

**BEFORE THE PHILADELPHIA WATER, SEWER AND STORM WATER
RATE BOARD**

In the Matter of a Proposed Rate Increase in :
Water, Sewer and Storm Water Rates : **FY 2017-2018 Rates**

Public Advocate's Interrogatories & Requests for Production of Documents

Instructions: Please respond to the following Interrogatories and Requests for Production of Documents. Please repeat the interrogatory and provide the name of the person providing the response. Please provide copies of all replies in PDF and/or XLS format via email and/or on CDs.

PA-RDC-111. Please provide, by section and line number, the ordinance that bars the WRB from entirely or partially outsourcing qualifications and requalification for a low-income assistance program to another agency that also provides social services based on set criteria. Quote the language of the cited ordinance that bars such outsourcing.

PA-RDC-112. Please provide:

- a. The contract by which the unit cost of a person-year for a Business Analyst used to develop a Customer Affordability Program is set at \$225,000 per year;
- b. The contract by which the unit cost of a person-year for a Programmer used to develop a Customer Affordability Program is set at \$225,000 per year.
- c. The contract by which the unit cost of a person year for IT Support Staff for ongoing Information Technology costs is set at \$225,000 per year.

PA-RDC-113. Please provide:

- a. A comprehensive list identifying each City, Company, department or jurisdiction which provides a water, sewer and/or stormwater low-income assistance program on which you and/or RFC have not worked;
- b. Separately identify and provide a single copy of any written document within the knowledge, custody or control of you and/or RFC that presents or otherwise discusses the program design of any such program included on this list;
- c. Separately identify and provide a single copy of any written document within the knowledge, custody or control of you and/or RFC that presents or otherwise discusses the program costs of any such program included on this list;
- d. Separately identify and provide a single copy of any written document within the knowledge, custody or control of you and/or RFC that presents or otherwise discusses the impacts, outcomes or effects of any such program included on this list.

PA-RDC-114. For the new or existing Customer Affordability Program on which any RFC staffperson worked for the Richmond, Virginia, Department of Public Works, please provide as follows:

- a. The name and mailing address of the utility staffperson primarily responsible for the program;
- b. The year in which the program first enrolled low-income participants;
- c. A brief description of the affordability benefits provided by the program to low-income customers;
- d. A brief description of the intake process through which low-income customers enroll in the program;
- e. For the most recent Fiscal Year for which data is available, the number of low-income customers enrolled to receive benefits;
- f. For the most recent Fiscal Year for which data is available, the estimated number of low-income customers eligible to receive benefits;
- g. For the most recent Fiscal Year for which data is available, the dollar amount of lost revenue attributable to discounts or other benefits provided;
- h. For the most recent Fiscal Year for which data is available, the total program cost;
- i. For the most recent Fiscal Year for which data is available, the percentage of total program costs devoted to program administration;
- j. For the most recent Fiscal Year available, the number of Full-Time Equivalent (FTE) staff positions involved with administering the program;
- k. For the most recent Fiscal Year available, the number of FTE staff positions devoted to Information Technology oversight for the program;

Provide such data in your knowledge, custody or control whether or not developed as a workproduct by you or by RFC staff.

PA-RDC-115. For the new or existing Customer Affordability Program on which any RFC staffperson worked for the Washington Suburban Sanitary Commission (MD), please provide as follows:

- a. The name and mailing address of the utility staffperson primarily responsible for the program;
- b. The year in which the program first enrolled low-income participants;
- c. A brief description of the affordability benefits provided by the program to low-income customers;
- d. A brief description of the intake process through which low-income customers enroll in the program;
- e. For the most recent Fiscal Year for which data is available, the number of low-income customers enrolled to receive benefits;
- f. For the most recent Fiscal Year for which data is available, the estimated number of low-income customers eligible to receive benefits;

- g. For the most recent Fiscal Year for which data is available, the dollar amount of lost revenue attributable to discounts or other benefits provided;
- h. For the most recent Fiscal Year for which data is available, the total program cost;
- i. For the most recent Fiscal Year for which data is available, the percentage of total program costs devoted to program administration;
- j. For the most recent Fiscal Year available, the number of Full-Time Equivalent (FTE) staff positions involved with administering the program;
- k. For the most recent Fiscal Year available, the number of FTE staff positions devoted to Information Technology oversight for the program;

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PA-RDC-116. For the new or existing Customer Affordability Program on which any RFC staffperson worked for the City and County of Honolulu (HI) Department of Environmental Services, please provide as follows:

- a. The name and mailing address of the utility staffperson primarily responsible for the program;
- b. The year in which the program first enrolled low-income participants;
- c. A brief description of the affordability benefits provided by the program to low-income customers;
- d. A brief description of the intake process through which low-income customers enroll in the program;
- e. For the most recent Fiscal Year for which data is available, the number of low-income customers enrolled to receive benefits;
- f. For the most recent Fiscal Year for which data is available, the estimated number of low-income customers eligible to receive benefits;
- g. For the most recent Fiscal Year for which data is available, the dollar amount of lost revenue attributable to discounts or other benefits provided;
- h. For the most recent Fiscal Year for which data is available, the total program cost;
- i. For the most recent Fiscal Year for which data is available, the percentage of total program costs devoted to program administration;
- j. For the most recent Fiscal Year available, the number of Full-Time Equivalent (FTE) staff positions involved with administering the program;
- k. For the most recent Fiscal Year available, the number of FTE staff positions devoted to Information Technology oversight for the program;

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PA-RDC-117. For the new or existing Customer Affordability Program on which any RFC staffperson worked for DC Water, please provide as follows:

- a. The name and mailing address of the utility staffperson primarily responsible for the program;
- b. The year in which the program first enrolled low-income participants;
- c. A brief description of the affordability benefits provided by the program to low-income customers;
- d. A brief description of the intake process through which low-income customers enroll in the program;
- e. For the most recent Fiscal Year for which data is available, the number of low-income customers enrolled to receive benefits;
- f. For the most recent Fiscal Year for which data is available, the estimated number of low-income customers eligible to receive benefits;
- g. For the most recent Fiscal Year for which data is available, the dollar amount of lost revenue attributable to discounts or other benefits provided;
- h. For the most recent Fiscal Year for which data is available, the total program cost;
- i. For the most recent Fiscal Year for which data is available, the percentage of total program costs devoted to program administration;
- j. For the most recent Fiscal Year available, the number of Full-Time Equivalent (FTE) staff positions involved with administering the program;
- k. For the most recent Fiscal Year available, the number of FTE staff positions devoted to Information Technology oversight for the program;

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PA-RDC-118. For the new or existing Customer Affordability Program on which any RFC staffperson worked for the Columbus (GA) Water Works, please provide as follows:

- a. The name and mailing address of the utility staffperson primarily responsible for the program;
- b. The year in which the program first enrolled low-income participants;
- c. A brief description of the affordability benefits provided by the program to low-income customers;
- d. A brief description of the intake process through which low-income customers enroll in the program;
- e. For the most recent Fiscal Year for which data is available, the number of low-income customers enrolled to receive benefits;
- f. For the most recent Fiscal Year for which data is available, the estimated number of low-income customers eligible to receive benefits;
- g. For the most recent Fiscal Year for which data is available, the dollar amount of lost revenue attributable to discounts or other benefits provided;

- h. For the most recent Fiscal Year for which data is available, the total program cost;
- i. For the most recent Fiscal Year for which data is available, the percentage of total program costs devoted to program administration;
- j. For the most recent Fiscal Year available, the number of Full-Time Equivalent (FTE) staff positions involved with administering the program;
- k. For the most recent Fiscal Year available, the number of FTE staff positions devoted to Information Technology oversight for the program;

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PA-RDC-119. For the new or existing Customer Affordability Program on which any RFC staffperson worked for the Birmingham (AL) Water Works Board, please provide as follows:

- a. The name and mailing address of the utility staffperson primarily responsible for the program;
- b. The year in which the program first enrolled low-income participants;
- c. A brief description of the affordability benefits provided by the program to low-income customers;
- d. A brief description of the intake process through which low-income customers enroll in the program;
- e. For the most recent Fiscal Year for which data is available, the number of low-income customers enrolled to receive benefits;
- f. For the most recent Fiscal Year for which data is available, the estimated number of low-income customers eligible to receive benefits;
- g. For the most recent Fiscal Year for which data is available, the dollar amount of lost revenue attributable to discounts or other benefits provided;
- h. For the most recent Fiscal Year for which data is available, the total program cost;
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- j. For the most recent Fiscal Year available, the number of Full-Time Equivalent (FTE) staff positions involved with administering the program;
- k. For the most recent Fiscal Year available, the number of FTE staff positions devoted to Information Technology oversight for the program;

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PA-RDC-120. For the new or existing Customer Affordability Program on which any RFC staffperson worked for the City of Jackson (MS), please provide as follows:

- a. The name and mailing address of the utility staffperson primarily responsible for the program;
- b. The year in which the program first enrolled low-income participants;
- c. A brief description of the affordability benefits provided by the program to low-income customers;
- d. A brief description of the intake process through which low-income customers enroll in the program;
- e. For the most recent Fiscal Year for which data is available, the number of low-income customers enrolled to receive benefits;
- f. For the most recent Fiscal Year for which data is available, the estimated number of low-income customers eligible to receive benefits;
- g. For the most recent Fiscal Year for which data is available, the dollar amount of lost revenue attributable to discounts or other benefits provided;
- h. For the most recent Fiscal Year for which data is available, the total program cost;
- i. For the most recent Fiscal Year for which data is available, the percentage of total program costs devoted to program administration;
- j. For the most recent Fiscal Year available, the number of Full-Time Equivalent (FTE) staff positions involved with administering the program;
- k. For the most recent Fiscal Year available, the number of FTE staff positions devoted to Information Technology oversight for the program;

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PA-RDC-121. For the new or existing Customer Affordability Program on which any RFC staffperson worked for the Charlotte-Mecklenburg (NC) Utilities, please provide as follows:

- a. The name and mailing address of the utility staffperson primarily responsible for the program;
- b. The year in which the program first enrolled low-income participants;
- c. A brief description of the affordability benefits provided by the program to low-income customers;
- d. A brief description of the intake process through which low-income customers enroll in the program;
- e. For the most recent Fiscal Year for which data is available, the number of low-income customers enrolled to receive benefits;
- f. For the most recent Fiscal Year for which data is available, the estimated number of low-income customers eligible to receive benefits;
- g. For the most recent Fiscal Year for which data is available, the dollar amount of lost revenue attributable to discounts or other benefits provided;
- h. For the most recent Fiscal Year for which data is available, the total program cost;

- i. For the most recent Fiscal Year for which data is available, the percentage of total program costs devoted to program administration;
- j. For the most recent Fiscal Year available, the number of Full-Time Equivalent (FTE) staff positions involved with administering the program;
- k. For the most recent Fiscal Year available, the number of FTE staff positions devoted to Information Technology oversight for the program;

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PA-RDC-122. For the new or existing Customer Affordability Program on which any RFC staffperson worked for Northeast Ohio Regional Sewer District, please provide as follows:

- a. The name and mailing address of the utility staffperson primarily responsible for the program;
- b. The year in which the program first enrolled low-income participants;
- c. A brief description of the affordability benefits provided by the program to low-income customers;
- d. A brief description of the intake process through which low-income customers enroll in the program;
- e. For the most recent Fiscal Year for which data is available, the number of low-income customers enrolled to receive benefits;
- f. For the most recent Fiscal Year for which data is available, the estimated number of low-income customers eligible to receive benefits;
- g. For the most recent Fiscal Year for which data is available, the dollar amount of lost revenue attributable to discounts or other benefits provided;
- h. For the most recent Fiscal Year for which data is available, the total program cost;
- i. For the most recent Fiscal Year for which data is available, the percentage of total program costs devoted to program administration;
- j. For the most recent Fiscal Year available, the number of Full-Time Equivalent (FTE) staff positions involved with administering the program;
- k. For the most recent Fiscal Year available, the number of FTE staff positions devoted to Information Technology oversight for the program;

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PA-RDC-123. For the new or existing Customer Affordability Program on which any RFC staffperson worked for the City of Johnson City (TN), please provide as follows:

- a. The name and mailing address of the utility staffperson primarily responsible for the program;

- b. The year in which the program first enrolled low-income participants;
- c. A brief description of the affordability benefits provided by the program to low-income customers;
- d. A brief description of the intake process through which low-income customers enroll in the program;
- e. For the most recent Fiscal Year for which data is available, the number of low-income customers enrolled to receive benefits;
- f. For the most recent Fiscal Year for which data is available, the estimated number of low-income customers eligible to receive benefits;
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- i. For the most recent Fiscal Year for which data is available, the percentage of total program costs devoted to program administration;
- j. For the most recent Fiscal Year available, the number of Full-Time Equivalent (FTE) staff positions involved with administering the program;
- k. For the most recent Fiscal Year available, the number of FTE staff positions devoted to Information Technology oversight for the program;

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PA-RDC-124. For the new or existing Customer Affordability Program on which for the City of San Antonio (TX), please provide as follows:

- a. The name and mailing address of the utility staffperson primarily responsible for the program;
- b. The year in which the program first enrolled low-income participants;
- c. A brief description of the affordability benefits provided by the program to low-income customers;
- d. A brief description of the intake process through which low-income customers enroll in the program;
- e. For the most recent Fiscal Year for which data is available, the number of low-income customers enrolled to receive benefits;
- f. For the most recent Fiscal Year for which data is available, the estimated number of low-income customers eligible to receive benefits;
- g. For the most recent Fiscal Year for which data is available, the dollar amount of lost revenue attributable to discounts or other benefits provided;
- h. For the most recent Fiscal Year for which data is available, the total program cost;
- i. For the most recent Fiscal Year for which data is available, the percentage of total program costs devoted to program administration;

- j. For the most recent Fiscal Year available, the number of Full-Time Equivalent (FTE) staff positions involved with administering the program;
- k. For the most recent Fiscal Year available, the number of FTE staff positions devoted to Information Technology oversight for the program;

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