

**SUPPLEMENTAL RESPONSE TO
PUBLIC ADVOCATE'S INTERROGATORIES (SET VI)
AND
REQUESTS FOR PRODUCTION OF DOCUMENTS
QUESTIONS 15, 19, 21**

Dated: March 2023

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.
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5 **RESPONSE:**

6 An account is suitable for the City's sequestration program if the account has been flagged
7 USTRA and/or includes a landlord indicator that suggests that property is used as a rental
8 property. Additionally, the account is selected only if it has a delinquent balance of
9 \$3,500 or more and a portion of that debt has been lienied. The City excludes any account
10 from the sequestration program if it: has an active bankruptcy, has an active
11 dispute/appeal, has been placed with outside counsel or outside collection agencies, has an
12 active payment agreement, is enrolled in TAP, receives the senior citizen discount, and/or
13 has been designated as a low-income/vulnerable customer based on other City
14 administrative data.
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16 **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.
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5 **RESPONSE:**

6 WRB received a list from the Commonwealth that contained LIHWAP recipients that
7 matched City properties. If a LIHWAP recipient name associated with a property did not
8 match the customer name for that water account, WRB assumed the recipient to be a
9 tenant or occupant and applied the grant to the water customer's account for that property
10 regardless of the names not matching. WRB relied on the Commonwealth's confirmation
11 that the grant recipient had provided sufficient proof of residency at that address.
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13 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-VI-21.** FOR EACH COLLECTION AGENCY TO WHOM UNPAID BALANCES
2 WERE ASSIGNED WITHIN THE IMMEDIATELY PRECEDING 24 MONTHS,
3 PLEASE PROVIDE A COPY OF THE CONTRACT WITH THE COLLECTION
4 AGENCY.

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6 **RESPONSE:**

7 Please see response attachment PA-VI-21.

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

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