

Quarterly Report

**To the Rate Board as Required by the 2025
Rate Determination**

Philadelphia Water Department

January 16, 2026



City of
Philadelphia



January 16, 2026

Philadelphia Water, Sewer and Storm Water Rate Board
1515 Arch Street, 17th Floor
Philadelphia, PA 19102-1595

Chairman Popowsky and Members of the Rate Board:

Attached please find the quarterly report provided pursuant to the Philadelphia Water, Sewer and Storm Water Rate Board's Rate Determination, dated January 16, 2026, covering the period October 1, 2025 to December 31, 2025. Thank you for your attention to this matter.

Very truly yours,

Susan Crosby, Esq.

Deputy Revenue Commissioner for Water

Department of Revenue

Lawrence Yangalay

Deputy Water Commissioner

Philadelphia Water Department

Enclosure

CC: Service List (2025 General Rate Case)

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1. EXECUTIVE SUMMARY

The following report provides a quarterly update for October through December 2025 (“the period”) regarding key metrics of interest to the Philadelphia Water, Sewer and Storm Water Rate Board (“Rate Board”). Topics covered include information relating to Tiered Assistance Program (“TAP”) administration and enrollment, Raise Your Hand (“RYH”) program policies and participation, Utility Emergency Services Fund (“UESF”) grants and funding, and other updates relating to items described in the Partial Settlement of the 2025 Rate Proceeding.

Regarding TAP enrollment and administration, in October, November, and December 2025:

- 1,487 applicants were enrolled in TAP, 1,160 of them for the first time.¹
- 630 customers received a total of \$177,504 in Penalty Forgiveness.²
- 15,100 customers received a total of \$1,654,884 in Principal Forgiveness.³
- There were 67,815 total TAP participants in December

Please note that participants are defined as customers who received a TAP bill in a given month.

Pre-qualification, a data-sharing partnership with the City’s Office of Integrated Data for Evidence and Action (“IDEA”) continued in this quarter. 640 new enrollees were added during the period through this effort.

Regarding RYH program enrollment and participation, 667 households were enrolled in RYH during the period, resulting in 2,403 total households receiving RYH protections as of December 31, 2025.⁴ If a senior (65 years or older), a person with a disability or serious illness, or a child (under 18 years old) resides in a household, the household is eligible for shutoff exemption through RYH.⁵

Additionally, efforts continue to be made to support UESF’s continued hardship fund operations. The Philadelphia Water Department (“PWD” or “Department”) received no emergency grant funding during the period.

In accordance with the 2025 Rate Determination, the Department continues to work towards preparing a plan to evaluate rate structure alternatives.⁶ Progress has also been made to clarify CAP Application language.⁷

In financial updates for this quarter, PWD’s East Park Booster Station approved loan closed on December 3, 2025. In October, 2025, PWD submitted a grant application for the Northeast Pollution Control Plant Aeration System and PWD’s OIT (Office of Information and Technology) submitted a new grant application for an EPA Cybersecurity grant. Both are still pending.

¹ See Section 3.2

² See Table 3

³ See Table 4

⁴ See Section 5.2

⁵ Customers who meet the criteria for the RYH initiative may contact the Department by phone at [215-685-6300](tel:215-685-6300) or by email at wrhelpdesk@phila.gov to prevent a shutoff or restore water service. Customers can also visit in person at open customer offices. See <https://www.phila.gov/services/water-gas-utilities/water-shutoffs/prevent-water-shutoffs/> for more details about resources for customers seeking shutoff protection.

⁶ See Section 7.2

⁷ See Sections 7.3 and 7.4

2. INTRODUCTION

2.1. Overview of Report

This Quarterly Report includes continued reporting to provide an overview of the following:

TAP Enrollment and Arrearage Forgiveness:

- TAP metrics and data (including enrollment, denials, and TAP arrearage forgiveness).⁸

Financial Updates and Federal Assistance

- Section 8 describes efforts taken by the Department to pursue federal assistance.

Raise Your Hand Initiative:

- RYH metrics and data (including current enrollments and other data if available)⁹

Utility Emergency Services Fund Grant Program:

- Customer grants through UESF
- Efforts being taken to support UESF's continued hardship fund operations¹⁰
- PWD employee contact for hardship grants¹¹

2.2. Other Obligations

Finally, this Quarterly Report includes updates, as they become available, regarding the preparation of a plan for evaluation of rate structure alternatives and updating elements of the Customer Assistance Application language.¹² The Department elected to include relevant progress updates these obligations in this Quarterly Report:

Rate Structure Evaluation:

- Updates regarding Department efforts to develop a plan for evaluation of rate structure alternatives¹³

Updates to CAP Application Language:

- Discussion of updates to CAP application language to clarify the inclusion of various income sources in determining TAP eligibility and billing¹⁴

⁸ See related references, 2023 Rate Determination at 48 (enrollment, denials), 51 (arrearage forgiveness).

⁹ See related references, 2025 Rate Determination at 36.

¹⁰ 2025 Rate Determination at 36.

¹¹ 2025 Rate Determination at 36.

¹² 2025 Rate Determination at 36.

¹³ Rate Determination at 36.

¹⁴ 2025 Rate Determination at 36

3.TAP ENROLLMENT

3.1. Definitions

In this section, the definitions for important terms that have not been previously defined are as follows:

TAP Denials: TAP application outcomes where applicants are not enrolled in the program. Applicants can be denied for TAP for one of six reasons:

- Failure to meet income and residency guidelines;
- Failure to meet income guidelines (without a Special Hardship);
- Failure to meet residency guidelines;
- Installation type is not eligible for TAP;
- Missing or invalid income or residency documentation; or
- Missing information on the application form.

Applications for accounts that are discontinued are also denied.

More Affordable Alternatives: Some customers qualify for assistance programs outside of TAP, and based on their individual circumstances, these programs may be a more affordable option than TAP. These cases are included in Table 1

Data Sharing: Sharing customer-level information between PWD/WRB and other agencies to enroll eligible customers in TAP.

3.2. Enrollment and Data Sharing

TAP metrics and data including enrollment and denials.¹⁵

In October, November, and December 2025, 1,487 applicants were enrolled in TAP and 864 applicants were not. 640 of the approved applications were for pre-qualified accounts as part of a data-sharing partnership with IDEA, and more than 800 customer-initiated applications were enrolled in this period as well. Of those customer-initiated applications that were not approved, 48 applications were for accounts already enrolled in TAP at the time of application submittal; 45 remained in TAP while 3 were removed for not meeting residency guidelines or not applying under the correct customer.

For reporting purposes, once a pre-qualified candidate was approved for TAP, an application was created for the account. If a pre-qualified account was not approved for TAP enrollment – because the account was already participating in TAP or had been discontinued since enrolling in the other program, for example – no application was created. The pre-qualification process ensured that potential enrollees met residency guidelines, and customers were added to the pre-qualification list because they participated in other programs with eligibility guidelines that are similar to TAP's.

¹⁵ 2023 Rate Determination at 48

These data are set forth in Table 1 below and are provided for the months of October through December of 2025 (the “period”). The numbers below reflect the number of applications, rather than the number of customers, as customers can make multiple applications.

Ending in 2024, PWD successfully enrolled customers through its partnership with the Pennsylvania HHS, which administered the state’s Low Income Household Water Assistance Program (“LIHWAP”). Additionally, the Department’s ongoing partnership with IDEA continues to enroll pre-qualified candidates, as can be seen in Table 2. More information describing the Department’s data sharing efforts can be found in previous quarterly reports.

Table 1. Applications Not Enrolled in TAP¹⁶ During The Period

Outcome	Total Count of Applications	Applications for Customers Already Participating in TAP
<u>Denied</u>		
Failed to meet Income and Residency Guidelines	0	0
Failed to meet Income Guidelines (no Special Hardship)	59	1
Failed to meet Residency Guidelines	85	1
Installation Type Not Eligible for TAP	5	0
Missing or Invalid Income or Residency Documentation	311	45
Missing information on application form	14	0
Not the Customer applying	156	1
Transfer due to dispute	0	0
Duplicate Application	0	0
Total Denials	630	48
<i>Denied for Incomplete, remained in TAP¹⁷</i>		45
<i>Denied for Cause, removed from TAP</i>		3
New Applicant Denials	582	
<u>Enrolled in More Affordable Alternative</u>		
Senior Citizen Discounted Bill ¹⁸	109	3
Senior Citizen Discounted Bill + Extended Payment Agreement	19	0
Regular Bill ¹⁸	28	2
Regular Bill + Extended Payment Agreement	74	4
WRBCC Agreement	0	0
Total More Affordable Alternative Placements	230	9
<u>Other Outcomes</u>		
Customer Withdrew Application	0	0
Data Transfer ¹⁹	4	1
Total Other Outcomes	4	1

¹⁶ These data were reported on January 1, 2025. An annualized version of this table is included in the Annual Report to the Mayor On The Tiered Assistance Program (TAP), "Table 8. Applicants Not Enrolled in TAP."

¹⁷ Apart from recertification, customers in TAP who reapply and have their application denied for being incomplete are not removed from TAP. Only those who are denied for cause or are approved for a more affordable alternative are removed from TAP.

¹⁸ Senior Citizen Discounted Bill or Regular Bill may also include a standard payment agreement.

¹⁹ When customers had more than one application in progress at the same time, information was transferred to the newest application for processing, older applications were categorized as "Data Transfer," and were no longer processed. Similarly, previously denied applications were transferred for re-evaluation when WRB identified available OOPA information or the customer submitted additional required documentation after denial. The subsequent approvals or denials are also captured in these figures.

Table 2. Applications Enrolled in TAP During The Period

Source	Customers Enrolled This Quarter	Customers In Partner Program Not Enrolled This Quarter for Eligibility Requirements	Customers Enrolled All Time
LIHWAP Prequalification	0	0	3,281
IDEA Prequalification	640	289	44,499
<u>TOTAL</u>	<u>640</u>	<u>289</u>	<u>47,780</u>

4. ARREARAGE FORGIVENESS

4.1. Definitions

In this section, the definitions for important terms that have not been previously defined are as follows:

Penalty Arrearage Forgiveness: The process by which TAP participants are able to have penalty charges forgiven after 24 full payments of their TAP bills. The penalty forgiveness program began in July of 2017.

Principal Arrearage Forgiveness: For the period of September 2020 through June 2022, the process by which TAP participants are able to have their unpaid water bills forgiven after 24 full payments of their TAP bills. Effective July 1, 2022, Principal Arrearage Forgiveness occurs on a monthly basis whereby a credit of 1/24th of the customer's Pre-TAP Arrears amount is added to the account after each full TAP Bill payment. In June 2022, customers received a one-time retroactive lump sum principal forgiveness proportional to the number of TAP payments made on their account.

Enrollments (total): All customers who were enrolled in TAP this quarter. Includes customers who have never participated in TAP before (see below), as well as customers who had previously left TAP and now returned or re-certified their enrollment in TAP.

First-Time Enrollees: Customers who have never participated in TAP before, and enrolled in TAP for the first time this quarter. These new TAP enrollments are a subset of total enrollments.

4.2. Forgiveness by Amount and Type

TAP metrics and data including arrearage forgiveness.²⁰

Since July 2021, \$2,613,035 in Penalty Arrearage and \$41,931,762 in Principal Arrearage have been forgiven.

The information provided in the tables below is for the months of October through December 2025 (the "period"). Table 3 documents the total penalty arrearages forgiven during the period, Fiscal Year 2026 to date, and all time (since July 2021) broken down by amount of the participant's penalty debt forgiven. Table 4 documents the total principal arrearage forgiven during the period, Fiscal Year 2026 to date, and all time (since July 2021) broken down by amount of the participant's principal debt forgiven.

Tables 3 and 4 report on the arrearage forgiveness received by all customers this quarter. Like all TAP participants, customers who are enrolled in TAP through pre-qualification are eligible to start receiving principal forgiveness when they pay TAP bills.

²⁰ 2023 Rate Determination at 51

Table 3. Total Penalty Arrearage Forgiven Through The Period

Debt Range	Participants Receiving Penalty Forgiveness this Quarter	Amount Forgiven this Quarter	Amount Forgiven, Jul '21-Dec '25	Total Amount Forgiven, Fiscal Year 2026 to Date
< \$0	0	\$0	\$0	\$0
\$0–\$200	535	\$27,502	\$259,020	\$54,780
\$200–\$500	43	\$12,851	\$243,685	\$32,484
\$500–\$1,000	13	\$9,332	\$304,939	\$29,801
\$1,000–\$2,000	11	\$16,879	\$456,070	\$39,179
\$2,000–\$5,000	20	\$56,792	\$813,477	\$118,680
\$5,000–\$10,000	8	\$54,147	\$410,333	\$105,619
\$10,000–\$20,000	0	\$0	\$104,142	\$0
\$20,000–\$50,000	0	\$0	\$21,370	\$0
\$50,000+	0	\$0	\$0	\$0
Total	630	\$177,503	\$2,613,035	\$380,543

Table 4. Total Principal Arrearage Forgiven Through The Period

Debt Range	Participants Receiving Principal Forgiveness this Quarter	Amount Forgiven this Quarter	Amount Forgiven, Jul '21-Dec '25	Total Amount Forgiven, Fiscal Year 2026 to Date
< \$0	0	\$0	\$0	\$0
\$0–\$200	13,127	\$575,496	\$8,230,086	\$1,237,269
\$200–\$500	1,376	\$415,997	\$7,373,002	\$884,485
\$500–\$1,000	402	\$279,014	\$5,787,100	\$586,529
\$1,000–\$2,000	140	\$186,985	\$5,007,917	\$435,630
\$2,000–\$5,000	44	\$129,973	\$7,348,545	\$311,843
\$5,000–\$10,000	11	\$67,419	\$5,520,399	\$125,535
\$10,000–\$20,000	0	\$0	\$2,227,103	\$26,611
\$20,000–\$50,000	0	\$0	\$381,057	\$0
\$50,000+	0	\$0	\$56,553	\$0
Total	15,100	\$1,654,884	\$41,931,762	\$3,607,902

5. RAISE YOUR HAND

5.1. Definitions

In this section, the definitions for important terms that have not been previously defined are as follows:

Raise Your Hand: The Raise Your Hand (“RYH”) initiative is designed to protect vulnerable residents from water shutoffs through voluntary disclosure by the customer. If a senior (65 years or older), a person with a disability or serious illness, or a child (under 18 years old) resides in a household, the household is eligible for shutoff exemption through RYH.²¹ Participation only lasts until the Shutoff Moratorium begins in a given year. Therefore, eligible participants need to contact the Department again to enroll in RYH if they are at risk of shutoff and still qualify during the following year.

New Enrollments: The number of households enrolled in the initiative during the described period.

Participation: The number of households receiving protection from water shutoff from the RYH initiative during the period described.

Shut-off Moratorium: Annual stoppage of all residential shutoffs for non-payment between December 1st and March 31st. Residential customers eligible for shutoff begin receiving notices in late February, which provides 35 days’ notice before the scheduled shutoff date.

5.2. Households Participating in Raise Your Hand

*RYH metrics and data including new enrollments and continued participation.*²²

In October, November, and December 2025, 667 households were enrolled in RYH. See Table 5 for monthly details on new enrollments.

As of the end of November, a total of 2,403 households were participating in RYH. Please note, RYH participation resets at the beginning of the annual shutoff moratorium beginning December 1st. See Table 6 for more details on RYH participation.

²¹ See <https://www.phila.gov/services/water-gas-utilities/water-shutoffs/prevent-water-shutoffs/> for more details about resources for customers seeking shutoff protection

²² 2025 Rate Determination at 36

Table 5. Monthly Count of New Enrollees for RYH, Fiscal Year 2026 (to date)

Month	New Enrollments
<i>July 2025</i>	171
<i>August 2025</i>	203
<i>September 2025</i>	151
<i>October 2025</i>	263
<i>November 2025</i>	404
<i>December 2025</i>	0
<i>January 2026</i>	
<i>February 2026</i>	
<i>March 2026</i>	
<i>April 2026</i>	
<i>May 2026</i>	
<i>June 2026</i>	

Table 6. Monthly RYH Participation, Fiscal Year 2026 (to date)

Month	Participation
<i>July 2025</i>	1,382
<i>August 2025</i>	1,585
<i>September 2025</i>	1,736
<i>October 2025</i>	1,999
<i>November 2025</i>	2,403
<i>December 2025</i>	0
<i>January 2026</i>	
<i>February 2026</i>	
<i>March 2026</i>	
<i>April 2026</i>	
<i>May 2026</i>	
<i>June 2026</i>	

6. UTILITY EMERGENCY SERVICES FUND

6.1. Definitions

In this section, the definitions for important terms that have not been previously defined are as follows:

Utility Emergency Services Fund: The Utility Emergency Services Fund (“UESF”) provides financial assistance/grants to utility customers with low-income facing or experiencing shutoffs. Water grants are matched by PWD.

6.2. Efforts Taken to Support UESF

Efforts taken by the Department to support UESF.²³

The Department has partnered with UESF to support continued hardship fund operations.²⁴ PWD contributes \$500,000 per year to UESF to ensure that underserved and low-income residents are protected from shutoff for essential utility services, including water, electricity, and gas services. When UESF provides grants to water customers, a dedicated Water Revenue Bureau (“WRB”) representative works with the organization to apply grants appropriately. Any questions about the Department’s relationship with and support of UESF can be directed to Glen Abrams, Deputy Commissioner, Communications and Engagement.

6.3. UESF Grant Payments to PWD

UESF Metrics and data including monthly payments.²⁵

During October, November, and December 2025, PWD received no grant funding from UESF. A summary of the 2026 fiscal year UESF grants is shown in Table 7. All data presented in Table 7 are based on data reported on December 31, 2025. PWD matches all UESF grants.

Note that the totals shown in the table, in which the UESF and PWD grant totals for any single month differ, reflect differences in timing in the application of the grant and the matching amount to customer accounts.

²³ Rate Determination at 36

²⁴ Rate Determination at 36

²⁵ Rate Determination at 36

Table 7. Dollars of Grant Funding from UESF, Fiscal Year 2026 (to date)

Month	Grants from UESF	Matching Grants	Grant Total
July 2025	\$-	\$-	\$-
August 2025	\$-	\$-	\$-
September 2025	\$12,256.74	\$20,037.04	\$32,293.78
October 2025	\$-	\$-	\$-
November 2025	\$-	\$-	\$-
December 2025	\$-	\$-	\$-
January 2026			
February 2026			
March 2026			
April 2026			
May 2026			
June 2026			
TOTAL	\$12,256.74	\$20,037.04	\$32,293.78

7. Other Obligations

7.1. Definitions

In this section, the definitions for important terms that have not been previously defined are as follows:

Advanced Metering Infrastructure (“AMI”): Advanced Metering Infrastructure uses secure, wireless devices to transmit usage data from customer water meters to utilities. This upgrade allows for improved metering accuracy, real-time usage information, and customer leak detection alerts.²⁶

7.2. Rate Structure Evaluation

Updates regarding the Department’s efforts to develop a plan for evaluation of rate structure alternatives. ²⁷

The Water Department is in the process of preparing a plan, in accordance with the 2025 Rate Determination, to evaluate rate structure alternatives including those identified during the rate proceeding (e.g., stormwater rate structure and credits, other alternatives, phase in of AMI based peaking factors). The plan will be filed with the Rate Board in January 2026.

7.3. Updates to CAP Application Language

*Updates to CAP Application language to clarify the exclusion of minor income in determining TAP eligibility and billing.*²⁸

WRB’s policy follows the requirements of the ordinance and Regulations to exclude any income of minor children provided on an application in that customer’s household income calculation. Specifically, PWD and WRB agreed to revise the language in the application to track the definition of “monthly household income” as set forth in the ordinance and Regulations:

- Philadelphia Code §19-1605(2)(e) – “*Monthly household income* means the monthly income received by the customer and all adults residing in the customer's household.”
- Philadelphia Water Regulation §206.1(h) - Monthly Household Income: The monthly Income received by the Customer and all adults residing in the Customer’s household.

During the past quarter, WRB finalized revisions to the CAP application language clarifying the exclusion of minor child income from household income calculations. These revisions were implemented on December 11, 2025.

Additionally, WRB continues to review the CAP application to identify further opportunities to enhance clarity and accessibility for applicants.

²⁶ PWD Advanced Metering Infrastructure, <https://water.phila.gov/projects/ami/>

²⁷ 2025 Rate Determination at 36

²⁸ 2025 Rate Determination at 36

8. DEPARTMENT EFFORTS TO PURSUE FEDERAL ASSISTANCE AND OTHER FINANCIAL UPDATES

The Water Department has pursued and is continuing to pursue federal funding to support stormwater infrastructure and other capital improvements.

Regarding bond funding:

- Our next bond transaction is scheduled for Fall 2026
- PWD is monitoring its bond proceed spendings to determine the size of the bond to be issued
- A bond ordinance for up to \$1B was approved by City Council for the Capital Program Budget on June 13, 2025.

Tables 8 and 9 summarize the results of PWD efforts to secure federal funding to date.

New Applications This Quarter:

PennVest Loans:

The East Park Booster Station approved loan closed on 12/3/25.

Northeast Pollution Control Plant Aeration System Application Submitted October 29, 2025, Awaiting Board Approval.

PWD OIT (Office of Information and Technology) submitted a new grant application for an EPA Cybersecurity grant on 10/6/2025. It is still under review.

Table 8. PWD Efforts to Pursue Federal Assistance (1)

Funding Source and Title	Number of Loans	Loan Amounts	Grant Amounts	Est. Project Costs	Amounts Submitted to PennVest/WIFIA	Available Loan Balances
PennVest	15	\$657,205,386	\$10,682,372	\$667,887,758	\$336,899,106	\$320,306,280
2024 Linear - Sewer	1	\$63,296,484		\$63,296,484	\$36,193,700	\$27,102,784
2024 Linear - Water	1	\$46,472,835		\$46,472,835	\$30,829,096	\$15,643,738
2025 Lead Line Replacement - North Philly	1	\$5,157,375	\$4,817,625	\$9,975,000		\$9,975,000
Baxter Clearwell Basin	1	\$110,072,475		\$110,072,475	\$80,830,390	\$29,242,084
Blower Replacement at SW	1	\$43,893,804		\$43,893,804	\$612,450	\$43,281,354
East Park Booster Station	1	\$75,076,050		\$75,076,050		\$75,076,050
Flat Rock Dam Manayunk Canal	1	\$16,301,250		\$16,301,250	\$13,384,892	\$2,916,358
George's Hill/Belmont High Pump Station	1	\$47,650,000		\$47,650,000		\$47,650,000
GSI Packer Park	1	\$8,221,985		\$8,221,985	\$7,410,076	\$811,908
GSI Saunders Park	1	\$7,545,605		\$7,545,605	\$6,498,975	\$1,046,629
Lawncrest	1	\$5,794,470		\$5,794,470	\$5,018,117	\$776,353
Linear Assets Drinking Water Line Replacement	1	\$35,861,985		\$35,861,985	\$32,962,114	\$2,899,840
Pretreatment Facility	1	\$106,929,660		\$106,929,660	\$73,427,298	\$33,502,361
Torresdale	1	\$80,821,155		\$80,821,155	\$49,731,965	\$31,089,189
West Philly Lead Line Replacement	1	\$4,110,253	\$5,864,747	\$9,975,000		\$9,975,000
WIFIA	1	\$19,828,124		\$40,465,559	\$17,064,421	\$2,763,703
Distribution Main Replacement	1	\$19,828,124		\$40,465,559	\$17,064,421	\$2,763,703
Grand Total	16	\$677,033,510	\$10,682,372	\$708,353,317	\$353,963,527	\$333,752,355

Table 9. PWD Efforts to Pursue Federal Assistance (2)

Funding Source and Project Name	Number of Projects	Est. Project Cost	Application Submitted	Approved Funding Amount	Pending Funding Amount	Funding Received	Rejected Amounts
ARPA	3	46,752,488	29,881,142	24,661,090			
N. 21st St. Flood Mitigation	1	6,309,046	4,206,031	4,183,188			
Northeast Water Pollution Control Plant Effluent Pump Station	1	31,930,774	20,000,000	15,000,000			
Queen Lane Raw Water Pump Stations Backup Power	1	8,512,668	5,675,112	5,477,902			
BRIC	8	244,830,220	151,615,646	25,114,042	253,362		120,421,127
Cohochsink Flood Mitigation	1	35,728,703	25,010,092	25,010,092			
Germantown Wingohocking Tunnel Scoping Study	1	4,412,949	103,950	103,950			
Lardner's Point Pump Station Back Power Generation	1	11,216,942	8,412,706				8,412,706
Mingo Creek Pump Station Flood Study	1	1,825,714	1,314,081				1,314,081
Northeast Water Pollution Control Plant Effluent Pump Station	1	104,500,000	50,000,000				50,000,000
Queen Lane Raw Water Pump Stations Backup Power	1	8,512,668	6,080,477		253,362		
S. 42nd St. Combined Sewer Pump Station Betterment	1	66,813,184	50,000,000				50,000,000
Belmont Raw Water Pump Station Flood Mitigation and Resiliency Project Scoping Study	1	11,820,060	10,694,340				10,694,340
CDBG_DR	3	289,762,949	51,478,949	51,479,000		250,000	
Eastwick US Army Corps of Engineers (USACE) Study	1	350,000	250,000	250,000		250,000	
Germantown Wingohocking Tunnel Scoping Study	1	4,412,949	3,719,949	3,720,000			
Lardner's Point Pump Station Betterment	1	285,000,000	47,509,000	47,509,000			
DOE	2	10,240,408	4,995,108		2,497,554		2,497,554
Autothermal pyrolysis of wastewater solids GHG emissions reductions	1	5,120,204	2,497,554		2,497,554		
SW Waste Water Treatment Plant Pyrolysis Pilot	1	5,120,204	2,497,554				2,497,554

Funding Source and Project Name	Number of Projects	Est. Project Cost	Application Submitted	Approved Funding Amount	Pending Funding Amount	Funding Received	Rejected Amounts
EPA	3	12,306,080	9,975,000		8,975,000		1,000,000
South Philadelphia Lead Service Line Replacement	1	6,600,000	6,600,000		6,600,000		
Skilled Trades Apprenticeship Program	1	3,031,080	1,000,000				1,000,000
PWD's Cybersecurity Investments to Increase the Resilience of Philadelphia's Drinking Water System	1	2,675,000	2,375,000		2,375,000		
FMA	1	7,737,668	5,416,368	5,416,368			
N. 21st St. Flood Mitigation	1	7,737,668	5,416,368	5,416,368			
PA DEP	3	6,356,273	1,298,099	698,592			450,388
Glenwood Green Acres Green Stormwater Infrastructure Project - FY23 Growing Greener	1	838,079	499,119	350,000			
Loring Cottman Green Stormwater Infrastructure Project – SFY24 Growing Greener	1	2,453,905	348,592	348,592			
PWD Tacony Reaches Green Infrastructure Stormwater Mitigation Project - FY23 Growing Greener	1	3,064,289	450,388				450,388
HMGP	2	896,520	672,390				672,390
Baxter CCAP Study	1	203,520	152,640				152,640
Germantown Tunnel	1	693,000	519,750				519,750
US Dept. of Labor	1	3,432,003	2,665,807				2,665,807
Skilled Trades Apprenticeship Program	1	3,432,003	2,665,807				2,665,807
Congress	2	45,090,000	7,514,000		3,757,000		3,757,000
Lead Service Line Replacement	1	22,545,000	3,757,000				3,757,000
Resubmittal of Philadelphia Water Department's (PWD's) Kensington Lead Service Line Replacement Project	1	22,545,000	3,757,000		3,757,000		
WPF	1	6,681,660	2,127,659	2,127,659			

Funding Source and Project Name	Number of Projects	Est. Project Cost	Application Submitted	Approved Funding Amount	Pending Funding Amount	Funding Received	Rejected Amounts
Learning Together: Developing community leadership & geotechnical feasibility to plan the Wingohocking Wet Weather Tunnel	1	6,681,660	2,127,659	2,127,659			
Grand Total	29	674,086,269	267,640,168	109,496,751	15,482,916	250,000	131,464,266

9. DECEMBER RESIDENTIAL CUSTOMER ASSISTANCE AND SERVICES (“R-CAS”) MEETING NOTES

RCAS Meeting Notes – December 12, 2025

Attendees:

Glen Abrams; Melinda Adorno; Robert Ballenger; Frances Beckley; Kinnari Chandriani; Roger Colton; Susan Crosby; Brooke Darlington; Andre Dasent; Robbie Ericson; Paul Fugazzotto; Wren Ganey; Shailean Hardy; Lourdes Hernandez; Lorraine Horton; Benjamin Jewell; Laura Jordan; Patricia King; Nidhi Krishen; Alexandra Lenihan; Blaine Lewis-Thompson; Henrietta Locklear; Kenneth Mathias; Mariele McGlazer; Brian Merritt; Naida Montes; Ayanna Moore; Joan Motz; Richard Orlosky; Zach Popkin; Brian Rademaekers; Lawrence Rich; Mica Root; Julianna Roseo; Kareem Seifeldin; Anna Shugoll; Carl Shultz; Laurice Smith; Jennifer Tavantzis; Keitshawna Williams; Lawrence Yangalay

Introduction

Glen Abrams, PWD Deputy Commissioner, Communications

Federal Workers Assistance Program

Susan Crosby, Deputy Revenue Commissioner for Water, provided an overview of the Department of Revenue’s response to the Federal government shutdown. Revenue rapidly stood up assistance for furloughed employees for both taxes and water bills. During the entirety of the government shutdown and for 60 days after (10/1/25-1/12/26), the following actions were taken:

- Stopped penalties
- Payments were not required during that period
- Outreach regarding TAP hardship
- Web landing page, Microsoft form

Customers could sign up for the program via self-attestation. Just over 100 customers were enrolled in the program. The form for new applications was closed two weeks after the Federal government reopened.

Unified Communications Plan – WRB / PWD / PGW / PECO

Susan Crosby provided an overview of a coordinated initiative among WRB, PWD, PGW, and PECO to jointly promote customer assistance programs. Because eligibility requirements are the same for all three utilities’ assistance programs, messaging will be developed to indicate that if a customer is enrolled in one program, they may be eligible for the others. The three utilities have been meeting to discuss messages and a distribution strategy. The concept includes developing flyers and posters for neighborhood energy centers and other sites. Furthermore, a shared toolkit will be developed with information and graphics to support email to customers and social media posting. A longer-term possibility may include direct mail to customers. There were several questions from attendees:

Q1 R. Ballenger – Will flyers and posters be available to other community partners?

A – We cannot provide printed copies but can provide files for printing by partners.

Q2 J. Motz – Language access: will materials be available in Spanish and other languages?

A – TBD but will certainly include standard language access tagline.

Q3 R. Orlosky – What are dates for the campaign?

A – TBD.

Q4 R. Colton – Any planning on how to evaluate the effectiveness?

A – In discussion but TBD.

Q5 R. Orlosky – Who are the primary contacts?

A – PWD, Glen Abrams; Revenue, Susan Crosby & Kaileigh Murphy; PECO, Patricia King; PGW, Laura Kane.

Health Department / Case Study Discussion

Mica Root, Program Manager at the Philadelphia Department of Public Health, Division of Chronic Disease and Injury Prevention, presented a case study based on research conducted by Health. Ms. Root grounded the discussion highlighting that Health and Water have a shared goal in ensuring drinking water access. Furthermore, when discussing the concept of “water security,” both customer access and adequate financial revenue for the utility must be considered. The case study centered on a homeowner in North Philadelphia that was living without water access on and off for over a decade for various reasons, including interior plumbing issues that had not been resolved. Ultimately, after connecting with several agencies, the needed repairs were completed by Rebuilding Together Philadelphia, and water service was restored. As a result of the broader research and case studies conducted by Health, the following policy implications and next steps were offered:

- Address additional cases of long-term water insecurity
- Share and improve data and communication
- Train staff and partners
- Find more resources

The Department of Public Health is moving forward with a pilot project to address additional cases of long-term water insecurity and is meeting with the Mayor’s Office of Strategic Partnerships to explore potential connections to philanthropy, focusing on water equity and health.

Updates on Additional Subsidization Discussion

Andre Dasent, outside counsel for PWD, and Robert Ballenger, Community Legal Services (CLS), provided a quick update on a workshop to address potential capital funding via the state revolving fund. The intention is to help identify more resources to support PWD’s capital program. A workshop will be scheduled in March 2026 and include WaterNow Alliance and American Rivers, focusing on the ability for Philadelphia to get additional subsidization (e.g., forgivable loans and/or grants) through PennVest. While the Clean Water Act allows additional subsidization and CLS has made this comment on PennVest’s Intended Use Plan for federal water infrastructure funds, PennVest has not expanded beyond their existing affordability criteria.