

**RESPONSE TO COMMUNITY LAWYERING CLINIC'S INTERROGATORIES AND  
REQUESTS FOR PRODUCTION OF DOCUMENTS**

**I-1.** Please provide a geographic breakdown of PWD residential customers, per month or by year from FY'12 to present, including but not limited to counsel 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.

**Response:**

See response to PA-RDC-4. Please note that there are no reports that capture data for “counsel districts, police districts, zip code, census track, political wards, etc.” The data is provided by Route.

**Response Provided by:** Michelle Bethel and Mark Harvey, Philadelphia Water Revenue Bureau

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**I-2.** Please provide a geographic breakdown of PWD residential customers shutoffs, per 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.

**Response:**

Due to the voluminous nature of the request, copies of delinquent account shutoffs by district will be provided to Parties upon request in CD form.

**Response Provided by:** Debra McCarty and Stephen Junod, Philadelphia Water Department

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**I-3.** Please provide all relevant criteria that are taken into consideration when a water service shut-off occurs.

**Response:** Residential customer shutoffs are performed for non-payment when a customer has delinquent debt of more than \$75.00 that covers two or more billing periods, and after the customer has received two notices of pending shutoff.

Commercial customer shutoffs are performed for non-payment when a customer has delinquent debt of more than \$150.00 that covers one or more billing periods, and after the customer has received one notice of pending shutoff.

In the case of both residential and commercial customers, debt that is covered by an active bankruptcy, an active payment agreement, or is in dispute, is not included in the delinquent debt. Debt is considered delinquent when it has not been paid by its due date.

Residential customer shutoffs for non-payment are not performed from December 1st through March 31st.

For noncompliance service shutoffs please refer to our regulations:

### 100.4 Shut off of Service

(a) Nothing in this regulation shall modify the Department's right to shut off service without prior notice to prevent or alleviate an emergency which presents a danger to life or property.

(b) In addition to shut offs caused by revocations of acceptance of applications, the WRB may cause the PWD to terminate water service at a Residential Property, after notice has been given and the opportunity for a hearing provided, on the following grounds:

(2) when the PWD or the WRB is denied for two consecutive billing periods access to the Residential Property to read or make changes or repairs to the meter.

**Response Provided by:** Michelle Bethel and Mark Harvey, Philadelphia Water Revenue Bureau

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**I-4.** Please provide the most common reasons that water service shut-offs occur.

**Response:**

See response to I-3.

**Response Provided by:** Michelle Bethel and Mark Harvey, Philadelphia Water Revenue Bureau

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**I-5.** Please provide the most common reasons that PWD closes a residential customer account.

**Response:**

The account number is unique to each installation and does not change or close regardless of termination of service, transfer of ownership, or disconnection from the City ferrule. Additionally, each individual customer also has a unique customer number that is either active or inactive; it is never closed.

**Response Provided by:** Michelle Bethel and Mark Harvey, Philadelphia Water Revenue Bureau

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**I-6.** Please provide information on commercial delinquent customers including; your biggest commercial delinquent customer and the monetary amount they owe.

**Response:**

Hawthorne Associates; 4901-37 Stenton Avenue, Philadelphia, PA, 19144-3040; \$494,378.

**Response Provided by:** Michelle Bethel and Mark Harvey, Philadelphia Water Revenue Bureau

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**I-7.** Please provide what documentation is required to establish a residential customer account with PWD.

**Response:**

Customer Type	Documentation Required
Owner	Recorded deed
Tenant	<ol style="list-style-type: none"> <li>1. His or her name and current address, and, when available, a current telephone number.</li> <li>2. Provide at least one form of personal identification in the form of a United States or State government issued photo identification. Other forms of personal identification will be referred to a WRB Supervisor.</li> <li>3. Satisfactory evidence of owner's authorization to reside at the location. Such evidence will usually be in writing, including, for example, a current: Rental Agreement or Agreement of Sale for the location for which the applicant desires service, a lease, rent book, money order receipts, canceled checks, other utility bills in the applicant's name at that address, rent receipts, or other written evidence of tenancy or written evidence of the owner's consent to occupancy.</li> </ol>
Occupant with Ownership Interest	<ol style="list-style-type: none"> <li>1. His or her name and current address, and, when available, a current telephone number.</li> <li>2. Provide at least one form of personal identification in the form of a United States or State government issued photo identification. Other forms of personal identification will be referred to a WRB Supervisor.</li> <li>3. If the record owner is alive, the applicant must provide one of the following:               <ol style="list-style-type: none"> <li>a. Authorization to occupy the premises;</li> <li>b. An unrecorded deed including one by gift or donation;</li> <li>c. A lease purchase agreement with the record owner and payment receipts;</li> <li>d. Correspondence from an attorney stating the applicant has a credible claim to the property and the attorney is representing the applicant in the process of obtaining title;</li> </ol> </li> <li>4. If the record owner is deceased, the applicant must provide:               <ol style="list-style-type: none"> <li>a. Death certificate, obituary, or letter from funeral director, and</li> <li>b. Name and physical address of the Executor or</li> </ol> </li> </ol>

	<p>Administrator of the Estate and all known heirs; and</p> <ol style="list-style-type: none"> <li>c. Proof of relationship to record owner or if not an heir, verification that the applicant previously occupied the property with the deceased owner</li> </ol> <ol style="list-style-type: none"> <li>5. Utility bills (PECO or PGW) in the applicant's name at the location for which application is made.</li> <li>6. A completed application where the applicant agrees to pay for service supplied in his or her name.</li> </ol>
<p>Occupant without Ownership Interest</p>	<ol style="list-style-type: none"> <li>1. His or her name and current address, and, when available, a current telephone number.</li> <li>2. Provide at least one form of personal identification in the form of a United States or State government issued photo identification. Other forms of personal identification will be referred to a WRB Supervisor.</li> <li>3. If the record owner is alive, the applicant must provide one of the following <ol style="list-style-type: none"> <li>a. Authorization to occupy the premises;</li> <li>b. An unrecorded deed including one by gift or donation;</li> <li>c. A lease purchase agreement with the record owner and payment receipts;</li> <li>d. Correspondence from an attorney stating the applicant has a credible claim to the property and the attorney is representing the applicant in the process of obtaining title;</li> </ol> </li> <li>4. If the record owner is deceased; the applicant must provide: <ol style="list-style-type: none"> <li>a. Death certificate, obituary, or letter from funeral director, and</li> <li>b. Name and physical address of the Executor or Administrator of the Estate and all known heirs; and</li> <li>c. Proof of relationship to record owner or if not an heir, verification that the applicant previously occupied the property with the deceased owner; or</li> <li>d. Proof of tenancy (see above)</li> </ol> </li> <li>5. Utility bills (PECO or PGW) in the applicant's name at the location for which application is made.</li> <li>6. A completed application where the applicant agrees to pay for service supplied in his or her name.</li> </ol>

**Response Provided by:** Michelle Bethel and Mark Harvey, Philadelphia Water Revenue Bureau



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**I-8.** Please provide what documentation is required to establish that someone is an occupant with ownership interest.

**Response:**

See response to I-7.

**Response Provided by:** Michelle Bethel and Mark Harvey, Philadelphia Water Revenue Bureau

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**I-9.** Please provide what documentation is required to establish that someone is an occupant without ownership interest.

**Response:**

See response to I-7.

**Response Provided by:** Michelle Bethel and Mark Harvey, Philadelphia Water Revenue Bureau