

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

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3 **TR-7.** PLEASE PROVIDE AN UPDATE TO PA-ADV-86 WITH REGARD TO  
4 NUMBER OF TAP PARTICIPANTS THROUGH MARCH 31, 2018.

5 **RESPONSE:**

6 The following table describes the outcome of the 17,097 applications submitted between  
7 July 1, 2017 and March 31, 2018, as of May 22, 2018.

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<b>Enrolled in a Program</b>	
TAP	8,960
Senior Citizen's Discount	82
Senior Citizen's Discount + Extended Payment Agreement	73
Senior Citizen's Discount + Regular Payment Agreement	244
Regular Bill + Extended Payment Agreement	366
WRBCC	264
Regular Bill	341
<i>Total Enrolled in a Program</i>	<i>10,330</i>
<b>Denied Applications</b>	
Missing or Invalid Proof of Residency and/or Income	2,975
Incomplete Application	409
Income or Residency Guidelines	1,140
Installation Type not Eligible	23
<i>Total Denied Applications</i>	<i>4,547</i>
<b>Other Application Outcomes</b>	
Customer Withdrew Application	24
Data Transfer to New Application	130
Discontinued Account	18
<i>Total Other Application Outcomes</i>	<i>172</i>
<b>Applications that were Approved, but are now in another Status</b>	
Closed	275
Cancelled	199
Plan In Dispute	11
<i>Total Applications that were Approved, but are now in another Status</i>	<i>485</i>
<b>Applications that have not had a final decision made</b>	
In Progress	1,026
Incomplete	481
Exceptions (Translation Needed, SPIN, Other)	56
<i>Total Applications that have not had a final decision made</i>	<i>1,563</i>
<b>Total</b>	<b>17,097</b>

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

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