

RESPONSE TO
PUBLIC ADVOCATE'S INTERROGATORIES (SET VI)
AND
REQUESTS FOR PRODUCTION OF DOCUMENTS
QUESTIONS 1-32

Dated: March 2023

1 **PA-VI-1.** PLEASE IDENTIFY THE ADDRESS AND TELEPHONE NUMBER OF EACH
2 PWD AND/OR WRB CUSTOMER SERVICE CENTER THAT HAS BEEN
3 OPEN TO THE PUBLIC WITHIN THE MOST RECENT 24 MONTHS. IF
4 THERE HAVE BEEN TIME PERIODS IN WHICH SUCH CENTERS WERE
5 NOT OPEN TO THE PUBLIC, FOR EACH CENTER, IDENTIFY WHICH
6 DATES THOSE CENTERS WERE CLOSED.

7
8 **RESPONSE:**

9 Please see [https://www.phila.gov/services/water-gas-utilities/pay-or-dispute-a-water-](https://www.phila.gov/services/water-gas-utilities/pay-or-dispute-a-water-bill/pay-a-water-bill/)
10 [bill/pay-a-water-bill/](https://www.phila.gov/services/water-gas-utilities/pay-or-dispute-a-water-bill/pay-a-water-bill/).

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12 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-2.** FOR EACH CUSTOMER SERVICE CENTER CURRENTLY OPEN TO THE
2 PUBLIC, PLEASE IDENTIFY THE DAYS AND HOURS FOR EACH CENTER
3 IN WHICH:

- 4 A. THE PUBLIC MAY WALK-IN TO MAKE A PAYMENT;
5 B. THE PUBLIC MAY WALK-IN TO NEGOTIATE A PAYMENT PLAN;
6 C. THE PUBLIC MAY WALK-IN TO ADDRESS A PENDING
7 NONPAYMENT TERMINATION;
8 D. THE PUBLIC MAY WALK-IN TO APPLY TO BE A OCCUPANT
9 AND/OR TENANT CUSTOMER;
10 E. THE PUBLIC MAY CALL-IN TO TALK WITH A PWD
11 REPRESENTATIVE;
12 F. THE PUBLIC MAY CALL-IN TO MAKE A PAYMENT.

13
14 **RESPONSE:**

15 Please see response PA-VI-1 above.
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17 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-3.** FOR EACH CUSTOMER SERVICE CENTER OPEN TO THE PUBLIC
2 WITHIN THE MOST RECENT 24 MONTHS, PLEASE IDENTIFY:
3 A. THE NUMBER OF CUSTOMER APPLICATIONS RECEIVED,
4 DISAGGREGATED BY HOMEOWNER, TENANT, AND OCCUPANT;
5 B. THE NUMBER OF CUSTOMER APPLICATIONS DENIED
6 DISAGGREGATED BY HOMEOWNER, TENANT AND OCCUPANT
7 AND DISAGGREGATED FURTHER BY REASON FOR THE DENIAL.
8

9 **RESPONSE:**

10 After reasonable investigation, no reports have been identified that capture the
11 information requested.
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13 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-4.** FOR EACH CUSTOMER SERVICE CENTER OPEN TO THE PUBLIC
2 WITHIN THE MOST RECENT 24 MONTHS, PLEASE IDENTIFY THE
3 NUMBER OF DEFERRED PAYMENT ARRANGEMENTS ENTERED INTO
4 DISAGGREGATED BY THE TYPE OF ARRANGEMENT (E.G., STANDARD,
5 EXTENDED, TAP).
6

7 **RESPONSE:**

8 After reasonable investigation, no reports have been identified that capture the information
9 requested.
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11 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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PA-VI-5. FOR EACH CUSTOMER SERVICE CENTER OPEN TO THE PUBLIC
WITHIN THE MOST RECENT 24 MONTHS, BY MONTH FOR THE PAST 24
MONTHS, PLEASE PROVIDE:

- A. THE NUMBER OF BUDGETED FULL-TIME STAFF POSITIONS TO
SERVE THE PUBLIC;
- B. THE ACTUAL NUMBER OF FULL-TIME STAFF POSITIONS TO
SERVE THE PUBLIC;
- C. THE NUMBER OF BUDGETED PART-TIME STAFF POSITIONS TO
SERVE THE PUBLIC;
- D. THE NUMBER OF ACTUAL PART-TIME STAFF POSITIONS TO
SERVE THE PUBLIC.

RESPONSE:

Please see response attachment PA-VI-5.

RESPONSE PROVIDED BY: Susan M. Crosby, Water Revenue Bureau

1 **PA-VI-6.** FOR EACH CUSTOMER SERVICE CENTER OPEN TO THE PUBLIC
2 WITHIN THE MOST RECENT 24 MONTHS, BY MONTH FOR THE PAST 24
3 MONTHS, PLEASE PROVIDE:

- 4 A. THE NUMBER OF CUSTOMER ASSISTANCE PROGRAM
5 APPLICATIONS TAKEN;
6 B. THE NUMBER OF CUSTOMER ASSISTANCE PROGRAM
7 APPLICATIONS DENIED, BY REASON FOR THE DENIAL;
8 C. THE NUMBER OF CUSTOMER ASSISTANCE PROGRAM
9 APPLICATIONS APPROVED BY PROGRAM FOR WHICH THE
10 CUSTOMER WAS APPROVED.

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12 **RESPONSE:**

13 After reasonable investigation, no reports have been identified that capture the information
14 requested.

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16 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau

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1 **PA-VI-7.** FOR EACH CUSTOMER SERVICE CENTER OPEN TO THE PUBLIC
2 WITHIN THE PAST 24 MONTHS, BY MONTH FOR EACH OF THE PAST 24
3 MONTHS, PLEASE PROVIDE THE NUMBER OF VISITS DISAGGREGATED
4 BY THE REASON FOR THE VISIT (E.G., MAKE PAYMENT, NEGOTIATE
5 PAYMENT ARRANGEMENT; FILE COMPLAINT; APPLY FOR CUSTOMER
6 ASSISTANCE PROGRAM, ETC.).

7
8 **RESPONSE:**

9 After reasonable investigation, no reports have been identified that capture the information
10 requested.

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12 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-8.** FOR EACH CUSTOMER SERVICE CENTER OPEN TO THE PUBLIC
2 WITHIN THE PAST 24 MONTHS, BY MONTH FOR EACH OF THE PAST 24
3 MONTHS, PLEASE PROVIDE:

- 4 A. THE NUMBER OF TENANT APPLICATIONS TAKEN;
5 B. THE NUMBER OF TENANT APPLICATIONS DENIED
6 DISAGGREGATED BY REASON FOR THE DENIAL.

7
8 **RESPONSE:**

9 After reasonable investigation, no reports have been identified that capture the information
10 requested.

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12 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-9.** FOR EACH CUSTOMER SERVICE CENTER OPEN TO THE PUBLIC
2 WITHIN THE PAST 24 MONTHS, BY MONTH FOR EACH OF THE PAST 24
3 MONTHS, PLEASE PROVIDE:

- 4 A. THE NUMBER OF OCCUPANT APPLICATIONS TAKEN;
5 B. THE NUMBER OF OCCUPANT APPLICATIONS DENIED
6 DISAGGREGATED BY REASON FOR THE DENIAL.

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8 **RESPONSE:**

9 After reasonable investigation, no reports have been identified that capture the information
10 requested.

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12 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau

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1 **PA-VI-10.** BY MONTH FOR THE MONTHS OCTOBER 2020 TO PRESENT INCLUSIVE,
2 PLEASE PROVIDE IN EXCEL FORMAT:

- 3 A. THE NUMBER OF TAP PARTICIPANTS WITH A PRE-PROGRAM
4 ARREARAGE BALANCE WHICH BALANCE IS SUBJECT TO FUTURE
5 FORGIVENESS;
6 B. THE NUMBER OF TAP PARTICIPANTS WITH A PRE-PROGRAM
7 ARREARAGE BALANCE WHICH BALANCE IS SUBJECT TO FUTURE
8 FORGIVENESS AND WHICH BALANCE HAD BEEN MADE SUBJECT
9 TO A LIEN;
10 C. THE DOLLARS OF TAP PRE-PROGRAM ARREARAGE BALANCES
11 WHICH BALANCES ARE SUBJECT TO FUTURE FORGIVENESS AND
12 WHICH BALANCES HAVE BEEN MADE SUBJECT TO A LIEN.

13
14 **RESPONSE:**

15 Please see response attachment PA-VI-10 TAP Liens.
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17 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-11.** PLEASE PROVIDE A DETAILED DESCRIPTION OF WHAT OCCURS TO A
2 LIEN FOR AN UNPAID PWD BILL IF A PWD CUSTOMER ENROLLS IN
3 TAP WITH THE CUSTOMER'S PRE-PROGRAM ARREARS SUBJECT TO
4 FUTURE FORGIVENESS.

5
6 **RESPONSE:**

7 When a customer enrolls in TAP, any existing liens for unpaid bills remain on the property
8 until the underlying amount is paid or the underlying amount is forgiven pursuant to the
9 customer's earned forgiveness while in TAP. When the debt secured by the lien is paid, the
10 lien is marked satisfied with the court. If the debt secured by the lien is forgiven, the lien is
11 marked vacated with the court.

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13 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-12.** BY YEAR FOR THE YEARS FISCAL YEAR 2020, 2021, 2022 AND 2023
2 (YTD), IN EXCEL FORMAT, PLEASE PROVIDE:
3 A. THE NUMBER OF LIENS SATISFIED;
4 B. THE NUMBER OF LIENS VACATED;
5 C. THE DOLLARS OF LIENS SATISFIED;
6 D. THE DOLLARS OF LIENS VACATED.

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8 **RESPONSE:**

9 Please see response attachment PA-VI-12.

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11 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-13.** BY YEAR FOR THE YEARS FISCAL YEAR 2020, 2021, 2022, AND 2023
2 (YTD), IN EXCEL FORMAT, PLEASE PROVIDE:

- 3 A. THE NUMBER OF ACTIVE TAP ACCOUNTS FOR WHICH A NEW
4 LIEN WAS PERFECTED WHILE THE CUSTOMER WAS AN ACTIVE
5 TAP PARTICIPANT;
- 6 B. THE NUMBER OF ACTIVE TAP ACCOUNTS FOR WHICH A NEW
7 LIEN WAS PERFECTED PRIOR TO THE TIME THE CUSTOMER
8 BECAME AN ACTIVE TAP PARTICIPANT;
- 9 C. THE NUMBER OF ACTIVE TAP ACCOUNTS WHOSE LIEN WAS
10 SATISFIED WHILE THE CUSTOMER WAS AN ACTIVE TAP
11 PARTICIPANT;
- 12 D. THE NUMBER OF ACTIVE TAP ACCOUNTS WHOSE LIEN WAS
13 VACATED WHILE THE CUSTOMER WAS AN ACTIVE TAP
14 PARTICIPANT;
- 15 E. THE DOLLARS OF TAP ACCOUNTS FOR WHICH A NEW LIEN WAS
16 PERFECTED WHILE THE CUSTOMER WAS AN ACTIVE TAP
17 PARTICIPANT;
- 18 F. THE DOLLARS OF TAP ACCOUNTS WHOSE LIEN WAS SATISFIED
19 WHILE THE CUSTOMER WAS AN ACTIVE TAP PARTICIPANT;
- 20 G. THE DOLLARS OF TAP ACCOUNTS WHOSE LIEN WAS VACATED
21 WHILE THE CUSTOMER WAS AN ACTIVE TAP PARTICIPANT;

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23 **RESPONSE:**

24 After reasonable investigation, no reports have been identified that capture the information
25 requested.

26
27 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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- 1 **PA-VI-14.** WITH RESPECT TO THE USE OF SEQUESTRATION AS A COLLECTION
2 DEVICE FOR WATER ARREARS, PLEASE PROVIDE BY MONTH FOR
3 FISCAL YEARS 2020, 2021, 2022, AND 2023 (YTD):
- 4 A. THE NUMBER OF PETITIONS FILED SEEKING COURT
5 APPOINTMENT OF A SEQUESTRATOR.
- 6 B. THE NUMBER OF INDIVIDUAL PROPERTIES WITH FUNDS THAT
7 WERE SEQUESTERED;
- 8 C. THE NUMBER OF INDIVIDUAL PROPERTIES WITH FUNDS THAT
9 WERE NOT SEQUESTERED;
- 10 D. THE NUMBER OF INDIVIDUAL PROPERTIES WHERE THERE WAS A
11 CUSTOMER ENROLLED IN TAP AT THE TIME THE PETITION WAS
12 FILED;
- 13 E. THE NUMBER OF INDIVIDUAL PROPERTIES THAT ENROLLED IN
14 TAP AFTER THE PETITION WAS FILED;
- 15 F. THE NUMBER OF INDIVIDUAL PROPERTIES THAT WERE
16 ENROLLED IN THE TAX HARDSHIP PROGRAM CODIFIED AT
17 PHILADELPHIA CODE §19-1305 AT THE TIME THE PETITION WAS
18 FILED;
- 19 G. THE NUMBER OF INDIVIDUAL PROPERTIES THAT ENROLLED IN
20 THE TAX HARDSHIP PROGRAM CODIFIED AT PHILADELPHIA
21 CODE §19-1305 AFTER THE PETITION WAS FILED;
- 22 H. THE AVERAGE DOLLARS OF ARREARS ON SEQUESTERED
23 PROPERTIES;
- 24 I. THE AVERAGE DOLLARS OF COLLECTIONS ON SEQUESTERED
25 PROPERTIES.

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27 **RESPONSE:**
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- 1 A. The number of petitions filed are tracked by fiscal year and are as follows: FY2020:
2 1,108; FY2021: 86, FY2022: 309; FY2023 (to date): 310.
3 B. There are no reports available responsive to this request.
4 C. There are no reports available responsive to this request.
5 D. There were no petitions filed against properties owned by TAP customers.
6 E. There are no reports available responsive to this request.
7 F. There were no petitions filed against properties enrolled in the tax program known as
8 the Owner-Occupied Payment Agreement codified at Philadelphia Code §19-1305 at
9 the time the petition was filed.
10 G. There are no reports available responsive to this request.
11 H. There are no reports available responsive to this request.
12 I. There are no reports available responsive to this request.

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14 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-15.** PLEASE PROVIDE A DETAILED EXPLANATION OF HOW PWD/WRB
2 DETERMINES IF A PROPERTY IS A RENTAL PROPERTY SUBJECT TO
3 SEQUESTRATION.
4

5 **RESPONSE:**

6 Preparation of this response is in progress and will be provided in the future.
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8 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-16.** REFERENCE PWD STATEMENT 5 AT Q&A 14.

2 A. SHOULD THIS TESTIMONY BE READ TO MEAN THAT IN EACH
3 SEQUESTRATION PROCEEDING, THE CITY SEEKS COURT-
4 APPOINTMENT OF A SEQUESTRATOR TO COLLECT BOTH
5 OUTSTANDING TAX AND WATER DEBT?

6 B. OF THE SEQUESTRATION PETITIONS FILED IN FY 2020, 2021, AND
7 2022, WHAT PERCENTAGE SOUGHT APPOINTMENT OF A
8 SEQUESTRATOR WITH AUTHORITY TO COLLECT BOTH
9 OUTSTANDING TAX AND WATER DEBT?

10
11 **RESPONSE:**

12 A. No. By filing a Petition for Sequestration, the City seeks a court-appointed
13 sequestrator to collect outstanding real estate tax and/or water debt owed on a
14 property. Some accounts only have water debt that is due and subject to the
15 sequestration action. The City seeks the Sequestrator to collect whatever debt is
16 detailed in the petition.

17 B. There are no reports available responsive to this request.
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19 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-17.** BY MONTH FOR EACH MONTH SINCE OCTOBER 2021, PROVIDE IN
2 EXCEL FORMAT:

- 3 A. BY 9-DIGIT ZIP CODE, THE NUMBER OF NONPAYMENT
4 TERMINATION NOTICES ISSUED TO RESIDENTIAL CUSTOMERS;
5 B. BY 9-DIGIT ZIP CODE SINCE OCTOBER 2021, THE NUMBER OF
6 NONPAYMENT TERMINATIONS FOR RESIDENTIAL CUSTOMERS.

7
8 **RESPONSE:**

9 After reasonable investigation, no reports have been identified that capture the information
10 requested.

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12 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-18.** BY MONTH FOR THE MOST RECENT 24 MONTHS AVAILABLE, IN
2 EXCEL FORMAT, PLEASE PROVIDE:

3 A. THE NUMBER OF LIHWAP RECIPIENTS WHO WERE NOT ACTIVE
4 TAP PARTICIPANTS;

5 B. THE DOLLARS OF LIHWAP ASSISTANCE RECEIVED BY
6 CUSTOMERS WHO WERE NOT ACTIVE TAP PARTICIPANTS;

7 C. THE NUMBER OF LIHWAP RECIPIENTS WHO WERE TENANTS;

8 D. THE NUMBER OF LIHWAP RECIPIENTS WHO WERE OCCUPANTS;

9 E. THE DOLLARS OF LIHWAP BENEFITS RECEIVED BY TENANTS;

10 F. THE DOLLARS OF LIHWAP BENEFITS RECEIVED BY OCCUPANTS;

11 G. THE NUMBER OF LIHWAP RECIPIENTS WHOSE NAME DID NOT
12 MATCH THE CUSTOMER'S NAME AT THE TIME LIHWAP WAS
13 RECEIVED;

14 H. THE DOLLARS OF LIHWAP BENEFITS TO RECIPIENTS WHOSE
15 NAME DID NOT MATCH THE CUSTOMER'S NAME AT THE TIME
16 LIHWAP WAS RECEIVED.

17
18 **RESPONSE:**

19 After reasonable investigation, no reports have been identified that capture the information
20 requested.
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22 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-19.** PLEASE PROVIDE A DETAILED DESCRIPTION OF WHAT PWD/WRB DID
2 WHEN A PERSON RECEIVED LIHWAP AND THE CUSTOMER'S NAME
3 DID NOT MATCH THE NAME OF THE LIHWAP RECIPIENT.
4

5 **RESPONSE:**

6 Preparation of this response is in progress and will be provided in the future.
7

8 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-20.** BY MONTH FOR THE MOST RECENT 24 MONTHS AVAILABLE, IN
2 EXCEL FORMAT, PLEASE PROVIDE:

- 3 A. THE NUMBER OF ACCOUNTS ASSIGNED TO COLLECTION
4 AGENCIES DISAGGREGATED BY THE NAME AND ADDRESS OF
5 THE COLLECTION AGENCY;
- 6 B. THE DOLLARS ASSIGNED TO COLLECTION AGENCIES
7 DISAGGREGATED BY THE NAME AND ADDRESS OF THE
8 COLLECTION AGENCY;
- 9 C. THE NUMBER OF ACCOUNTS ON WHICH A PAYMENT WAS
10 COLLECTED BY A COLLECTION AGENCY DISAGGREGATED BY
11 THE NAME OF THE COLLECTION AGENCY;
- 12 D. THE DOLLARS OF PAYMENTS COLLECTED BY A COLLECTION
13 AGENCY DISAGGREGATED BY THE NAME OF THE COLLECTION
14 AGENCY;
- 15 E. THE FEES PAID TO A COLLECTION AGENCY DISAGGREGATED BY
16 THE NAME OF THE COLLECTION AGENCY;
- 17 F. THE NUMBER OF ACCOUNTS WHICH WERE REMOVED FROM THE
18 COLLECTION AGENCY WITHOUT PAYMENT DISAGGREGATED BY
19 THE NAME OF THE COLLECTION AGENCY;
- 20 G. THE DOLLARS OF ARREARAGES WHICH WERE REMOVED FROM
21 THE COLLECTION AGENCY WITHOUT PAYMENT
22 DISAGGREGATED BY THE NAME OF THE COLLECTION AGENCY.

23
24 **RESPONSE:**

25 Please see response attachment PA-VI-20.

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27 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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PA-VI-21. FOR EACH COLLECTION AGENCY TO WHOM UNPAID BALANCES WERE ASSIGNED WITHIN THE IMMEDIATELY PRECEDING 24 MONTHS, PLEASE PROVIDE A COPY OF THE CONTRACT WITH THE COLLECTION AGENCY.

RESPONSE:

Preparation of this response is in progress and will be provided in the future.

RESPONSE PROVIDED BY: Susan M. Crosby, Water Revenue Bureau

1 **PA-VI-22.** BY MONTH FOR THE MOST RECENT 24 MONTHS AVAILABLE, IN
2 EXCEL FORMAT, PLEASE PROVIDE:

- 3 A. THE NUMBER OF ACCOUNTS ASSIGNED TO A THIRD PARTY
4 ENTITY TO COLLECT DOLLARS THROUGH THE SEQUESTRATION
5 PROCESS DISAGGREGATED BY THE NAME OF THE THIRD PARTY
6 ENTITY;
- 7 B. THE DOLLARS ASSIGNED TO THIRD PARTY ENTITY
8 DISAGGREGATED BY THE NAME AND ADDRESS OF THE THIRD
9 PARTY ENTITY FOR WHOM ACCOUNTS WERE ASSIGNED TO
10 COLLECT DOLLARS THROUGH THE SEQUESTRATION PROCESS;
- 11 C. THE NUMBER OF ACCOUNTS ON WHICH A PAYMENT WAS
12 COLLECTED BY A THIRD PARTY ENTITY THROUGH THE
13 SEQUESTRATION PROCESS, DISAGGREGATED BY THE NAME OF
14 THE THIRD PARTY ENTITY;
- 15 D. THE DOLLARS OF PAYMENTS COLLECTED BY A THIRD PARTY
16 ENTITY THROUGH THE SEQUESTRATION PROCESS,
17 DISAGGREGATED BY THE NAME OF THE THIRD PARTY ENTITY;
- 18 E. THE FEES PAID TO EACH THIRD PARTY ENTITY COLLECTING
19 UNPAID BALANCES THROUGH THE SEQUESTRATION PROCESS,
20 DISAGGREGATED BY THE NAME OF THE THIRD PARTY ENTITY;
- 21 F. THE NUMBER OF ACCOUNTS WHICH WERE REMOVED AFTER
22 HAVING BEEN ASSIGNED TO A THIRD PARTY ENTITY FOR
23 COLLECTION THROUGH THE SEQUESTRATION PROCESS, WHICH
24 REMOVAL OCCURRED WITHOUT ANY SEQUESTRATION
25 PAYMENTS RECEIVED, DISAGGREGATED BY THE NAME OF THE
26 THIRD PARTY ENTITY;
- 27 G. THE DOLLARS OF ARREARAGES WHICH WERE REMOVED FROM
28 THE THIRD PARTY ENTITY AFTER HAVING BEEN ASSIGNED TO

1 THE ENTITY FOR COLLECTION THROUGH THE SEQUESTRATION
2 PROCESS, WHICH REMOVAL OCCURRED WITHOUT ANY
3 SEQUESTRATION PAYMENTS RECEIVED, DISAGGREGATED BY
4 THE NAME OF THE THIRD PARTY ENTITY.

5
6 **RESPONSE:**

7 After reasonable investigation, no reports have been identified that capture the information
8 requested.

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10 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-23.** BY MONTH FOR THE MOST RECENT 24 MONTHS AVAILABLE, IN
2 EXCEL FORMAT, PLEASE PROVIDE:

- 3 A. THE NUMBER OF ACCOUNTS ASSIGNED TO A THIRD PARTY
4 ENTITY TO COLLECT DOLLARS THROUGH THE MUNICIPAL
5 COURTS (OTHER THAN THROUGH LIENS OR SEQUESTRATION)
6 DISAGGREGATED BY THE NAME OF THE THIRD PARTY ENTITY;
- 7 B. THE DOLLARS ASSIGNED TO SUCH A THIRD PARTY ENTITY
8 DISAGGREGATED BY THE NAME OF THE THIRD PARTY ENTITY;
- 9 C. THE NUMBER OF ACCOUNTS ON WHICH A PAYMENT WAS
10 COLLECTED BY A THIRD PARTY ENTITY THROUGH THE
11 MUNICIPAL COURTS (OTHER THAN THROUGH LIENS OR
12 SEQUESTRATION), DISAGGREGATED BY THE NAME OF THE
13 THIRD PARTY ENTITY;
- 14 D. THE DOLLARS OF PAYMENTS COLLECTED BY A THIRD PARTY
15 ENTITY THROUGH THE MUNICIPAL COURTS (OTHER THAN
16 THROUGH LIENS OR SEQUESTRATION), DISAGGREGATED BY
17 THE NAME OF THE THIRD PARTY ENTITY;
- 18 E. THE FEES PAID TO EACH THIRD PARTY ENTITY COLLECTING
19 UNPAID BALANCES THROUGH THE MUNICIPAL COURTS (OTHER
20 THAN THROUGH LIENS OR SEQUESTRATION), DISAGGREGATED
21 BY THE NAME OF THE THIRD PARTY ENTITY;
- 22 F. THE NUMBER OF ACCOUNTS WHICH WERE REMOVED AFTER
23 HAVING BEEN ASSIGNED TO A THIRD PARTY ENTITY FOR
24 COLLECTION THROUGH THE MUNICIPAL COURTS (OTHER THAN
25 THROUGH LIENS OR SEQUESTRATION), WHICH REMOVAL
26 OCCURRED WITHOUT ANY PAYMENTS RECEIVED,
27 DISAGGREGATED BY THE NAME OF THE THIRD PARTY ENTITY;
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1 G. THE DOLLARS OF ARREARAGES WHICH WERE REMOVED FROM
2 THE THIRD PARTY ENTITY AFTER HAVING BEEN ASSIGNED TO
3 THE ENTITY FOR COLLECTION THROUGH THE MUNICIPAL
4 COURTS (OTHER THAN THROUGH LIENS OR SEQUESTRATION),
5 WHICH REMOVAL OCCURRED WITHOUT ANY PAYMENTS
6 RECEIVED, DISAGGREGATED BY THE NAME OF THE THIRD
7 PARTY ENTITY.

8
9 **RESPONSE:**

10 After reasonable investigation, no reports have been identified that capture the information
11 requested.

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13 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-24.** BY FISCAL YEAR, FOR EACH OF THE NEXT THREE FISCAL YEARS,
2 PLEASE IDENTIFY THE FULL DOLLAR AMOUNT OF OPERATIONAL
3 SAVINGS EXPECTED TO BE GENERATED BY INCREASING THE
4 DOLLAR BALANCE FOR NONPAYMENT TERMINATIONS TO \$1,000.

5
6 **RESPONSE:**

7 See response to PA-VI-25. After reasonable investigation, no reports have been identified
8 that capture the information requested. Terminations are generally handled by the
9 Delinquency and Restoration Unit within the Operations Divisions. Given the workload of
10 this unit, no savings are anticipated.

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12 **RESPONSE PROVIDED BY:** Philadelphia Water Department and Water Revenue Bureau
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1 **PA-VI-25.** BY FISCAL YEAR, FOR EACH OF THE NEXT THREE FISCAL YEARS,
2 PLEASE IDENTIFY THE DOLLAR IMPACT ON COLLECTIONS EXPECTED
3 TO BE GENERATED BY INCREASING THE DOLLAR BALANCE FOR
4 NONPAYMENT TERMINATIONS TO \$1,000.

5
6 **RESPONSE:**

7 The enforcement policy only went into effect in July 2023. There are no projections
8 regarding the impact of this specific policy on collections available at this time.

9
10 **RESPONSE PROVIDED BY:** Philadelphia Water Department and Water Revenue Bureau

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1 **PA-VI-26.** IN BY MONTH FOR THE IMMEDIATELY PRECEDING 24 MONTHS,
2 PLEASE PROVIDE IN EXCEL FORMAT:

3 A. THE NUMBER OF ACCOUNTS THAT WERE NOT ACTIVE TAP
4 PARTICIPANTS WITH AN UNPAID ARREARAGE BALANCE OF
5 \$1,000 OR MORE;

6 B. THE NUMBER OF ACTIVE TAP PARTICIPANTS WITH AN UNPAID
7 ARREARAGE BALANCE OF \$1,000 OR MORE.

8
9 **RESPONSE:**

10 After reasonable investigation, no reports have been identified that capture the information
11 requested in part A.

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13 For part B, refer to the information provided in response to PA-I-25 regarding account
14 balances at the time of enrollment in TAP.

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17 **RESPONSE PROVIDED BY:** Raftelis Financial Consultants, Inc. and Water Revenue Bureau
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1 **PA-VI-27.** BY MONTH FOR THE IMMEDIATELY PRECEDING 24 MONTHS, PLEASE
2 PROVIDE IN EXCEL FORMAT, THE NUMBER OF RESIDENTIAL
3 ACCOUNTS THAT WERE NOT TERMINATED FOR NONPAYMENT WHILE
4 CARRYING AN UNPAID BALANCE OF \$1,000 OR MORE IN THAT
5 MONTH:
6 A. FOR ACTIVE TAP PARTICIPANTS;
7 B. FOR RESIDENTIAL CUSTOMERS WHO WERE NOT TAP
8 PARTICIPANTS.

9
10 **RESPONSE:**

11 After reasonable investigation, no reports have been identified that capture the information
12 requested.

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14 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-28.** BY MONTH FOR THE IMMEDIATELY PRECEDING 24 MONTHS, PLEASE
2 PROVIDE IN EXCEL FORMAT THE NUMBER OF RESIDENTIAL
3 ACCOUNTS THAT WERE TERMINATED FOR NONPAYMENT, BUT THAT
4 WOULD NOT HAVE BEEN TERMINATED HAD THE MINIMUM DOLLAR
5 BALANCE USED TO TRIGGER A NONPAYMENT TERMINATION BEEN
6 \$1,000.

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8 **RESPONSE:**

9 After reasonable investigation, no reports have been identified that capture the information
10 requested.

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12 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-29.** BY MONTH FOR THE IMMEDIATELY PRECEDING 24-MONTHS, PLEASE
2 PROVIDE IN EXCEL FORMAT, THE NUMBER OF RESIDENTIAL
3 ACCOUNTS THAT WERE TERMINATED FOR NONPAYMENT OF A
4 BALANCE OF \$1,000 OR MORE THAT WERE RECONNECTED.

5
6 **RESPONSE:**

7 After reasonable investigation, no reports have been identified that capture the information
8 requested.

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10 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-30.** BY MONTH FOR THE IMMEDIATELY PRECEDING 24-MONTHS, PLEASE
2 PROVIDE IN EXCEL FORMAT, FOR THE RESIDENTIAL ACCOUNTS
3 THAT WERE TERMINATED FOR NONPAYMENT OF A BALANCE OF
4 \$1,000 OR MORE AND THAT WERE SUBSEQUENTLY RECONNECTED:
5 A. THE AVERAGE DOLLAR BALANCE AT THE TIME OF
6 TERMINATION;
7 B. THE AVERAGE DOLLAR BALANCE REMAINING ON THE
8 ACCOUNT AFTER RECONNECTION.

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10 **RESPONSE:**

11 After reasonable investigation, no reports have been identified that capture the information
12 requested.

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14 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-31.** PLEASE PROVIDE SIGNED CONTRACTS AND/OR RENEWALS
2 CURRENTLY IN PLACE BETWEEN PWD AND/OR WRB AND
3 A. RAFTELIS FINANCIAL CONSULTING
4 B. BLACK AND VEATCH
5

6 **RESPONSE:**

7 Preparation of this response is in progress and will be provided in the future.
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9 **RESPONSE PROVIDED BY:** Philadelphia Water Department
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1 **PA-VI-32.** PLEASE DESCRIBE ANY ONGOING COMMUNICATIONS,
2 COLLABORATION, AND/OR DISCUSSIONS BETWEEN PWD AND/OR
3 WRB AND THE MUNICIPAL OFFICE THAT DETERMINES INCOME-
4 ELIGIBILITY FOR THE PHILADELPHIA TAX HARDSHIP PROGRAM
5 CODIFIED AT PHILADELPHIA CODE §19-1305 WITH RESPECT TO
6 SHARING INFORMATION ABOUT INCOME OR RESIDENCY ELIGIBILITY
7 BETWEEN THE PROGRAMS.

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9 **RESPONSE:**

10 See response to PA-I-3 and PA-I-4.

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12 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau

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