

**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**

**Tenant Union Representative Network's
Interrogatories & Requests for Production of Documents: Set I**

The Tenant Union Representative Network (“TURN”) hereby propounds the following Interrogatories to the Philadelphia Water Department (“PWD”) to be answered by those employees or agents as many have knowledge of the requested information and who are authorized to answer on behalf of PWD. Answers to these interrogatories are requested within 7 days of receipt or as otherwise agreed by PWD and TURN.

Dated: March 28, 2016

DEFINITIONS AND INSTRUCTIONS

1. In answering these interrogatories and request for documentation, please furnish all information that is known or available to you, regardless of whether the information is possessed directly by you or by your agents, representatives, consultants, or, unless privileged, by your attorney or their agents, employees, representatives, or consultants.

2. If any of these interrogatories or requests for documentation cannot be answer in full at this time, please answer the interrogatory to the extent possible and specify the reason for your inability to answer the remainder of the interrogatory.

3. If you withhold any requested information on a claim of privilege or work-product protection, or for any reason, state with respect to such information: (1) the substance of the information, (2) the nature and basis of the privilege asserted or any other reason for withholding the information, and provide an answer containing the information which is required by the interrogatory and which is not subject to the claimed privilege or protection.

4. Unless otherwise indicated, "Department" or "PWD" refers to the Philadelphia Water Department, it parents, subsidiaries, affiliates, predecessors, and successors and each of their respective past or present officers, directors, employees, consultants and agents, and any person acting or purporting to act on their behalf.

5. Unless otherwise indicated, "TURN" refers to the Tenant Union Representative Network.

6. In these interrogatories, the term USTRA refers to the Utility Services Tenants Rights Act (P.L. 1255, No. 299).

7. These interrogatories shall be deemed to be continuing. PWD is obliged to change, supplement and correct all answers to interrogatories to conform to available information; including such information as first becomes available to PWD after the answers hereto are filed.

8. The answers provided should first restate the question or request and also identify the person(s) supplying the information.

9. If any objection is raised to any part of these interrogatories, all other subparts of that interrogatory, or other interrogatories and their subparts to which there are no objections must be answered within the time limits set.

**Interrogatories
& Requests for Production of Documents: Set I**

- I-1. Please provide a geographic breakdown of PWD tenant customers, by month or by year from FY'12 to present, including, but not limited to council districts, police districts, zip code, census track, political wards, etc. or any internal department classifications including, but not limited to, PWD maintenance districts, or PWD pressure district.
- I-2. Please provide a geographic breakdown of PWD tenants who requested service in their name and were rejected and the reasons for the rejection, by month or by year from FY'12 to present, including, but not limited to council districts, police districts, zip code, census track, political wards, etc. or any internal department classifications including, but not limited to, PWD maintenance districts, or PWD pressure district.
- I-3. Please provide a geographic breakdown of the number of occupants of properties serviced by PWD who requested relief pursuant to USTRA, by month or by year from FY'12 to present, including, but not limited to council districts, police districts, zip code, census track, political wards, etc. or any internal department classifications including, but not limited to, PWD maintenance districts, or PWD pressure district.
- I-4. Please provide a geographic breakdown of the number of occupants of properties serviced by PWD who requested relief pursuant to USTRA and were rejected and the reasons for the rejection, by month or by year from FY'12 to present, including, but not limited to council districts, police districts, zip code, census track, political wards, etc. or any internal department classifications including, but not limited to, PWD maintenance districts, or PWD pressure district.
- I-5. Please provide a geographic breakdown of occupants of properties serviced by PWD who had their utilities maintained or restored pursuant to USTRA, by month or by year from FY'12 to present, including, but not limited to council districts, police districts, zip code, census track, political wards, etc. or any internal department classifications including, but not limited to, PWD maintenance districts, or PWD pressure district.
- I-6. Please provide a geographic breakdown of occupants of properties serviced by PWD who were provided relief pursuant to USTRA but failed to make the necessary payments, by month

or by year from FY'12 to present, including, but not limited to council districts, police districts, zip code, census track, political wards, etc. or any internal department classifications including, but not limited to, PWD maintenance districts, or PWD pressure district.

I-7. Please provide a geographic breakdown of the outstanding balances of PWD customers at the time the residential occupants of their properties were provided relief pursuant to USTRA, by month or by year from FY'12 to present, including, but not limited to council districts, police districts, zip code, census track, political wards, etc. or any internal department classifications including, but not limited to, PWD maintenance districts, or PWD pressure district.

I-8. Please provide the PWD protocols and procedures for determining whether or not the occupants of a property are to be notified of their rights under USTRA before and/or after a water shut-off takes place, including copies of all USTRA-related notices sent to landlord ratepayers and tenants.

I-9. Please provide a list and description of what documentation is required by the PWD to establish that an occupant is eligible for the protections of USTRA.

I-10. Please provide the PWD protocols and procedures for notifying the occupants of a property of their rights under USTRA before and/or after a water shut-off takes place.

I-11. Please provide the PWD materials, protocols and procedures for training appropriate staff, including those providing customer service, regarding the requirements imposed by USTRA on customers and PWD.

I-12. Please provide a geographic breakdown of the number and amounts of judgments in foreclosure actions against PWD residential customers prosecuted to sheriff sale, by month or by year from FY'12 to present, including, but not limited to council districts, police districts, zip code, census track, political wards, etc. or any internal department classifications including, but not limited to, PWD maintenance districts, or PWD pressure district.

I-13. Please provide a geographic breakdown of the number and amounts of judgments in foreclosure actions against PWD residential customers prosecuted to sheriff sale on properties occupied by persons who were provided relief pursuant to USTRA, by month or by year from

FY'12 to present, including, but not limited to council districts, police districts, zip code, census track, political wards, etc. or any internal department classifications including, but not limited to, PWD maintenance districts, or PWD pressure district.

I-14. Please provide a geographic breakdown of the number and projected amounts of judgments in foreclosure actions against PWD residential customers prosecuted to sheriff sale on properties occupied by persons who were provided relief pursuant to USTRA, by month or by year from FY'12 to present, including, but not limited to council districts, police districts, zip code, census track, political wards, etc. or any internal department classifications including, but not limited to, PWD maintenance districts, or PWD pressure district.

I-15. Please provide a copy of the contract between PWC and the Revenue Collection Bureau and any other contracts between PWC and any other entities tasked with administering USTRA.

I-16. Reference the City of Philadelphia Five Year Financial and Strategic Plan for Fiscal Years 2017-2021 presented to City Council on March 3, 2016, Law Department Plans, page 90, "Utilize Sheriff Sale Process to Collect Water Receivables."

- a. Please provide any reports relating to the referenced "earlier pilot program...completed in FY16 [that] demonstrated the revenue generation potential of this initiative."
- b. Please provide any cost-benefit analysis of this plan to "Utilize Sheriff Sale Process to Collect Water Receivable" "in the case of USTRA tenant protected properties" including the impact on tenants, the cost of relocation of tenants, and the impact on city services due to displaced tenants.

I-17. Reference the City of Philadelphia Five Year Financial and Strategic Plan for Fiscal Years 2017-2021 presented to City Council on March 3, 2016, Law Department Plans, page 161, "Increased Sheriff Sales."

- a. Please provide any reports relating to the decision to expand beyond vacant properties the referenced "FY16...successful pilot program [that] selected properties for Sheriff Sale based on the amount of Water debt owed. This is particularly effective for vacant properties and land where water shut off is not a viable collection tool."
- b. Please provide any cost benefit analysis of this plan to increase sheriff sales, including any analysis of the likelihood of payment of water bills by future purchasers and any procedures to prevent delinquent owners from purchasing the properties through a straw buyer.

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

Re: Application of the Philadelphia Water
Department for Increased Rates and
Related Charges

Fiscal Years 2017-2018

CERTIFICATE OF SERVICE

.I hereby certify that I have this day served a true and correct copy of the
foregoing interrogatories by e-mail upon the parties listed below.

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Dated: March 28, 2016