



Placeholder Customer Name
Service Address XXX Streetname
Philadelphia, PA

**YOUR WATER ACCESS CODE:
123456789**

Customer Assistance Application Approved

Month XX, XXXX

Dear Customer,

Congratulations! We've reviewed your application and approved you for the Tiered Assistance Program (TAP). This option provides you with the most affordable monthly bill. We based our decision, in part, on your existing debt of [\$XX.XX] (this amount excludes any amount in bankruptcy or under dispute).

We are pleased to offer you a TAP bill of [\$XX.XX] per month. This will be your total monthly bill for regular service and usage charges.

If you are responsible for additional fees, such as meter charges, repair charges, a HELP Loan, or bad check fees, they will be added to this amount. To avoid interruption of your water service, you must make your payment in full each month.

Questions? We are available to answer any questions about this program. You can find more information at cap.phila.gov/start/welcome or call us at (215) 685-6300.

Sincerely,
City of Philadelphia,
Water Customer Assistance Team

You have the right to dispute decisions made by the Water Revenue Bureau. If you disagree with the decision(s) made in this letter, you must submit a petition form to the Tax Review Board (TRB) within 60 days of the date on this letter. Forms can be requested from the TRB by calling (215) 686-5216 or downloaded at: www.phila.gov/trb/petition.

Customer Responsibilities

Below are the customer responsibilities for being enrolled in a customer assistance program.

1. I agree to abide by all the Customer Assistance Program rules and requirements.
2. I agree to pay the Water Revenue Bureau the required monthly program payment amount.
3. If your check is returned unpaid for insufficient or uncollected funds,
 - (1) you authorize The City of Philadelphia or its agent to make a one-time electronic fund transfer from your account to collect a fee of \$20;AND
 - (2) The City of Philadelphia or its agent may re-present your check electronically to your depository institution for payment.
4. I agree to recertify as required by the program (if interested) by submitting an application with updated household income and other required information.
5. I agree to report all changes in household size and income, even if the changes occur before my required recertification date.
6. I authorize the Water Revenue Bureau to verify and share information provided on this application within City departments and with third party partners for the purpose of ensuring that I have access to all water assistance programs available to me.
7. I understand that if my service is off due to an uncorrected notice of violation or defect, or a determination that providing service would endanger life, health, safety or property, I must correct the violation and/or make any necessary repairs before service will be restored.
8. I understand that fraudulent applications or unauthorized use of service (providing water for use at a location other than my primary residence) will result in removal from the program and additional consequences (which shall include back charges).
9. I agree to be enrolled in the program that will result in the lowest monthly bill for me, whether it is TAP, WRAP Recertification, Senior Discount, standard or extended payment agreement, or regular billing.
10. I understand that my bill is due when rendered, and if any amount due from me is more than two billing periods delinquent, I may be subject to termination of service.
11. I agree to pay the Water Revenue Bureau the monthly TAP payment amount and, if applicable, meter charges, repair charges and HELP loans. I understand that my TAP Payment amount may be higher than my current service and usage charges. Since I am responsible for the full TAP payment amount, any payment above my current charges will be applied to any outstanding balance on my account. *
12. I agree to accept and reasonably maintain any free conservation measures offered by the Water Department. *

* Responsibilities with an asterisk will only apply if you are enrolled in TAP.