

An aerial photograph of Philadelphia, Pennsylvania, showing the city skyline with various skyscrapers and buildings. The Schuylkill River flows through the center of the image, with a highway and green spaces on either side. The text is overlaid on the river and city.

**ANNUAL REPORT TO THE MAYOR  
ON THE  
TIERED  
ASSISTANCE  
PROGRAM (TAP)**

**Department of Revenue**

Calendar Year 2017

March 31, 2018



**City of  
Philadelphia**

# TABLE OF CONTENTS

1.	EXECUTIVE SUMMARY .....	1
2.	INTRODUCTION .....	2
3.	CUSTOMER OUTREACH AND SUPPORT .....	3
4.	REPORTING METRICS .....	4
4.1	APPLICANTS ENROLLED IN TAP .....	5
4.2	APPLICANTS NOT ENROLLED IN TAP .....	6
4.3	NON-TAP PAYMENT AGREEMENTS .....	7
4.4	CUSTOMERS DEFAULTING FROM TAP .....	11
5.	CONCLUSION .....	12
6.	APPENDIX A – PLANNED OUTREACH .....	13

# 1. EXECUTIVE SUMMARY

---

The City of Philadelphia has launched the Tiered Assistance Program (TAP), its new assistance program for residential customers who meet low-income or special hardship criteria. The initiative is a result of the enactment of Council Bill 140607-AA and rate determination by the Philadelphia Water, Sewer, and Stormwater Rate Board.

The ordinance requires that the Revenue Department submit a written report by March 31<sup>st</sup> of each year of activities undertaken pursuant to the ordinance. This document is the second such report and covers calendar year 2017. During the reporting period, the City launched the program and has since enrolled several thousand customers. Prior to the launch on July 1, 2017, the City completed a variety of preparatory activities including: developing policies, operating procedures, and internal business processes, hiring and training staff, modifying the City's billing system to accommodate TAP, and developing additional information technology resources to support customer application submittals and reviews. In addition, the City focused on a comprehensive customer outreach campaign to support program awareness and enrollment. As a result of the significant planning, preparation, and training, TAP was successfully launched, on-time and in compliance with the City ordinance. Since its launch, TAP operations have been folded into all aspects of WRB and PWD's business processes. In the latter half of the year, while the program was in its infancy, operations continued to evolve, in response to opportunities for greater efficiency and enhanced customer communication. We expect that as the program matures, we will gather additional feedback and data to further inform its ongoing administration.

Philadelphia Code section 19-1605(7)(b)(.1-4) specifies four types of metrics upon which the Department should report each year: Applicants Enrolled in TAP, Applicants Not Enrolled in TAP, Non-TAP Payment Agreements, and Customers Defaulting from TAP. Beginning in July – the same month that the City began receiving customer assistance applications – the City enrolled customers in TAP, or in some cases, alternative programs that would be more beneficial to the customer. **By December 31, 2017, the City had fully processed over 7,500 applications and had enrolled 4,610 customers in TAP.** Together, TAP enrollees had just over \$15.5M in water account arrears at the time of enrollment. In addition to those enrolled in TAP, there were 3,093 applicants not enrolled in TAP. This group includes 1) those who were placed in a program other than TAP because it was determined to be more affordable; and 2) those whose applications were denied. There were no customers who defaulted in TAP during 2017.

In addition to TAP, this document also reports on non-TAP payment agreements between water customers and WRB. **As of December 31, 2017, there were 12,907 active residential payment agreements.** Of these agreements, 10,324 agreements were created in 2017, while 2,583 agreements were created in previous years and were still ongoing.

The 10,324 active residential agreements created in 2017 were made up of 4,797 first standard agreements, 1,985 second standard agreements, 235 ten/five agreements, 3,048 WRBCC agreements, and 259 extended payment agreements. Active residential agreements created in 2017 cover just over \$18.9M in principal debt, \$2.7M in penalties and \$167,000 in other fees (such as returned check fees).

## 2. INTRODUCTION

---

The City of Philadelphia has successfully launched a new Tiered Assistance Program (TAP) for residential customers who meet low-income or Special Hardship criteria pursuant to Section 206.0 through 206.10 of the Philadelphia Water Department Regulations.

This initiative is a result of two essential drivers. The first is Philadelphia Code section 19-1605, enacted in 2015. The second is the Philadelphia Water, Sewer, and Stormwater Rate Board's rate determination.

In both documents mentioned above, TAP is referred to as the Income-Based Water Rate Assistance Program, or IWRAP. This document and all reports going forward, will use the program's operational name, TAP.

The ordinance requires the Revenue Department to submit, by March 31<sup>st</sup> of each year, a written report to the Mayor – with timely copies furnished to the Council President and Chief Clerk of City Council – regarding activities undertaken pursuant to the ordinance that occurred during the previous calendar year. Section 19-1605(7) specifies metrics to be included as a part of this annual report, which are included in Section 4, below.

This report covers calendar year 2017. During this period, the City developed the policies, operating procedures, and internal business processes around program administration. The City continued efforts that it began in 2016 in the areas of:

- » Information technology enhancements (including software development and billing system modifications)
- » Operational and management reporting
- » Significant ongoing training for WRB and PWD staff, as well as for external stakeholders

In addition, the City focused on a comprehensive customer outreach campaign to support program awareness and enrollment. More information on customer outreach and support can be found in Section 3, below.

As a result of these large-scale efforts in planning, preparation, and training, TAP was successfully launched, on-time on July 1, 2017 and in compliance with the City ordinance. Since then, TAP operations have been folded into all aspects of WRB and PWD's business processes – from call centers and intake to collections, accounting, public affairs, and metering. In the latter half of the year, while the program was in its infancy, operations continued to evolve, in response to opportunities for greater efficiency and enhanced customer communication.

Beginning in July, the same month that the City began receiving customer assistance applications, the City enrolled customers in TAP, or in some cases, alternative programs that would be more beneficial to the customer. **By December 31, 2017, the City had fully processed over 7,500 applications and had enrolled 4,610 customers in TAP.**

### 3. CUSTOMER OUTREACH AND SUPPORT

The City has taken numerous steps to inform customers about the program, provide applications to likely applicants, and to support customers throughout the application process. Program advertising occurred both before and after the July 1 launch in the following forms:

- Bill stuffers
- Email(s) with info on how to apply (sent to customers who provided an email)
- Flyer: Program Overview
- Fact Sheet: FAQ (including eligibility criteria)
- Fact Sheet: Get Ready to Apply (includes how to enroll)
- Fact Sheet: New Ways to Get Help
- Fact Sheet: Special Hardships (includes who is qualified)
- Posters (English & Spanish)
- Newspaper ads
- Bus & Bus Shelter ads
- Subway ads

Additionally, a press conference was held in late June to raise the visibility of the program to the public.

The program is designed to be customer friendly, so that anyone can easily obtain an application by accessing it online, calling PWD, visiting WRB, or reaching out to any of several partner organizations. Customers can have an application mailed to them, print an application on the spot, or fill one out online. Application access is primarily customer-driven. The City has supplemented this access for customers likely to apply, by pre-emptively sending applications through the mail to those who had been enrolled in WRAP.

To assist customers with the application process, the City has published several forms of guidance, including a Customer Assistance Application Checklist. The City also provided training to partner organizations, including Utility Emergency Services Fund (UESF), Community Legal Services (CLS) and Neighborhood Energy Centers (NECs), whose participation is critical to the mission of providing assistance where it is needed, due to their action as an important conduit to customers. In addition, representatives of City Council offices and other social service initiatives learned how to help customers access applications and complete them. For several months after the launch, the City also supplemented staffing at WRB's Municipal Services Building Intake area with customer assistance application specialists.

The City maintains a website with all information relevant to the customer service application process. It can be viewed at [www.phila.gov/water/billinghelp](http://www.phila.gov/water/billinghelp).

## 4. REPORTING METRICS

---

City Code Section 19-1605(7)(b) requires several metrics to be provided in this annual report, including:

1. *The number of applicants enrolled in TAP, and a breakdown of such enrollments by income level, along with the gross amount of arrears calculated for these enrollees.*
2. *The number of applicants that were not enrolled in TAP and a breakdown of the reasons for their TAP ineligibility.*
3. *The number of non-TAP payment agreements and a breakdown of such payment agreements by type, term, and amount covered.*
4. *The number of TAP customers who defaulted during the applicable period and the reason(s) for the default.*

Each metric is addressed in this section.

## 4.1 APPLICANTS ENROLLED IN TAP

Between July 1<sup>st</sup> and December 31<sup>st</sup>, 2017, the City enrolled **4,610 customers in TAP**. Together, these enrollees had just **over \$15.5M in water account arrears** at the time of enrollment. For consistency between reports, water account arrears are labeled “Pre-TAP Debt.” Table 1 shows the breakdown of these TAP enrollees in income ranges with respect to the Federal Poverty Guideline.

**Table 1. Applicants Enrolled in TAP in 2017**

Income Level as Compared to Federal Poverty Guideline	Total Enrollees	Total Pre-TAP Debt
Up to 50%	1,027	\$3,243,020.46
Above 50% and up to 100%	2,401	\$8,589,123.96
Above 100% and up to 150%	1,130	\$3,480,156.92
Above 150% and up to 250%	48	\$181,990.37
Above 250%	4	\$16,543.94
<i>Total</i>	<i>4,610</i>	<i>\$15,510,835.65</i>

**Table 2. Total Debt of Applicants Enrolled in TAP in 2017**

Debt Range	Total Enrollees	Total Pre-TAP Debt <sup>1</sup>
< \$0	35	\$(4,860.63)
\$0–\$200	689	\$51,658.49
\$200–\$500	522	\$174,105.61
\$500–\$1,000	581	\$423,826.91
\$1,000–\$2,000	698	\$1,007,379.76
\$2,000–\$5,000	1,077	\$3,529,346.51
\$5,000–\$10,000	654	\$4,642,286.56
\$10,000–\$20,000	290	\$3,845,927.10
\$20,000–\$50,000	59	\$1,518,060.86
\$50,000+	5	\$318,243.85
<b>Total<sup>2</sup></b>	<b>4,610</b>	<b>\$15,510,835.65</b>

<sup>1</sup> Under the ordinance’s requirement to promptly review applications for changed circumstances, there are rare cases where the same customer was enrolled in TAP more than once in the calendar year. In those cases, only that customer’s most recent enrollment and associated debt are reported in Table 1 and Table 2. Applicants Enrolled in TAP in 2017. Since TAP is a program in which customers can recertify for continuous participation, Pre-TAP Debt as shown in the tables above may represent debt that was already protected from enforcement while the customer was previously enrolled in TAP. Thus, the debt is associated with the most recent enrollment, but it may not all be debt newly protected through TAP participation.

<sup>2</sup> The total in Table 2 excludes any customers with account credits at the time of enrollment (which are shown in the first line of the table).

## 4.2 APPLICANTS NOT ENROLLED IN TAP

In addition to the 4,610 applicants enrolled in TAP (see Table 1, above), 3,093 applicants applied but were not enrolled in TAP. This group includes of 1) applicants who were denied for ineligibility or incompleteness following a request for further information, and thus could not be processed; 2) those who were placed in a different program that represented a more affordable alternative; and 3) those whose applications had some other outcome causing it to stop being processed. These reasons are described in further detail in Table 3, below.

**Table 3. Applicants Not Enrolled in TAP**

<b>Outcome</b>	<b>Count</b>
<b>Denied</b>	
Failed to meet Income and Residency Guidelines	104
Failed to meet Income Guidelines (no Special Hardship)	307
Failed to meet Residency Guidelines	235
Installation Type Not Eligible for TAP	10
Missing or Invalid Income or Residency Documentation	1,555 <sup>3</sup>
Missing information on application form	95
Failed to prove Special Hardship	38
<b>Total Denials</b>	<b>2,344</b>
<b>Enrolled in More Affordable Alternative</b>	
Senior Citizen Discounted Bill + Extended Payment Agreement	35
Senior Citizen Discounted Bill <sup>4</sup>	92
Regular Bill + Extended Payment Agreement	273
Regular Bill <sup>5</sup>	121
WRBCC Agreement	152
<b>Total More Affordable Alternative Placements</b>	<b>673</b>
<b>Other Outcomes</b>	
Customer Withdrew Application	3
Data Transfer <sup>6</sup>	73
<b>Total Other Outcomes</b>	<b>76</b>

<sup>3</sup> 54 applications that were denied as of 12/31/17 were denied in error, and have subsequently been approved without any additional information from the customer.

<sup>4</sup> Senior Citizen Discounted Bill may also include a standard payment agreement. Standard agreements are reported in Section 3.3, below.

<sup>5</sup> Regular Bill may also include a standard payment agreement. Standard agreements are reported in Section 3.3, below.

<sup>6</sup> When customers had more than one application in progress at the same time, information was transferred to the newest application for processing, older applications were categorized as "Data Transfer," and were no longer processed.



### 4.3 NON-TAP PAYMENT AGREEMENTS

As of December 31, 2017, there were 12,907 active payment agreements between residential water customers and WRB. Of these agreements, 10,324 (80%) were created in 2017, while 2,583 (20%) were created in previous years and were still ongoing. Residential agreements are categorized as one of four types: first standard, second standard, ten/five (or 10% down, 5% per month) and Water Revenue Bureau Conference Committee (WRBCC) agreements. First standard and second standard agreements are available to residential customers irrespective of income. Under a first standard agreement, a 25% down payment is requested from the customer, while under a second standard agreement, a 50% down payment is requested from the customer. The other two types of agreements, ten/five agreements and WRBCC agreements were available to residential customers who meet income qualifications. The prevalence of new agreements in these two categories has greatly reduced since TAP was launched. The figures reported here represent normal enrollment through July 2017, and then greatly reduced enrollment. A new Extended Payment Agreement was introduced during 2017 to assist customers who were income-ineligible for TAP.

The 10,324 active residential agreements created in 2017 were made up of 4,797 first standard agreements, 1,985 second standard agreements, 235 ten/five agreements, 3,048 WRBCC agreements, and 259 extended payment agreements. Active residential agreements created in 2017 cover just over \$18.9M in principal debt, \$2.7M in penalties and \$167,000 in other fees (such as returned check fees).

Table 4, Table 5, and Table 6 provide counts for active residential agreements as of December 31, 2017 by term range along with the principal, penalties, and other fees covered under the agreements. Table 4 shows information for agreements created in 2017; Table 5 shows agreements created before 2017; and Table 6 shows all agreements (the sum of agreements shown in Table 4 and Table 5).

**Table 4. Active (as of 12/31/17) Residential Agreements Created in Calendar Year 2017**

Agreement Type By Term Range	Count	Principal	Penalties	Other Fees
<b>Standard 1</b>				
0–12	3,377	\$1,252,595.72	\$73,800.41	\$7,088.61
13–24	1,104	\$1,051,929.59	\$68,550.21	\$9,413.76
25–36	178	\$446,401.81	\$49,931.89	\$4,725.73
37–48	85	\$424,943.08	\$58,578.11	\$3,082.93
48–60	53	\$378,801.88	\$67,427.82	\$2,965.51
<b>Total Standard 1</b>	<b>4,797</b>	<b>\$3,554,672.08</b>	<b>\$318,288.44</b>	<b>\$27,276.54</b>
<b>Standard 2</b>				
0–12	1,238	\$588,181.56	\$33,884.09	\$4,868.95
13–24	454	\$475,299.74	\$52,985.42	\$6,091.49
25–36	149	\$300,750.57	\$44,463.57	\$3,999.38
37–48	76	\$283,353.40	\$48,892.79	\$2,707.75
48–60	68	\$366,036.02	\$75,828.67	\$4,128.82
<b>Total Standard 2</b>	<b>1,985</b>	<b>\$2,013,621.29</b>	<b>\$256,054.54</b>	<b>\$21,796.39</b>
<b>10% down, 5% per month</b>				
0–12	1	\$144.17	\$3.09	\$-
13–24	12	\$6,096.99	\$284.12	\$10.00
25–36	42	\$28,064.65	\$1,930.08	\$330.00
37–48	34	\$31,975.73	\$2,670.04	\$379.75
48–60	143	\$429,381.89	\$69,663.87	\$4,676.48
60+	3	\$10,195.85	\$1,722.96	\$40.00
<b>Total 10% down, 5% per month</b>	<b>235</b>	<b>\$505,859.28</b>	<b>\$76,274.16</b>	<b>\$5,436.23</b>
<b>WRBCC</b>				
0–12	2,997	\$11,816,085.41	\$1,948,773.10	\$102,051.98
13–24	51	\$207,671.15	\$48,357.82	\$2,265.02
<b>Total WRBCC</b>	<b>3,048</b>	<b>\$12,023,756.56</b>	<b>\$1,997,130.92</b>	<b>\$104,317.00</b>
<b>Extended Payment Agreements</b>				
13–24	59	\$56,714.56	\$4,054.14	\$730.00
25–36	46	\$62,231.75	\$5,919.89	\$981.00
37–48	29	\$53,820.22	\$4,940.10	\$650.00
48–60	13	\$29,873.88	\$4,546.44	\$352.30
60+	112	\$661,792.79	\$95,096.52	\$5,767.95
<b>Total Extended Payment Agreements</b>	<b>259</b>	<b>\$864,433.20</b>	<b>\$114,557.09</b>	<b>\$8,481.25</b>
<b>Total of all agreements</b>	<b>10,324</b>	<b>\$18,962,342.41</b>	<b>\$2,762,305.15</b>	<b>\$167,307.41</b>

**Table 5. Active (as of 12/31/17) Residential Agreements Created Before 2017**

Agreement Type By Term Range	Count	Principal	Penalties	Other Fees
<b>Standard 1</b>				
0–12	-	\$-	\$-	\$-
13–24	32	\$49,709.25	\$10,679.19	\$970.00
25–36	71	\$174,632.29	\$35,282.37	\$2,549.72
37–48	54	\$180,589.38	\$36,724.16	\$1,890.00
48–60	61	\$249,419.94	\$35,121.00	\$1,340.00
60+	2	\$7,906.78	\$4,115.33	\$80.00
<b>Total Standard 1</b>	<b>220</b>	<b>\$662,257.64</b>	<b>\$121,922.05</b>	<b>\$6,829.72</b>
<b>Standard 2</b>				
0–12	-	\$-	\$-	\$-
13–24	32	\$45,576.84	\$3,821.20	\$390.00
25–36	51	\$180,120.39	\$20,098.65	\$1,648.73
37–48	50	\$134,451.42	\$26,232.76	\$1,953.65
48–60	49	\$190,506.55	\$42,566.41	\$1,870.00
60+	2	\$10,608.10	\$2,446.11	\$150.00
<b>Total Standard 2</b>	<b>184</b>	<b>\$561,263.30</b>	<b>\$95,165.13</b>	<b>\$6,012.38</b>
<b>10% down, 5% per month</b>				
0–12	-	\$-	\$-	\$-
13–24	4	\$2,130.92	\$146.54	\$10.00
25–36	23	\$16,272.84	\$1,232.66	\$280.00
37–48	21	\$19,878.39	\$1,842.94	\$270.00
48–60	158	\$456,976.60	\$60,898.39	\$4,491.86
60+	2	\$5,621.79	\$2,663.96	\$113.67
<b>Total 10% down, 5% per month</b>	<b>208</b>	<b>\$500,880.54</b>	<b>\$66,784.49</b>	<b>\$5,165.53</b>
<b>WRBCC</b>				
0–12	19	\$76,283.98	\$12,530.42	\$700.00
13–24	1,952	\$7,708,128.21	\$1,369,441.74	\$79,922.54
<b>Total WRBCC</b>	<b>1,971</b>	<b>\$7,784,412.19</b>	<b>\$1,381,972.16</b>	<b>\$80,622.54</b>
<b>Total of all agreements</b>	<b>2,583</b>	<b>\$9,508,813.67</b>	<b>\$1,665,843.83</b>	<b>\$98,630.17</b>

**Table 6. Summary of All Active (as of 12/31/17) Residential Agreements as of December 31, 2017**

<b>Agreement Type By Term Range</b>	<b>Count</b>	<b>Principal</b>	<b>Penalties</b>	<b>Other Fees</b>
<b>Standard 1</b>				
0–12	3,377	\$1,252,595.72	\$73,800.41	\$7,088.61
13–24	1,136	\$1,101,638.84	\$79,229.40	\$10,383.76
25–36	249	\$621,034.10	\$85,214.26	\$7,275.45
37–48	139	\$605,532.46	\$95,302.27	\$4,972.93
48–60	114	\$628,221.82	\$102,548.82	\$4,305.51
60+	2	\$7,906.78	\$4,115.33	\$80.00
<b>Total Standard 1</b>	<b>5,017</b>	<b>\$4,216,929.72</b>	<b>\$440,210.49</b>	<b>\$34,106.26</b>
<b>Standard 2</b>				
0–12	1,238	\$588,181.56	\$33,884.09	\$4,868.95
13–24	486	\$520,876.58	\$56,806.62	\$6,481.49
25–36	200	\$480,870.96	\$64,562.22	\$5,648.11
37–48	126	\$417,804.82	\$75,125.55	\$4,661.40
48–60	117	\$556,542.57	\$118,395.08	\$5,998.82
60+	2	\$10,608.10	\$2,446.11	\$150.00
<b>Total Standard 2</b>	<b>2,169</b>	<b>\$2,574,884.59</b>	<b>\$351,219.67</b>	<b>\$27,808.77</b>
<b>10% down, 5% per month</b>				
0–12	1	\$144.17	\$3.09	\$-
13–24	16	\$8,227.91	\$430.66	\$20.00
25–36	65	\$44,337.49	\$3,162.74	\$610.00
37–48	55	\$51,854.12	\$4,512.98	\$649.75
48–60	301	\$886,358.49	\$130,562.26	\$9,168.34
60+	5	\$15,817.64	\$4,386.92	\$153.67
<b>Total 10% down, 5% per month</b>	<b>443</b>	<b>\$1,006,739.82</b>	<b>\$143,058.65</b>	<b>\$10,601.76</b>
<b>WRBCC</b>				
0–12	3,016	\$11,892,369.39	\$1,961,303.52	\$102,751.98
13–24	2,003	\$7,915,799.36	\$1,417,799.56	\$82,187.56
<b>Total WRBCC</b>	<b>5,019</b>	<b>\$19,808,168.75</b>	<b>\$3,379,103.08</b>	<b>\$184,939.54</b>
<b>Extended Payment Agreements</b>				
13–24	59	\$56,714.56	\$4,054.14	\$730.00
25–36	46	\$62,231.75	\$5,919.89	\$981.00
37–48	29	\$53,820.22	\$4,940.10	\$650.00
48–60	13	\$29,873.88	\$4,546.44	\$352.30
60+	112	\$661,792.79	\$95,096.52	\$5,767.95
<b>Total Extended Payment Agreements</b>	<b>259</b>	<b>\$864,433.20</b>	<b>\$114,557.09</b>	<b>\$8,481.25</b>
<b>Total of all agreements</b>	<b>12,907</b>	<b>\$28,471,156.08</b>	<b>\$4,428,148.98</b>	<b>\$265,937.58</b>

## 4.4 CUSTOMERS DEFAULTING FROM TAP

PWD Regulations Section 206.6(c), below, describes the reasons for which a customer may be removed from TAP.

*In addition to removal from TAP pursuant to Section 206.6(a) and (b) of these regulations, a TAP Customer may be removed from TAP for submitting intentionally false enrollment or recertification information/documentation, unauthorized use of service (providing water for use at a location other than the Customer's primary residence), failure to recertify upon request by WRB, or failure to accept and reasonably maintain free conservation services offered by the Water Department.*

During 2017, there were **zero cases of TAP participants defaulting** for reasons of submitting intentionally false information/documentation, unauthorized use of service, or failure to accept and reasonably maintain free conservation services. WRB did not require any TAP participants to recertify for TAP as no customers have yet been active for a full 12-month period. As such, no participants defaulted for due to failure to recertify either. **No customers defaulted from TAP during 2017.**

## 5. CONCLUSION

---

During 2017, the City successfully launched a complex customer assistance program that had been in development for less than two years. Customer participation, though still growing, demonstrates an interest by the public in achieving affordable water bills, which are now a reality for thousands of customers.

In a short six-month period, with the assistance of our partners including Utility Emergency Services Fund (UESF), Community Legal Services (CLS) and Neighborhood Energy Centers (NECs), WRB has successfully **enrolled 4,610 customers in TAP, and none of them have defaulted.**

The City has made significant attempts to provide applications proactively to customers who may be eligible for TAP or one of the other programs. In the coming year, we plan to continue this outreach in the form of mailings (including applications) to existing senior citizen discount customers and water customers on Owner-Occupied Real Estate Tax Payment Agreements (OOPA). More information on these mailings can be found in Appendix A.

Ongoing efforts to foster public awareness of TAP's launch -- through marketing, outreach and government and community partnerships -- have yielded solid results to date. As we approach the close of the program's inaugural year, application submissions and outcomes point to a positive story, with TAP ranking among **2017's top 10 most utilized public assistance programs in Philadelphia**<sup>7</sup>. This ranking is both in the number of residents applying to TAP, and the number of confirmed enrollments in the program. This detail is particularly compelling when it's noted that the list includes some very well-known, long-standing state and local assistance programs, such as CRP, LIHEAP, TANF and Medicaid.

---

<sup>7</sup> Source: Benefits Data Trust

## 6. APPENDIX A – PLANNED OUTREACH

---

The City plans to send customer assistance applications to two targeted groups in the near term. First, we will send a mailing to all senior citizen customers who have not already submitted an application. The City anticipates that this group will receive a mailing in April 2018. Second, we will send a mailing to all water customers with Owner-Occupied Real Estate Tax Payment Agreements (OOPA) who have not already submitted an application. The City anticipates that this group will receive a mailing in May 2018.

WRB will continue to send recertification applications to customers whose WRAP or TAP participation is ending.