

Accepted Supporting Documents

Document Type	Subtype	Description
INCOME	Tax Return	Federal income tax return for the most recent year
INCOME	W-2	W-2 forms for the most recent year
INCOME	Pay Stubs	At least 1 pay stub, one of which must be issued in the last 12 months
INCOME	Benefit Award Letter	Benefit award letter issued by federal, state, or local government in the most recent 12 months: Social Security, SSI, DHS, SNAP, LIHEAP, and unemployment compensation. Printouts from COMPASS or OPA can also be used instead of award letters if they clearly show the benefits and dates they were awarded.
INCOME	OOPA documents	OOPA documents used for approval of OOPA program within 12 months of CAP application receipt
INCOME	Other	Other written evidence approved by WRB. Must be reviewed by supervisor
RESIDENCY	Gov ID	PA driver's license, PA photo ID, U.S. passport, U.S. military ID, or employee photo ID if the customer is employed by a government entity (federal, state, county, or municipal). The ID must be current and not expired.
RESIDENCY	Utility Bill	1 utility bill from PGW, PECO, cable, or telephone (landline). Bills must be issued within the last 12 months and billed to customer's place of residency
RESIDENCY	Rental	Rental agreement dated within the last 12 months
RESIDENCY	Voter Registration Card	Voter registration card must be current
RESIDENCY	Lease, rent book, money order receipts	Rent receipt(s) showing the rental property address in the most recent 12 months
RESIDENCY	Student loan billing statement	1 student loan billing statement issued in the most recent 12 months
RESIDENCY	Other	Other written evidence approved by WRB. Must be reviewed by supervisor
RESIDENCY	Bank statement	1 bank statement issued in the most recent 12 months
HARDSHIP	Proof Household Size Increase	Proof of increase in household size such as a birth certificate
HARDSHIP	Proof of Loss of Job	Proof of loss of job
HARDSHIP	Proof of Serious Illness	Proof of serious illness lasting more than 9 months

HARDSHIP	Proof Death of Primary Earner	Proof of death of primary wage earner such as a death certificate
HARDSHIP	Expenses – Childcare	Expenses – Childcare
HARDSHIP	Expenses – Medical	Expenses – Medical
HARDSHIP	Expenses – Utilities	Expenses – Utilities
HARDSHIP	Deduction – Food	Deduction – Food
HARDSHIP	Deduction – Transportation	Deduction – Transportation
HARDSHIP	Deduction – Housing	Deduction – Housing
HARDSHIP	Proof of Other Hardship	Proof of Other Hardship
HARDSHIP	Other	Some other hardship sub-category not described already by the other hardship sub-types

Reviewing Supporting Documentation

The documents tab of the application shows all the supporting documentation that the customer submitted with their application. Each document should support either residency or income claims for at least one of the household members. Income documentation is only required for household members with income. If no one in the household is reporting income, the Attachment B: Zero Income Form must be filled out. Note that customers who are applying for TAP under Special Hardship must include additional documentation that supports their hardship claim.

If a customer submits duplicate documents, CAMP should auto-assign the documents as duplicates. If two documents aren't auto-assigned, reps may also manually assign them as duplicates using the document ids.

Residency Documentation

To provide proof of residency, the customer must provide copies of documents from any **one** of the following document categories described below. For reference, see WRB regulations on Assistance Programs, 206.2 (e) and (f). ¹ **Note: As of April 1st, 2023, document requirements differ slightly from WRB regulations. WRB regulations are in the process of being updated.**

The customer may provide one document for proof of residency and for proof of income. Any income document displaying the service address and is dated within the last 12 months will satisfy both requirements.

1. **Government-issued ID**, such as a Pennsylvania driver's license, Pennsylvania photo ID (including the Department of State Voter ID Card), U.S. passport, U.S. military ID, City of Philadelphia municipal ID, or employee photo ID if the customer is employed by a government entity (federal, state, county, or municipal). The ID must be current, not expired, and show an address.
2. **ONE utility bill** issued within the most recent 12 months and billed to the customer's place of residency. Acceptable utilities include:
 - a. Philadelphia Gas Works (PWG)
 - b. PECO
 - c. Cable
 - d. Telephone
3. **Voter Registration card**
4. **Employment or income tax records**, such as a paystub from current employer that was issued in the most recent 12 months, most recent year's W-2 form, or most recent year's state or federal tax records.
5. **Benefit award letter** issued by federal, state, or local government in the most recent 12 months. Example agencies of programs include Social Security, SSI, DHS, SNAP, LIHEAP, and unemployment

compensation. Printouts from COMPASS or OPA can also be used instead of award letters if they clearly show the benefits and dates, they were awarded.

6. **Student loan billing statement**, from the most recent 12 months.
7. **Bank Statement**, from the most recent 12 months.
8. **Written lease and/or rent receipt**, from the most recent 12 months.
9. **Other forms of evidence** that clearly establish proof of residency must be reviewed by WRB Supervisor.

If a customer has failed to include residency documentation, it should be marked as 'missing' in the Incomplete Letter matrix. If the customer submitted some documentation but it does not prove their residency, it should be marked as 'invalid'.

Income Documentation

Customer must produce proof of income for all members of the household claiming income. For reference, see WRB regulations on Assistance Programs, 206.2 (e) and (f) ¹.

¹ <http://www.phila.gov/water/PDF/PWDregCH2.pdf>

The customer may provide one document for proof of residency and for proof of income. Any income document displaying the service address and is dated within the last 12 months will satisfy both requirements.

Proof of income must be issued within the last 12 months, or if it's a tax document (issued annually), it should be within the most recent filing period. Acceptable forms of documentation for proof of income include the following:

1. **Federal income tax returns**, from the most recent year (2018 tax returns if application is submitted in 2019).
2. **Paystubs**, at least one, issued within the last 12 months. No overtime pay can be counted toward gross base income.
3. **W-2 forms**, from the most recent year (2018 W-2 if application is submitted in 2019).
4. **Benefit award letters**, letter must be issued by federal, state, or local government in the most recent 12 months for the period covering the application submission date. Example agencies or programs include Social Security, SSI, DHS, SNAP, LIHEAP, and unemployment compensation.

*If applicable, tips must also be included with other proof of income documents.

Proof of income does not require the service address to be displayed. If the service address is displayed, it may also satisfy the proof of residency requirement. If a customer has failed to include income documentation, it should be marked as 'missing' in the Requirements Matrix. If the customer submitted some documentation but it does not prove their income, it should be marked as 'invalid'. Note that, as per TAP program regulations 206.2 (e), overtime pay **cannot** be included in the gross base pay calculations.

Income Documentation for Disabled Persons

If a member of the household is disabled and receives benefits, the customer must provide a copy of the benefit award letter issued by any of the following entities:

1. **Armed services**
2. **Social Security Administration**

3. SSI
4. Railroad Retirement
5. Black Lung Disability Trust Fund

Documentation for Customers Reporting Zero Income (Attachment B)

Customers reporting zero income for the entire household on the application are required to complete the Zero Income Documentation Form or else the application will be considered incomplete and will not be reviewed for acceptance into the program.

If a customer has claimed zero income for the entire household and they have not provided Attachment B, then that should be marked as 'missing' in the Incomplete Letter matrix.

Verify that Income Support is Included in Applicant's or Another's Income

Unlike child support documentation, the applicant is not required to submit additional documentation (such as a Letter of Support) to further document the information in Attachment A. By fully filling out Attachment A, the applicant certifies income support from outside the household. The support provided may be contacted to verify the amount and frequency of support as needed.

Hardship Documentation

Customers whose gross income exceeds 150% of FPL for their household size may still be eligible for assistance if they are experiencing a Special Hardship. These customers will apply using the same application and are still required to submit residency and income documentation like other applicants.

Customer will also need to submit documentation to support the claim that the hardship has occurred in the most recent 12 months. The type of documentation must correspond to the hardship type claimed by the customer (e.g., a birth certificate must be attached to support the hardship claim of A, Increase in Household Size). Examples of documentation corresponding to a hardship are provided in table below.'

Hardship Type	Code	Example of Documentation
Increase in household size	A	CHILDREN: birth certificate; adoption of certificate; baptismal certificate; proof of guardianship; hospital records; written certification from child's doctor. ADULT DEPENDENTS, such as elderly, disabled, or returning veterans: federal income tax returns.
Loss of Job (lasting 4 months or more)	B	Employment termination letter; resignation letter; layoff notice; unemployment compensation award letter/printout.
Serious illness of household member (lasting 9 months or more)	C	A written certification as set out in 100.10 of the Water Department's regulations, a hospital admission documentation
Death of primary wage earner	D	Death certificate; obituary.
Domestic violence or abuse	E	Safe harbor program admission documentation.
Household Expenses	F	Support documentation for individual financial assessment.
Other	G	

In addition to documentation types listed above, WRB will accept **proof of recent hardship claim approval by other federal, state, or local agencies**, such as:

- Social Security Administration decision letter for Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) – (C)

- PA DHS “Good Cause” waiver to receive TANF or General Assistance (GA) benefits based on a domestic violence determination and currently in effect – (E)
- Protection From Abuse (PFA) order issued to customer by a PA court and currently in effect – (E)

Individual Assessment Documentation

For hardship types, other than the ones described above (code F), the customer may request for WRB to perform an individual financial assessment. As part of that assessment, WRB staff will need to compare household income and expenses. Thus, in addition to income documentation, the customer will need to submit documentation of household expenses including:

- Rent or mortgage payments
- Homeowner’s or renter’s insurance
- Utility bills (gas, heating oil, electricity)
- Telephone
- Food
- Medical bills
- Transportation
- Laundry, clothing, toiletries
- Taxes and insurance
- Other reasonable expenses

The customer will not be eligible for the hardship code F until the expenses are calculated.