

CUSTOMER NAME  
STREET ADDRESS  
PHILADELPHIA PA 19136

Questions:

[www.phila.gov](http://www.phila.gov)

**(215) 685-6300**

Monday-Friday, 8am-5pm

## Customer Assistance Recertification Notice

MON DD, YYYY

Dear Customer:

It is time for you to recertify for your [PLAN=~] Customer Assistance program.

- **Recertification for assistance by [TAP\_DT01=~]:** You can access a personalized application by going to [TAP\_WEBSITE=~]. If you want to fill out a paper application and mail it in to WRB, you can select *Print Now* or *Mail me an Application* from the website. Select *Apply Online* to complete the application online. You can also get an application by calling our Contact Center at (215) 685-6300 and asking a representative to have it mailed to you.
- Please note, your application ID is [APPL\_ID=~]. You will need to enter your application number along with your Water Access Code and zip code to retrieve your personalized application.
- If we do not receive your new application before the date listed above, you'll automatically be removed from the program, and all past due charges, penalties and fees will be due immediately.
- **WRAP customers who fail to recertify will not be able to re-enter WRAP.**

If you have questions, please call our Contact Center at (215) 685-6300 or go online to [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help). You can also get in-person help with your application at over two dozen locations throughout Philadelphia. Call the Utility Emergency Services Fund (UESF) hotline at 1 (855) 827-8373 or visit [phillyh2o.info/help-map](http://phillyh2o.info/help-map).

Thank you,  
Water Revenue Bureau

### Water Access Code:

Refer to Water Bill

### Account Number:

Refer to Water Bill

### Service Address:

STREET ADDRESS

PHILADELPHIA PA 19136