02	152,593.33	491,580.71	318,789.00	788,828.98	3,413,135.37
50	10,274	749,269.66	280,964.71	130,425.53	127,805.24	580,697.85	496,457.64	1,420,474.60	3,786,095.23
51	13,485	1,195,496.84	316,193.14	257,700.70	206,252.79	1,103,887.11	1,142,577.65	3,368,641.16	7,590,749.39
52	10,765	1,050,874.24	163,120.15	67,701.27	54,749.67	260,904.53	107,863.17	173,433.16	1,878,646.19
53	4,927	2,325,672.81	1,286,986.94	876,703.25	1,417,067.68	430,171.68	1,059,199.07	1,024,513.63	8,420,315.06
54	12,091	819,643.10	181,298.49	86,118.85	-91,227.83	277,022.91	397,075.34	610,265.23	2,280,196.09
55	1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8	1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
81	1	46.80	0.00	0.00	0.00	0.00	0.00	0.00	46.80
88	1	573.02	538.09	570.17	565.32	471.00	0.00	0.00	2,717.60
	40	1,684.61	413.91	304.53	266.30	-3,748.87	976.20	-27.62	-130.94
Total:	687,128	55,503,433.61	17,936,470.68	13,485,657.44	12,841,207.15	46,954,106.33	52,540,717.47	184,056,134.08	383,317,726.77

City of Philadelphia (PROD)

basis2 Customer Information System

PHLR0118 : A/R Aging By Postal Zone
Report

End of Report

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

In the Matter of a Proposed Rate :
Increase in Water, Sewer and : **FY 2019-2021 Rates**
Storm Water Rates :

HEARING EXHIBIT 4

On Behalf of the Public Advocate

May 10, 2018

City of Philadelphia (PROD)

basis2 Customer Information System

PHLR0119 : A/R Aging By Installation
Type Report

Run by : DAVID.W.FISHER

PHLR0119 Accounts Receivable Aging - By Installation Type
As of NOV-2011

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<u>Installation Type</u>	<u>No Of Acct</u>	<u>Current</u>	<u>31-60</u>	<u>61-90</u>	<u>91-120</u>	<u>121-365</u>	<u>1-2 Yrs</u>	<u>2 Yrst</u>	<u>Total</u>
2 Or More Tent Occ Apartment	490	311,277.35	65,010.62	11,992.25	58,210.91	163,118.01	204,012.63	129,355.71	942,977.48
Churches Charity Rate Accounts	7,482	6,179,967.52	3,378,576.54	2,582,004.02	2,506,385.40	2,927,625.51	610,261.96	1,459,609.93	19,644,400.88
Ccm and Res - Tenanted	10	1,378.35	1,160.60	1,194.07	830.00	4,395.24	4,519.64	5,474.66	18,952.56
Commercial and Residential	21,558	1,049,025.84	418,345.73	289,045.68	227,894.98	1,243,457.39	1,267,018.01	5,031,393.30	9,526,180.93
Commercial/General Property	21,236	3,016,434.39	895,697.53	531,882.51	522,547.48	1,782,470.20	1,243,621.46	3,065,514.26	11,038,167.83
Commercial/Residential/4 more	301	101,367.38	5,127.03	27,644.73	11,517.07	89,190.57	25,411.57	270.53	260,528.88
Condominiums Residential	963	54,759.10	2,245.41	2,315.88	167.09	664.57	2,493.16	12,624.99	75,270.20
Condominiums/Fraternity/OO	415	327,228.42	48,628.69	36,418.49	18,539.47	175,215.75	99,341.26	152,810.24	868,182.32
Gas Stations	661	60,518.48	9,964.99	4,093.97	4,137.87	13,497.56	16,086.54	-23,521.57	84,777.84
Hosp. Nursing Home Boarding	315	628,764.72	90,529.00	54,024.06	29,213.18	188,911.76	316,217.92	172,984.86	1,480,645.50
Hotels Motels Boarding Houses	274	458,954.67	48,647.83	65,154.45	38,904.50	91,688.88	-102,956.50	125,276.79	725,670.62
Industry/ Industrials	1,664	913,075.13	315,057.15	205,027.17	161,209.03	811,119.79	400,346.48	1,223,649.18	4,029,553.93
Laundries	679	113,841.77	8,454.73	7,919.39	22,858.66	39,268.97	55,791.19	309,138.44	557,273.15
Multi-Family Less Than 4 Units	45,557	4,022,702.20	1,462,610.78	1,051,765.65	899,939.76	4,924,731.70	4,570,452.24	11,219,346.19	28,151,548.52
Office Buildings	706	591,323.60	176,847.51	30,248.22	15,024.92	117,713.23	25,131.25	92,127.80	1,048,416.53
Public Utilities Septa/Conrail	1,626	500,974.95	380,800.52	360,776.20	51,844.99	188,751.51	94,034.62	36,913.30	1,614,096.09
Schools Without Charity Rate	39	16,903.04	4,445.38	4,394.57	414.55	-1,748.76	1,940.56	-1,137.65	25,211.69
Single Family/ Owner Occupied	441,543	16,551,772.54	7,696,506.01	5,095,827.86	3,872,758.02	21,196,638.48	17,317,802.46	78,308,655.60	150,039,960.97
Single Family/ Tenant Occupied	9,103	148,860.88	218,190.41	132,769.74	142,459.02	944,462.28	449,927.13	1,397,984.47	3,434,653.93
Vacant Lots / Torn Down	31,662	213,534.61	189,931.78	101,308.59	95,626.17	491,069.81	210,234.06	263,354.96	1,565,059.98
Total:	586,284	35,262,664.94	15,416,778.24	10,595,877.50	8,680,453.07	35,372,242.45	26,811,687.64	102,981,825.99	235,121,529.84

City of Philadelphia (PROD)

basis2 Customer Information System

PHIR0119 : A/R Aging By Installation
Type Report

End of Report

