

1 **PHILADELPHIA WATER DEPARTMENT RESPONSE TO TRANSCRIPT REQUEST**

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4 **TR-5.** PROVIDE A COPY OF ITS STANDARD OPERATING PROCEDURE
5 REGARDING THE IMPOSITION OF LIENS ON TAP APPLICANTS AS
6 WELL AS TAP CUSTOMERS.
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8 **RESPONSE:**

9 The standard operating policy regarding the imposition of liens on TAP applicants has not yet
10 been reduced to writing. The standard operating policy regarding the imposition of liens on
11 TAP customers is below:
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13 From the Draft TAP Policy Document version 11, April 2017:

14 **Policy 7.1 Stay of Enforcement**

15 Customers who are enrolled in TAP have a stay placed on their accounts against liens,
16 referral to collection agencies, sheriff sale, and suit in municipal court for TAP bills or for
17 pre-TAP water or sewer rents arrears.
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19 The stay of enforcement does not apply to HELP loans, agency receivables, or any
20 charges other than water or sewer rents owed by the customer.
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23 **RESPONSE PROVIDED BY:** Philadelphia Water Department
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