

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

In the Matter of the Philadelphia Water Department's Proposed Change in Water, Wastewater, and Stormwater Rates and Related Charges **Fiscal Years 2024 – 2025 Rates and Charges to Become Effective : September 1, 2023 and September 1, 2024**

**PUBLIC ADVOCATES DISCOVERY REQUESTS
&
REQUESTS FOR PRODUCTION OF DOCUMENTS**

- PA-XI-1. Please explain the process for transferring outstanding balances between an owner's account and an occupant customer account. Please set forth in detail any differences in process that applies (a) when the occupant has permission to reside in the property from a living owner, or (b) when the occupant qualifies based on their intestate interest in the property.
- PA-XI-2. Please explain the process for transferring outstanding balances between an owner's (or landlord agent's) account and a residential tenant's account. Please set forth in detail any differences in process that applies (a) based on the date of application, or (b) based on the effective date of the lease.
- PA-XI-3. Please explain any process for transferring outstanding balances between an owner's account and an occupant's account that occurs (without customer request) when the occupant enrolls in TAP.
- PA-XI-4. Please explain any process for transferring outstanding balances between an owner's (or landlord agent's) account and a tenant's account that occurs (without customer request) when a tenant enrolls in TAP.
- PA-XI-5. Please describe the manner in which pre-TAP arrears is calculated for:
- a. An Owner customer;
 - b. A Tenant customer; and
 - c. An Occupant customer.