

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

**In the Matter of a Proposed Rate Increase in** :  
**Water, Sewer and Storm Water Rates** : **FY 2017-2018 Rates**

**Public Advocate's Interrogatories & Requests for Production of Documents**

Instructions: Please respond to the following Interrogatories and Requests for Production of Documents. Please repeat the interrogatory and provide the name of the person providing the response. Please provide copies of all replies in PDF and/or XLS format via email and/or on CDs.

- PA-RDC-4. Please provide Department accounts receivable aging reports by month for the most recent 36 months available, including within each aging bucket: (a) the number of accounts; (b) the dollars of receivable; and (c) the average balance per account.
- PA-RDC-5. Please provide a usage distribution by month for the most recent 36 months available, including within each distribution range: (a) the number of accounts; (b) the aggregate consumption within that range; (c) the average consumption within that range; and (d) the average bill within that range.
- PA-RDC-6. Please provide, by year for the most three years available, all collectability studies provided assessing the rate at which the Department converts billings into collected revenue.
- PA-RDC-7. Please provide a copy of each residential customer segmentation study performed by or on behalf of the Department within the past three years, in which customer segments were assessed: (a) by income; (b) by payment patterns; or (c) by customer demographics.
- PA-RDC-8. Please provide each payment option available to a residential customer (e.g., on-line, credit card, third-party pay station, vending machine, cash at PWD office,) and the fee, if any, charged to exercise that option. For each payment option, provide by month for the most recent 36 months available: (a) the number of payments made using that option; and (b) the dollars of payments made using each option. If this data is not available for each option identified in response to this question, provide what data is available.

- PA-RDC-9. Please provide each customer satisfaction survey performed within the past 36 months, including but not limited to each point-of-contact customer satisfaction survey.
- PA-RDC-10. Please identify each residential customer service fee imposed, including any late payment charge. Separately provide the cost-justification for such fee.
- PA-RDC-11. For each customer fee identified in response to the immediately preceding question, please provide for the most recent 36 months available: (a) the number of accounts being charged that fee; and (b) the aggregate dollars charged for that fee.
- PA-RDC-12. Please provide by month for the most recent 36 months available by customer class to the extent available: (a) the number of liens filed for unpaid water bills; (b) the number of liens paid-off; (c) the dollars of liens filed for unpaid water bills; and (d) the dollars of liens paid-off.
- PA-RDC-13. Please provide by year for the most recent three years available: (a) a description of each residential water conservation program operated by the Department; (b) the budget for each such program; (c) the total aggregate annual usage reduction achieved by each such program; (d) the average annual percentage per-unit usage reduction achieved by each such program; (e) the average annual percentage per-unit usage reduction achieved by each such program; (f) the average per-unit bill reduction achieved by each such program; and (g) the average annual per-unit bill reduction achieved by each such program.
- PA-RDC-14. Please provide a detailed explanation of the order in which customer payments are applied against various components of an account balance. Indicate, for example, whether late payment charges are paid before usage charges, whether unpaid balances are paid in the order in which they were incurred, etc. Provide all tariff sheets and/or regulatory orders describing and/or approving the posting order that is utilized.
- PA-RDC-15. By month for each the most recent 36 months available, please provide:
- (a) The number of new deferred payment arrangements entered into;
  - (b) The average downpayment (in dollars) of deferred payment arrangements entered into disaggregated by the arrearages at the time the deferred payment arrangement is sought;
  - (c) The average term (in months) of deferred payment arrangements entered into;
  - (d) The average dollar amount of arrears made subject to the deferred payment arrangement disaggregated by their term (in months) of the payment arrangement agreement;

- (e) The average monthly installment of deferred payment arrangements disaggregated by their term (in months) of the payment arrangement agreement;
- (f) The distribution of new deferred payment arrangements by their term (in months);
- (g) The number of defaulted deferred payment arrangements;
- (h) The number of defaulted deferred payment arrangements disaggregated by their term (in months) of the payment arrangement agreement;
- (i) The number of completed (or “successful”) deferred payment arrangements disaggregated by their term (in months) of the payment arrangement agreement.