

Customer Assistance Application

This form is used to apply for assistance, including the Tiered Assistance Program (TAP) and Senior Citizen Discount. For customers currently enrolled in existing assistance programs, this form can also be used to apply for recertification.

How to Complete this Form

- 1. Read.** Read through the entire application first, including the Program Eligibility Guidelines.
- 2. Gather.** Use the checklist below to help make sure you've gathered all the information and documentation you'll need.
- 3. Fill & Sign.** Fill in the form. Make sure to sign the bottom section of Part 2 and any of the attachments.
- 4. Enclose.** Place copies of all required documentation in the envelope. Please **do not send originals**; supporting documents sent will **NOT** be returned.

- 5. Submit.** When you're finished, you can mail your completed form and documentation to us at:



Water Revenue Bureau
Customer Assistance Application Processing Center
P.O. Box 51270, Philadelphia, PA 19115

Need in-person help with your application? Contact the Utility Emergency Services Fund (UESF) hotline at (855) 827-8373.


Questions on your application? Email watercap@phila.gov.
Note: Application materials cannot be submitted over email.

 **If you requested this application because you are in danger of shutoff, submit your application within 14 days to avoid shutoff.**

Application Checklist: Here's what you'll need to gather in order to fill out this application.

-  **Applicant & Household Info**
We'll ask for names, birth dates, and monthly income amounts for household members, including the applicant. We also ask for social security or tax ID numbers, though they are not required.
-  **Two Proofs of Residency**
You will need **TWO (2) DIFFERENT items** from the bulleted list below.
Example: Many customers submit an ID with current address and two utility bills.
 - Current government issued ID (like driver license or ID card) with current address.
 - Voter registration card.
 - Lease or six months of rent receipts.
 - TWO Utility bills (like WRB, PGW, PECO, cable, internet or phone) must include service and mailing addresses.
 - TWO Mortgage statements.
 - TWO Student loan billing statements.
 - TWO Bank statements.
 - Any of the Income Documentation types below, except income support form.

Must be dated in the last six months.

Same document can't be used for both Proof of Residency and Income Documentation.
-  **Household Income Documentation**
For EACH source of income in the household, you will need **ONE of the following**, dated in the last 12 months. *If you are reporting zero income, we will ask about how you pay for living expenses in Attachment B.*
 - Prior year's federal income tax return or W-2
 - Pay stubs (must be consecutive and cover at least 30 days)
 - Benefit award letters or statements (such as unemployment compensation printout, worker's compensation award, Social Security, pension, or welfare benefits)
 - Income support form (Attachment A)



If you're eligible due to a Special Hardship, additional documentation is required. See Attachment C.