

RESPONSE TO
PUBLIC ADVOCATE'S INTERROGATORIES (SET XII)
AND
REQUESTS FOR PRODUCTION OF DOCUMENTS
QUESTIONS 1-13

Dated: April 2023

1 **PA-XII-1.** PLEASE PROVIDE A COMPLETE LIST OF ALL OUTREACH IN THE
2 BLACK COMMUNITY UNDERTAKEN “IN CONCERT WITH COMMUNITY
3 ORGANIZATIONS” BETWEEN THE DATES OF JUNE 16, 2021 AND THE
4 PRESENT. INCLUDE IN THIS LIST THE DATE OF THE OUTREACH, THE
5 MECHANISM BY WHICH PWD DETERMINED IT WAS DIRECTED TO
6 “THE BLACK COMMUNITY,” THE PERSONS/HOUSEHOLDS/CUSTOMERS
7 REACHED BY THE OUTREACH, AND THE COMMUNITY
8 ORGANIZATION OR ORGANIZATIONS PWD WORKED “IN CONCERT
9 WITH”.

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11 **RESPONSE:**

- 12 1. Staff from the Communications and Engagement Division participates in over 200
13 community tabling events annually and incorporates Customer Assistance Program
14 (CAP) materials into every aspect of outreach. With limited staff capacity, we must
15 prioritize the tabling events we attend.

16
17 To prioritize events, we use a “heat” map with zip codes that illustrates the areas
18 where shutoffs have previously occurred to prioritize assistance program outreach.

19
20 **Heat Map Zip Codes**

21 19121 19134 19146 19131
22 19132 19139 19145 19148
23 19133 19143 19142 19138

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25 We also use Census data and work with elected officials to determine their constituent
26 demographics to foster ongoing relationships and share information about PWD’s
27 programs and services that can be shared with their constituents. We participate in
28 legacy events to maintain existing relationships with the community.

1 Please see the attachment PA-XII-1A for “PWD Customer Outreach Events List June
2 2021 – Present.”

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4 **2.** PWD Communications & Engagement Division staff partnered with PECO and PGW
5 to host a series of virtual Utility Fairs to ensure utility CAPs are more accessible to
6 customers who need them. Utility Emergency Fund (UESF) staff were also on hand to
7 help all three utilities through their Utility Grant Program.

- 8 • 11 virtual Utility Fair events on Wednesdays and Saturdays in February and
9 March 2022, where dedicated staff from PWD, PECO and PGW helped
10 customers apply for assistance.
- 11 • 5 virtual Utility Fair events on Wednesdays in June 2022 where dedicated staff
12 from PWD, PECO and PGW helped customers apply for assistance.
- 13 • An in-person Utility Fair on Saturday, June 25, 2022 at the Community of
14 Compassion CDC where representatives from PWD, PECO, PGW, Department
15 of Revenue, PA Department of Human Services, Energy Coordinating Agency
16 (ECA), UESF, Community Legal Services (CLS), and the Pennsylvania Utility
17 Commission (PUC) participated, creating a comprehensive, one-stop shop to
18 help customers apply for assistance and answer questions.

19
20 Communications & Engagement Division staff also organized the below dedicated
21 events to help water customers apply for assistance:

- 22 • 9 virtual Water Assistance Day events on Wednesdays in August and
23 September 2021, where dedicated PWD staff helped customers apply for
24 assistance.
- 25 • 15 Water Assistance Clinics on Wednesdays from July 20 to October 26, 2022,
26 where dedicated PWD staff helped customers apply for assistance.

1 **3.** Our Community Engagement team participated in 92 community meetings, meeting
2 with local residents, providing information on PWD’s programs and services,
3 including our CAP. Please see attachment PA-XII-1B for Public Engagement Team
4 Meetings screenshots 1 – 5.

5
6 **4.** PWD staff also made CAP Presentations at the following events:

- 7 • October 1, 2021 – Energy Coordinating Agency Annual Energy Conference
- 8 • December 15, 2021 - PECO Be Utility Wise Workshop
- 9 • October 12, 2022 - HAPCO General Membership Meeting
- 10 • October 14, 2022 – Energy Coordinating Agency Annual Energy Conference
- 11 • October 19, 2022 - 42nd Ward Leaders Meeting
- 12 • December 1, 2022 – Women’s Energy Network, Energy Insecurity Panel
- 13 • March 22, 2023 - PECO Be Utility Wise Conference
- 14 • April 5, 2023 – PWD CAP Presentation for Philly Counts Partner Call

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16 **5.** PWD launched a partnership with Community Resource Corps (CRC), an organization
17 out of the Mayor’s Office Civic Engagement and Volunteer Service, that is dedicated
18 to projects that help mitigate poverty. This partnership, which began in late March,
19 2022 focused on outreach to customers who were previously denied for incomplete
20 applications, TAP customers who failed to recertify and delinquent customers in areas
21 with high/concentrated delinquency.

22
23 CRC’s outreach was conducted in three phases, beginning with phone banking. CRC
24 members made 1,386 calls and received responses from 504 customers, of which 225
25 needed support filling out applications.

26
27 The second phase consisted of canvassing door to door to assist those customers who
28 needed support. PWD’s Language Access Coordinator provided tip cards, language

1 lists and translated CAP fact sheets to CRC representatives to serve limited English
2 proficient customers in the field.

3
4 The third phase involved following up with customers to confirm they submitted their
5 applications and getting their feedback about the application process.

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7 By the end of the project in June 2022, CRC representatives worked with the 225
8 customers to successfully submit 75 applications.

9
10 CRC started a texting campaign in July 2022 and below is a summary of their efforts
11 up until December 2, 2022:

- 12 • Total texts sent: 17,248
- 13 • Total residents contacted via text: 11,543
- 14 • Total residents who requested assistance connecting to CAP/TAP: 2,552
- 15 • Total residents reached via phone: 1,132
- 16 • Total residents connected to CAP/TAP: 984

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18 In July 2022, PWD also partnered with Philly Counts, and focused on customers who
19 were facing water shutoff. Using 13 phone bankers from the Mayor's Commission on
20 Aging. As of October 21, 2022, these representatives made 14,961 call attempts and
21 connected 1,072 customers to assistance.

22
23 PWD Digital Customer Service staff provided real-time assistance to CRC staff through a
24 dedicated Microsoft Teams chat, allowing their staff to increase customer service.

25
26 PWD's Community & Engagement Division will also partner with CRC and Philly
27 Counts in 2023 to increase its outreach to vulnerable customers.

1 See, PWD Statement 8 at 4-6; PWD Monthly Reports to Rate Board (TAP Outreach); and
2 see attachment PA-XII-1C for the Annual Report to the Mayor on Tiered Assistance
3 Program at 10-12 (dated March 31, 2023).
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5 **RESPONSE PROVIDED BY:** Philadelphia Water Department
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1 **PA-XII-2.** PLEASE PROVIDE A COMPLETE LIST OF “COMMUNITY MEETINGS,
2 SUMMITS OR OTHER GATHERINGS” ORGANIZED BY PWD BETWEEN
3 THE DATES OF JUNE 16, 2021 AND THE PRESENT AT WHICH
4 “COMMUNITY MEETINGS, SUMMITS OR OTHER GATHERINGS”
5 ORGANIZED BY PWD WERE USED TO “COMMUNICATE THE
6 AVAILABILITY OF ASSISTANCE FOR PWD CUSTOMERS.”
7 A. SEPARATELY IDENTIFY EACH “PROPOSAL” RAISED AT EACH SUCH
8 COMMUNITY MEETING, SUMMIT OR OTHER GATHERING;
9 B. SEPARATELY DOCUMENT THE MANNER IN WHICH SUCH
10 “PROPOSALS” RAISED AT SUCH COMMUNITY MEETING, SUMMIT OR
11 OTHER GATHERING WAS “CONSIDERED” BY PWD.
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13 **RESPONSE:**

14 See response to PA-XII-1.
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16 **RESPONSE PROVIDED BY:** Philadelphia Water Department
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1 **PA-XII-3.** PLEASE PROVIDE A COMPLETE LIST OF MEETINGS WITH “BLACK
2 COMMUNITY LEADERS AND BLACK GRASSROOTS COMMUNITY
3 MEMBERS” ORGANIZED BY PWD BETWEEN THE DATES OF JUNE 16,
4 2021 AND THE PRESENT, AT WHICH MEETINGS PWD DISCUSSED WITH
5 SUCH “BLACK COMMUNITY LEADERS AND BLACK GRASSROOTS
6 COMMUNITY MEMBERS” “WHAT ASPECTS OF PROCESSES RELATED
7 TO TAP APPLICATION, ENROLLMENT AND RECERTIFICATION CAN BE
8 IMPROVED UPON.” INCLUDE IN THIS LIST THE INCLUDE IN THIS LIST
9 THE DATE OF THE MEETING, THE LOCATION OF THE MEETING, THE
10 NAMES AND CONTACT INFORMATION FOR BOTH THE “BLACK
11 COMMUNITY LEADERS” AND THE “BLACK GRASSROOTS
12 COMMUNITY MEMBERS” WITH WHOM PWD MET, AND ANY MEETING
13 MINUTES OR WRITTEN SUMMARY OF THE DISCUSSION WHICH
14 OCCURRED AT EACH MEETING.

15 A. SEPARATELY IDENTIFY EACH “PROPOSAL” RAISED AT EACH SUCH
16 MEETING;

17 B. SEPARATELY DOCUMENT THE MANNER IN WHICH SUCH
18 “PROPOSALS” RAISED AT SUCH MEETINGS WERE “CONSIDERED” BY
19 PWD.
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21 **RESPONSE:**

- 22 1. PWD Communications & Engagement staff reached out to State Representative
23 Donna Bullock on July 28, 2021 about partnering on Customer Assistance Program
24 (CAP) events. Representative Bullock shared the below events, which PWD staff
25 attended:

26 8/4/21: Office hours at the Strawberry Mansion NAC

27 8/21/21: Senior Festival at Oak Street Health Center

28 8/28/21: Basketball Tournament and tabling event

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2. PWD Communications & Engagement staff met with the Executive Director, Tonnetta Graham, of the Strawberry Mansion CDC on July 29, 2021 where we discussed the different issues customers had applying for PWD’s CAP including tangled titles and landlords without renter’s licenses.

We mentioned the option of tenant customers and referred them to Community Legal Services (CLS) for assistance with tangled titles. We also committed to attending future events to assist customers with assistance applications. Tonnetta’s email address is tonnetta@strawberrymansioncdc.org.

3. PWD Communications & Engagement Division staff partnered with PECO and PGW to host a series of virtual Utility Fairs to ensure utility CAPs are more accessible to customers who need them. Utility Emergency Fund (UESF) staff were also on hand to help all three utilities through their Utility Grant Program.

To promote these events, PWD staff shared promotional materials with all City councilmembers and State Representatives Donna Bullock and Joanna McClinton as well as our partner organizations at UESF and Energy Coordinating Agency (ECA).

- 11 virtual Utility Fair events on Wednesdays and Saturdays in February and March 2022, where dedicated staff from PWD, PECO and PGW helped customers apply for assistance.
- 5 virtual Utility Fair events on Wednesdays in June 2022 where dedicated staff from PWD, PECO and PGW helped customers apply for assistance.
- An in-person Utility Fair on Saturday, June 25, 2022 at the Community of Compassion CDC where representatives from PWD, PECO, PGW, Department of Revenue, PA Department of Human Services, ECA, UESF, CLS, and the

1 Pennsylvania Utility Commission (PUC) participated, creating a
2 comprehensive, one-stop shop to help customers apply for assistance and
3 answer questions.
4

5 4. PWD Communications & Engagement Division staff also organized the below
6 dedicated events to help water customers apply for assistance. We shared promotional
7 materials with all City councilmembers and State Representatives Donna Bullock and
8 Joanna McClinton as well as our partner organizations at UESF and ECA:

- 9 • 9 virtual Water Assistance Day events on Wednesdays in August and
10 September 2021, where dedicated PWD staff helped customers apply for
11 assistance.
- 12 • 15 Water Assistance Clinics on Wednesdays from July 20 to October 26, 2022,
13 where dedicated PWD staff helped customers apply for assistance.
14

15 5. During the summer of 2022, the Philadelphia Department of Public Health interviewed
16 several organizations about their experiences assisting Philadelphians experiencing
17 water shutoffs and other forms of water insecurity and provided a memo with findings
18 to the Water and Revenue Departments (see attachment PA-XII-3). The following
19 organizations were interviewed:

- 20 • Drexel University Kline School of Law Andy and Gwen Stern Community
21 Lawyering Clinic
- 22 • Community Legal Services
- 23 • Federally Qualified Health Center 1
- 24 • Federally Qualified Health Center 2
- 25 • Hunting Park NAC
- 26 • Legal Clinic for the Disabled
- 27 • New Kensington CDC
- 28 • No More Secrets Mind Body Spirit Inc.

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- Nurse-Family Partnership
- Philadelphia Energy Authority
- Philly VIP
- Primary Care Clinic
- Strawberry Mansion NAC
- UESF
- West Philadelphia Promise Neighborhood

RESPONSE PROVIDED BY: Philadelphia Water Department

1 **PA-XII-4.** PLEASE PROVIDE EACH PROPOSAL MADE BY PWD TO THE CITY'S
2 OFFICE OF IMMIGRANT AFFAIRS, OR RECEIVED BY PWD FROM THE
3 CITY'S OFFICE OF IMMIGRANT AFFAIRS, BETWEEN THE DATES OF
4 JUNE 16, 2021 AND THE PRESENT, WITH RESPECT TO PWD'S
5 COMMITMENT TO "CONSIDER CHANGES IN ITS LANGUAGE ACCESS
6 PLANS." SEPARATELY IDENTIFY EACH STAFFPERSON IN THE CITY'S
7 OFFICE OF IMMIGRANT AFFAIRS WITH WHOM PWD MET WITH, OR
8 CONFERRED WITH. SEPARATELY PROVIDE A COMPLETE LIST OF THE
9 DATES AND LOCATIONS OF EACH MEETING WITH THE CITY'S OFFICE
10 OF IMMIGRANT AFFAIRS, ALONG WITH A COMPLETE DESCRIPTION
11 OF THE SUBJECT MATTER OF EACH MEETING.
12

13 **RESPONSE:**

14 PWD has a designated Language Access Coordinator, Laura Copeland and added an
15 alternate language access coordinator, Saterria Kersey, to conduct additional language
16 access employee training and increase document translations. PWD's Language Access
17 Coordinators communicate with their Office of Immigrant Affairs (OIA) liaison, Maria
18 Giraldo-Gallo, on a monthly basis to obtain language access guidance to ensure continued
19 compliance with the City's language access directives and timely payment of vendor
20 invoices. Maria also helps address language access concerns including vendor translation
21 issues with the goal of improving services.
22

23 PWD updated its Language Access Plan in March 2022, and it can be found here:

24 [https://www.phila.gov/media/20220322124938/LANGUAGE-ACCESS-PLAN-MARCH-](https://www.phila.gov/media/20220322124938/LANGUAGE-ACCESS-PLAN-MARCH-2022_FINAL-Signed.pdf)
25 [2022_FINAL-Signed.pdf](https://www.phila.gov/media/20220322124938/LANGUAGE-ACCESS-PLAN-MARCH-2022_FINAL-Signed.pdf)
26

27 As noted on page 14 in the Language Access Plan, PWD is required to conduct an annual
28 evaluation of Language Access Plan to determine its overall effectiveness and Department

1 goals/strategies for serving limited English Proficient residents. This is accomplished
2 through annual reporting to the OIA.

3
4 Annual reporting was paused in 2020 and 2021 due to the COVID-19 pandemic but
5 resumed in early 2022. Between February 2022 up to the present, Maria provided FY21,
6 FY22 and FY23 annual reporting guidance via email (approximately 35 emails).

7
8 Below are descriptions of emails highlighting specific language access improvement
9 guidance:

- 10
- 11 • 11/18/21: PWD staff reached out to Maria in OIA about the availability of 2020
12 Census data to determine if there was a change in the most frequent languages
13 used in Philadelphia. Maria advised that the latest Census data was not available,
14 but did share recommendations based on health center language access requests
15 and the recent migration in the City. As a result, we had our customer assistance
16 flyer translated into Haitian Creole to be shared with our partner organizations.
 - 17
 - 18 • 5/2/22: The Language Access Coordinator received guidance from Maria via email
19 about our outreach partner, Community Resource Corps, using PWD's language
20 access resources from the vendor, United Language Group (ULG) to use during
21 their Customer Assistance Program outreach so they could communicate with
22 limited English proficient customers.
 - 23
 - 24 • 5/11/22: Maria provided guidance via email for providing interpretation services
25 for deaf residents.
 - 26
 - 27 • 5/25/22: Maria provided information via email on a project for centralized
28 translations to improve the quality of our translation memory and noted how they

1 reached out to Portland’s Water Department to learn how they engaged with
2 community members to develop a glossary in 9 languages. See attachment PA-
3 XII-4 for Philadelphia Water glossary of terms_2023.

- 4
- 5 • 7/20/22: PWD reached out to Maria to obtain 2020 Census data to determine if we
6 needed to translate PWD’s assistance application into other languages. Maria
7 provided the following links:
 - 8 ▪ <https://data.census.gov/cedsci/table?q=B16&g=0500000US42101&tid=ACSDT1Y2019.B16001>
 - 9 ▪ <https://data.census.gov/cedsci/table?q=language&g=0500000US42101&tid=ACSST1Y2019.S1601&hidePreview=true>
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 - 13 • 8/11/22: Maria provided a contact for Braille translations at PWD’s request.
 - 14
 - 15 • 3/25/23 – 3/28/23: The Office of Immigrant Affairs assisted PWD with rapid
16 translations to assist with its chemical spill response.
 - 17

18 In addition, PWD includes language access taglines on all outreach materials and the
19 language access coordinators have taglines in their email signatures about PWD’s
20 availability of interpretation services.

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22 **RESPONSE PROVIDED BY:** Philadelphia Water Department

1 **PA-XII-5.** PLEASE PROVIDE A COPY OF ALL “CUSTOMER SERVICE-RELATED
2 FORMS/APPLICATIONS” THAT PWD HAS TRANSLATED INTO
3 “VARIOUS ADDITIONAL LANGUAGES” BETWEEN THE DATES OF JUNE
4 16, 2021 AND THE PRESENT. PROVIDE COPIES OF BOTH THE
5 FORMS/APPLICATIONS TRANSLATED AND THE ACTUAL
6 TRANSLATIONS THAT HAVE BEEN MADE.

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8 **RESPONSE:**

9 The Revenue Department maintains a documents page related to water customer
10 assistance that includes a sample application, application checklist, eligibility guidelines,
11 and an information sheet about the debt forgiveness component of the Tiered Assistance
12 Program (TAP). The page also contains flyers that can be used by community members to
13 raise awareness for water assistance programs. In addition to English, these flyers are
14 available in French Creole, Haitian Creole, Spanish, Simplified Chinese, Traditional
15 Chinese, and Vietnamese.

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17 [https://www.phila.gov/documents/water-bill-customer-assistance-application-and-
19 documents/](https://www.phila.gov/documents/water-bill-customer-assistance-application-and-
18 documents/)

20 **RESPONSE PROVIDED BY:** Philadelphia Water Department and Water Revenue Bureau
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PA-XII-6. PLEASE PROVIDE A COPY OF ALL WRITTEN DOCUMENTS PRESENTING OR OTHERWISE DISCUSSING PWD’S EVALUATION OF “THE FEASIBILITY OF EXTENDING THE MORATORIUM [ON PWD SHUTOFFS] EVALUATING, AMONG OTHER CONSIDERATIONS, PUBLIC HEALTH GUIDELINES AND ECONOMIC CONDITIONS.”

- A. FOR EACH SUCH DOCUMENT PROVIDED, PLEASE IDENTIFY BY PAGE NUMBER THE PLACE OR PLACES IN THE DOCUMENT(S) WHERE: (A) “PUBLIC HEALTH GUIDELINES” WERE EVALUATED; AND (B) “ECONOMIC CONDITIONS” WERE EVALUATED.
- B. FOR EACH SUCH DOCUMENT, PLEASE IDENTIFY THE SPECIFIC “PUBLIC HEALTH GUIDELINE” THAT WAS CONSIDERED.

RESPONSE:

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

RESPONSE PROVIDED BY: Philadelphia Water Department

1 **PA-XII-7.** PLEASE PROVIDE A COPY OF ALL PROCEDURES, MANUALS, STAFF
2 TRAINING DOCUMENTS, PAYMENT PLAN DESCRIPTION, OR OTHER
3 WRITTEN DOCUMENT OR MATERIAL, DOCUMENTING PWD'S "MORE
4 FLEXIBLE TERMS FOR PAYMENT ARRANGEMENTS" OFFERED "TO
5 HELP PWD CUSTOMERS BRING THEIR ACCOUNTS CURRENT."
6 SEPARATELY PROVIDE THE SPECIFIC TIME PERIOD SUBSEQUENT TO
7 JUNE 16, 2021 DURING WHICH THOSE "MORE FLEXIBLE TERMS FOR
8 PAYMENT ARRANGEMENTS" WERE MADE AVAILABLE.

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10 **RESPONSE:**

11 No documents exist that are responsive to this request, however, please see Philadelphia
12 Water Department Regulations Section 100.9 for the various payment agreement options
13 available to water customers.

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15 **RESPONSE PROVIDED BY:** Water Revenue Bureau
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1 **PA-XII-8.** PLEASE PROVIDE BY MONTH FOR THE MONTHS JUNE 2021 TO THE
2 PRESENT THE NUMBER OF PWD CUSTOMERS ENTERING INTO THE
3 PAYMENT ARRANGEMENTS THAT PWD AGREED IT “WILL PROVIDE
4 WITH MORE FLEXIBLE TERMS,” DISAGGREGATED BY THE TERM OF
5 THE PAYMENT ARRANGEMENT PROVIDED.
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7 **RESPONSE:**

8 No reports exist responsive to this request.
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10 **RESPONSE PROVIDED BY:** Water Revenue Bureau
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1 **PA-XII-9.** PLEASE PROVIDE A DETAILED DESCRIPTION OF EACH WAY IN
2 WHICH, SUBSEQUENT TO JUNE 16, 2021, PWD MODIFIED ITS PAYMENT
3 ARRANGEMENTS TO COMPLY WITH ITS COMMITMENT THAT IT “WILL
4 PROVIDE MORE FLEXIBLE TERMS FOR PAYMENT ARRANGEMENTS TO
5 HELP PWD CUSTOMERS BRING THEIR ACCOUNTS CURRENT.”
6 INDICATE, FOR EXAMPLE, WHETHER THE LENGTH OF THE PAYMENT
7 ARRANGEMENT WAS MADE “MORE FLEXIBLE,” WHETHER
8 DOWNPAYMENT REQUIREMENTS WERE MADE “MORE FLEXIBLE,”
9 WHETHER THE ABILITY TO RENEGOTIATE PAYMENT
10 ARRANGEMENTS WAS MADE “MORE FLEXIBLE,” WHETHER THE
11 ABILITY TO CURE MISSED PAYMENT WAS MADE “MORE FLEXIBLE,”
12 AND THE LIKE.

13
14 **RESPONSE:**

15 No documents exist that are responsive to this request, however, please see Philadelphia
16 Water Department Regulations Section 100.9 for the various payment agreement options
17 available to water customers.

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20 **RESPONSE PROVIDED BY:** Water Revenue Bureau
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1 **PA-XII-10.** PLEASE PROVIDE, FOR ALL “PAYMENT ARRANGEMENTS” WITH
2 “MORE FLEXIBLE TERMS” THAT PWD AGREED THAT IT “WILL
3 PROVIDE. . .TO HELP PWD CUSTOMERS BRING THEIR ACCOUNTS
4 CURRENT,” A SIDE-BY-SIDE COMPARISON OF: (1) THE PAYMENT
5 ARRANGEMENT TERMS IN EFFECT PRIOR TO JUNE 16, 2021 THAT
6 WERE MODIFIED BY THE “MORE FLEXIBLE TERMS” THAT PWD
7 AGREED THAT IT “WILL PROVIDE,” AND (2) THE CORRESPONDING
8 MODIFIED “MORE FLEXIBLE TERMS” THAT PWD AGREED THAT IT
9 “WILL PROVIDE.”
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11 **RESPONSE:**

12 No documents exist that are responsive to this request, however, please see Philadelphia
13 Water Department Regulations Section 100.9 for the various payment agreement options
14 available to water customers.
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17 **RESPONSE PROVIDED BY:** Water Revenue Bureau
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1 **PA-XII-11.** PLEASE PROVIDE A COPY OF PWD’S “EVALUATION” OF “THE PUBLIC
2 ADVOCATE’S PROPOSALS TO PROACTIVELY EXTEND PAYMENT
3 ARRANGEMENTS TO ASSIST CUSTOMERS WHO HAVE FALLEN
4 BEHIND DURING THE COVID-19 PANDEMIC.”

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6 **RESPONSE:**

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8 WRB/PWD removed customer service burdens for payment agreements. See attachment
9 PA-XII-1C, Monthly Reports to Rate Board, for additional information.

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12 **RESPONSE PROVIDED BY:** Water Revenue Department and Philadelphia Water Department
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1 **PA-XII-12.** PLEASE PROVIDE COPIES OF ALL WRITTEN MATERIALS USED,
2 SUBSEQUENT TO JUNE 16, 2021, TO COMPLY WITH PWD'S
3 COMMITMENT THAT "PWD WILL CONDUCT OUTREACH WITH
4 COMMUNITY ORGANIZATIONS TO 'ENROLL' CUSTOMERS WITH PAST
5 DUE BALANCES IN SUITABLE PAYMENT ARRANGEMENTS WITH
6 LONGER REPAYMENT TERMS."

7
8 **RESPONSE:**

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

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11 **RESPONSE PROVIDED BY:** Philadelphia Water Department
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1 **PA-XII-13.** PLEASE PROVIDE A COMPLETE LIST OF “COMMUNITY
2 ORGANIZATIONS” WITH WHOM PWD “CONDUCTED OUTREACH. . .TO
3 ‘ENROLL’ CUSTOMERS WITH PAST DUE BALANCES IN SUITABLE
4 PAYMENT ARRANGEMENTS WITH LONGER REPAYMENT TERMS.”
5 THIS LIST SHOULD INCLUDE: (1) THE NAME OF THE COMMUNITY
6 ORGANIZATION; (2) THE NAME AND CONTACT INFORMATION OF THE
7 INDIVIDUAL WHO IS THE PERSON AT THE COMMUNITY
8 ORGANIZATION WITH PWD WORKED; AND (3) A DETAILED
9 DESCRIPTION OF ALL OUTREACH CONDUCTED “WITH EACH
10 COMMUNITY ORGANIZATION.”
11

12 **RESPONSE:**

13 PWD’s Communication & Engagement Division partners with various stakeholder groups
14 around Philadelphia to help promote our Customer Assistance Program (CAP) as well as
15 help customers complete their assistance applications. These groups include:
16

- 17 • Utility Emergency Services Fund (UESF)
- 18 • Energy Coordinating Agency (ECA)
- 19 • Neighborhood Energy Centers (NECs)
- 20 • Hispanic Association of Contractors and Enterprises (HACE)
- 21 • Congreso
- 22 • New Kensington CDC

23
24 Communications & Engagement staff have partnered with Philadelphia City Council
25 members and Pennsylvania State Representatives, providing office hours where a
26 dedicated staff member delivers one-on-one assistance to their constituents.
27
28

1 We have also reached out to the Office of Faith Based Initiatives and provided CAP fact
2 sheets and social media graphics to be shared on the Office of Public Engagement's
3 platforms.

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5 Please see list of events in response PA-XII-1.

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7 **RESPONSE PROVIDED BY:** Philadelphia Water Department
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