

Water Customer Assistance



PHILADELPHIA
WATER
— DEPARTMENT —



CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE
WATER REVENUE BUREAU

Includes the **Tiered Assistance Program (TAP)**, and **Senior Citizen Discount**.

Benefit Highlights

- **Lower, predictable monthly bill:** Easier to plan and budget.
- **Debt Forgiveness:** Customers in the **Tiered Assistance Program** can eliminate a portion of eligible debt each time they pay their bill.
- **Protections:** Keep up with lower monthly assistance payments and you're protected from shutoffs.
- **Free in-home plumbing fixes:** If you have high usage from leaks, you may be eligible for replacement fixtures or small repairs.



Amanda inherited unpaid bills along with her home. Debt Forgiveness cleared her entire balance in 24 months!



Kathy's income was over the limits, but she was eligible for TAP due to a Special Hardship: high medical bills.

Are you eligible? We look at income and/or circumstance. Apply even if you're not sure!

Tiered Assistance Program (TAP): Qualify if your **household's income** is 150% or less of the Federal Poverty Level (FPL). Or if your income is over the limit, qualify by showing a **Special Hardship**. This includes the loss of a job, a change in the number of people in your household, illness, medical bills, high monthly expenses, and more.

Senior Citizen Discount: Household annual income is \$42,100 or less. For ages 65 and older.

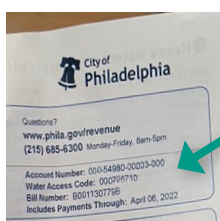
One application, multiple ways to apply.

Fill out **one** Customer Assistance application form for **all** programs. You can fill out the form online, by mail, or with in-person help. When you submit your form and documents, the city reviews your application for all possible assistance. Customers are enrolled in the program that gives them the lowest water bill.

Get help with the application form and required documents.

Over 20 trusted partners across the city, like HACE and New Kensington CDC, will help you with your application. They make it easier to apply. See a map of partner locations near you:

→ **water.phila.gov/cap/map** *Call a location to confirm available service before you visit!*



Tip: To start a form, you need your **9-digit Water Access Code** shown at the top of your water bill. **Use E-billing?** Log in and find the code on your bill.

GET STARTED

→ **water.phila.gov/care**
or call **(215) 685-6300**

