



TAP

From A Wert <troubleservices1@gmail.com>
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To WaterRateBoard <waterrateboard@Phila.gov>

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Hello. I'd like to submit the following comments on the TAP program and how it has substantially helped my family.

I have been a long time resident of Philadelphia. I married a Philly girl.

We live and work here and try very hard to make the area around us better. We collect rainwater for use in our garden and we have installed in our home, up to date, efficiency focused products to reduce our overall water use footprint.

That's all good stuff and it shows that PWD customers are not out here wasting or not caring about our usage.

Quite the contrary!!!

However, over the years, increases have far out paced our family's income and so we inevitably began a balance.

Ours was not a case of no pay . We always tried and no matter what, attempted to keep up .

When TAP was introduced it immediately impacted my family.

Immediately. Instead of being treated like a derelict and receiving the typical shut off threat , the city via PWD extended an olive branch.

I literally couldn't believe it and I'll be honest , I went from a guy who would loathe PWD to a guy who now routinely defends PWD , all because of a simple act of kindness from a utility .

Thank you PWD. For choosing a better way.

Thank you

A.C. "Tony" Wert

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