Tiered Assistance Program (TAP)

Debt Forgiveness

About Debt Forgiveness
We created Debt Forgiveness to help customers. It allows customers enrolled in TAP to clear eligible debt from their accounts by paying 24 TAP bills in full.

Eligible Debt
Two kinds of charges contribute to the debt on your water account: Principal and Penalty debt.

- **Principal** refers to unpaid water bills.
- **Penalties** are charges added when you have not paid a bill in full.

Debt Forgiveness applies to principal and penalties on your water account before your first approved enrollment in TAP (known as “pre-TAP debt”). Penalty Forgiveness started first, and Principal Forgiveness was added later. For this reason, if you first enrolled in TAP before September 2020, you can achieve Penalty Forgiveness before achieving Principal Forgiveness.

Tracking your Progress toward Debt Forgiveness
If you’re enrolled in TAP, the second page of your bill has a “TAP History” box.

You’ll see two numbers: your “Earned penalty forgiveness counter” and “Earned principal forgiveness counter.” These counters show how many TAP bills you have paid in full. When either or both counters reach 24, you can expect to see a credit on your next bill for your pre-TAP debt.

Partial Payments
Every time you pay the amount of a full bill, the forgiveness counter increases by one.

We will accept multiple installments to cover the cost of a full bill. But a partial installment will only increase the counter when the cost of a full bill is reached.