

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 30 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.
-  **Proof of Residency** You will need **ONE (1) item** from the bulleted list below, dated in the last 12 months. *Example: Many customers submit an ID with current address.*
 - Current government issued ID (like driver license or ID card) with current address.
 - Voter registration card.
 - Lease or rent receipt.
 - Utility bills (like PGW, PECO, cable, internet or phone).
 - Student loan billing statement.
 - Bank statement.
 - Any of the Income Documentation types below, except income support form.

Must show address where you live.
-  **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 your household has no 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
 - 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.