

CUSTOMER NAME
STREET ADDRESS
PHILADELPHIA PA 19136

Questions:

www.phila.gov

(215) 685-6300

Monday-Friday, 8am-5pm

Customer Assistance Recertification Notice

MON DD, YYYY

Second Notice

Dear Customer:

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

- **Recertify for assistance by [TAP_DT02=~]:** 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. 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.

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