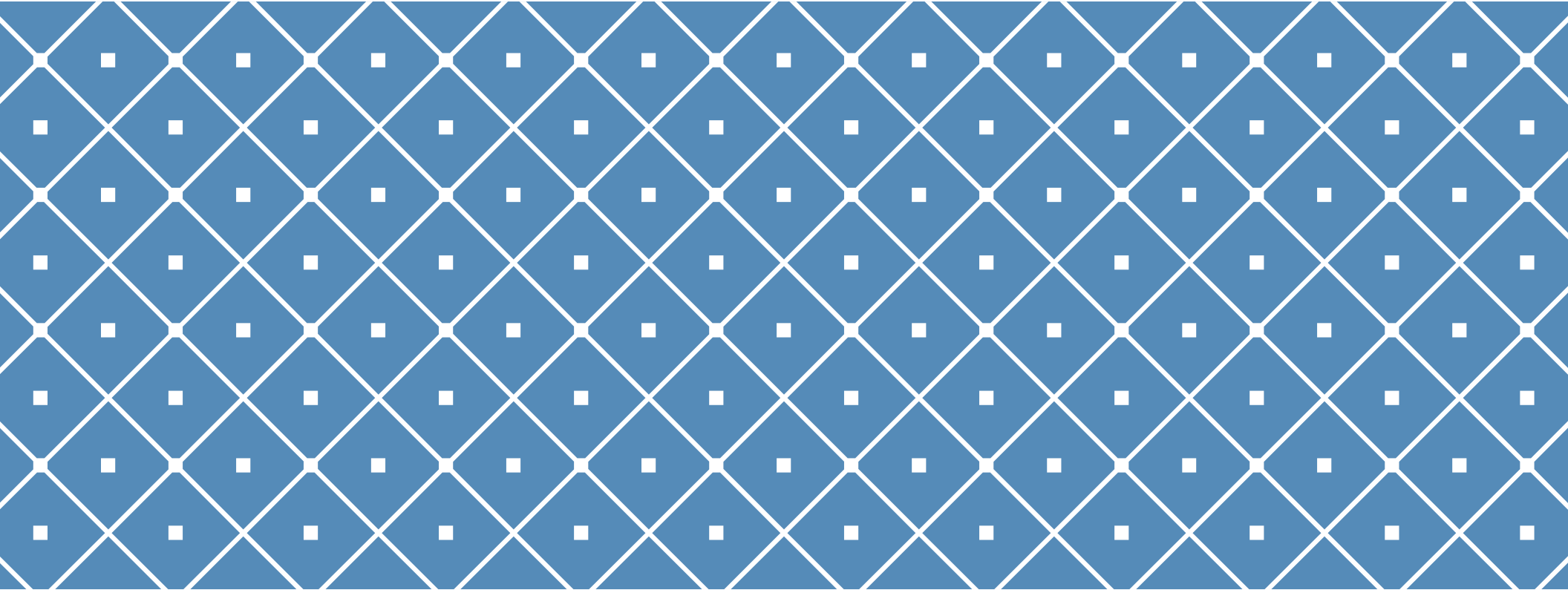


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# TAP GROUP TRAINING 1

June 2017



# AGENDA

## Part One

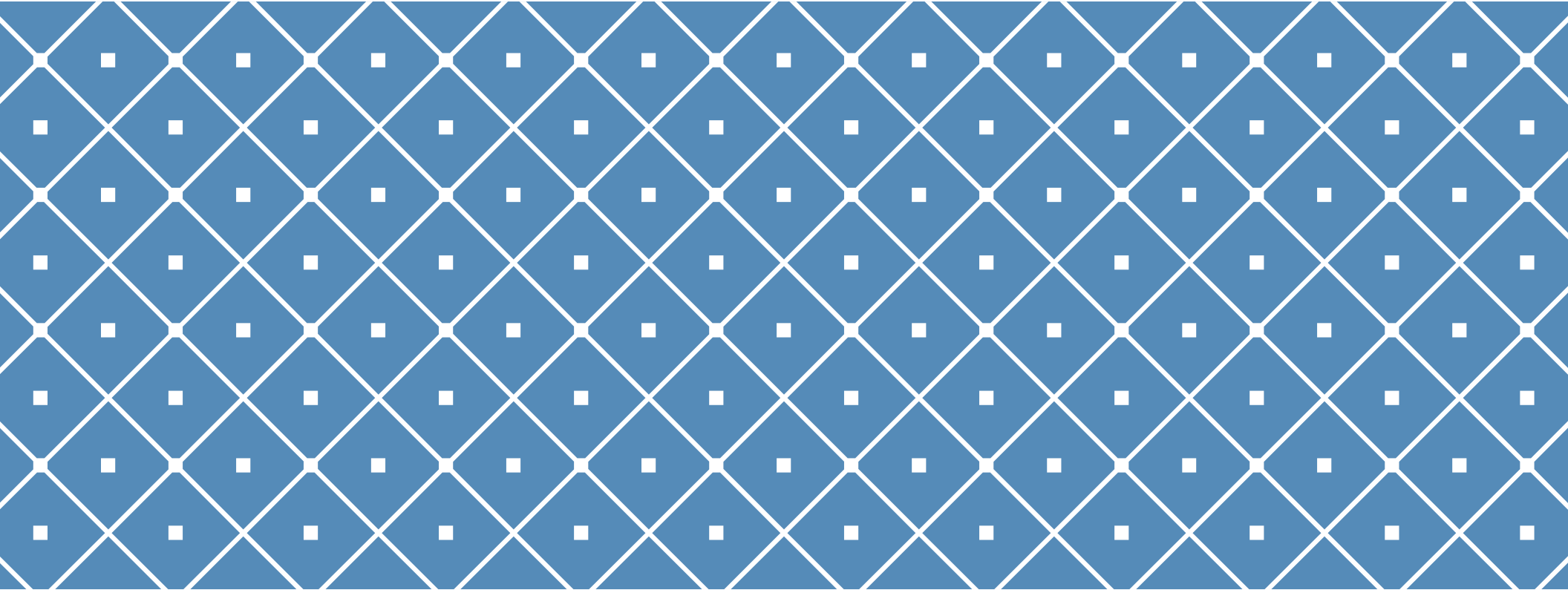
- TAP Overview
- Break
- Walkthrough of IWFE
- Walkthrough of IWBE
- Test access and view data

## Part Two

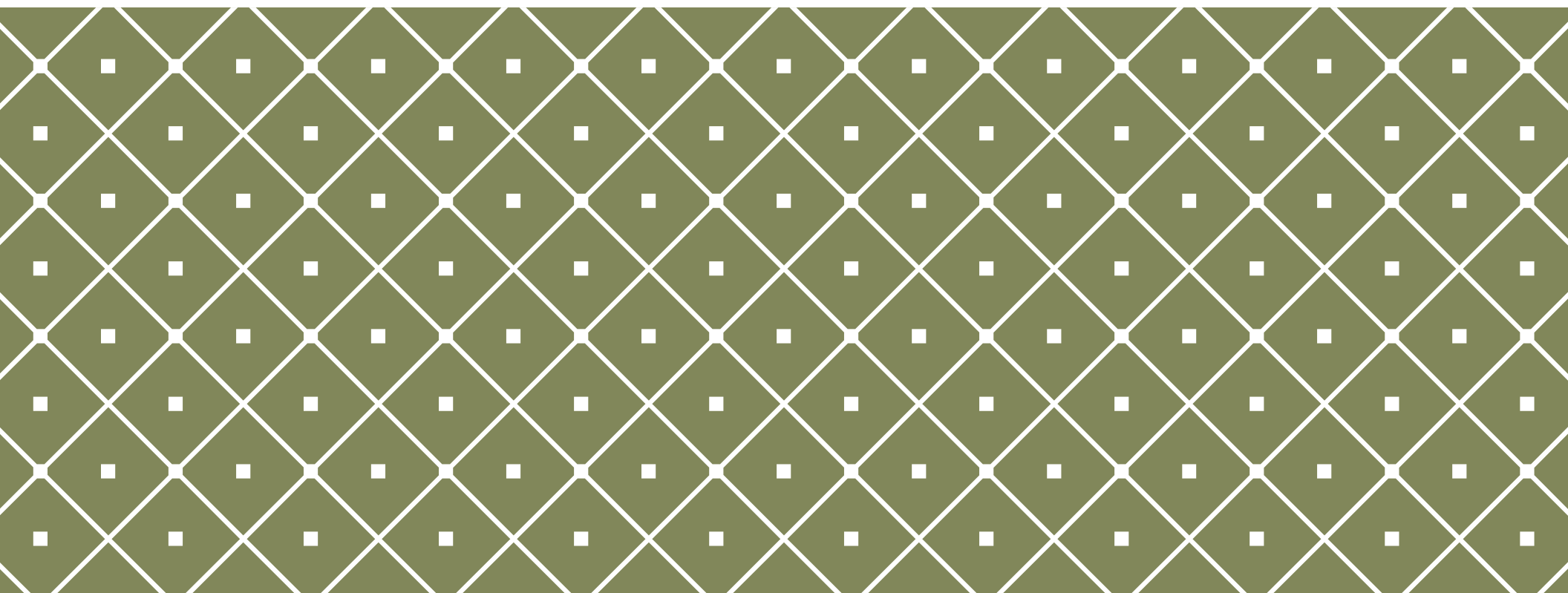
- Detailed review of SOPs

## Part Three

- Fill out and review sample applications



# PART ONE



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE

# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

Payment agreements:

- 1STD
- 2STD
- TENFIVE

## New programs

TAP

WRBCC

- Only for currently enrolled customers
- No City grant

SCD

Payment agreements:

- 1STD
- 2STD
- TENFIVE
  - No new TENFIVE agreements
- LONGSTD
- TAPBACK

# TIERED ASSISTANCE PROGRAM (TAP)

New affordability program for customers that:

- Are low-income ( $\leq 150\%$  FPL), or
- Have a special hardship

TAP provides customers significant savings on the customer's monthly water bill by offering a consistent bill based on the customer's income.

# CUSTOMER ASSISTANCE PROGRAMS - TAP

## Eligibility

- Do not have to be delinquent
- At or below 150% of FPL
- Special Hardship above 150% FPL
  - Death of primary wage earner, illness, expenses, new dependent, domestic violence, loss of job

## Benefits

- Consistent bills at a flat rate
- No additional payment toward arrears is required
- **Water** account balance is protected from collection
- Forgiveness of penalties after 24 months of full payment

# CUSTOMER ASSISTANCE PROGRAMS — LONG STANDARD PLAN

## Eligibility

- 151- 250% of FPL

## Benefits

- Total bill is at affordable level



# CUSTOMER ASSISTANCE PROGRAMS - WRBCC

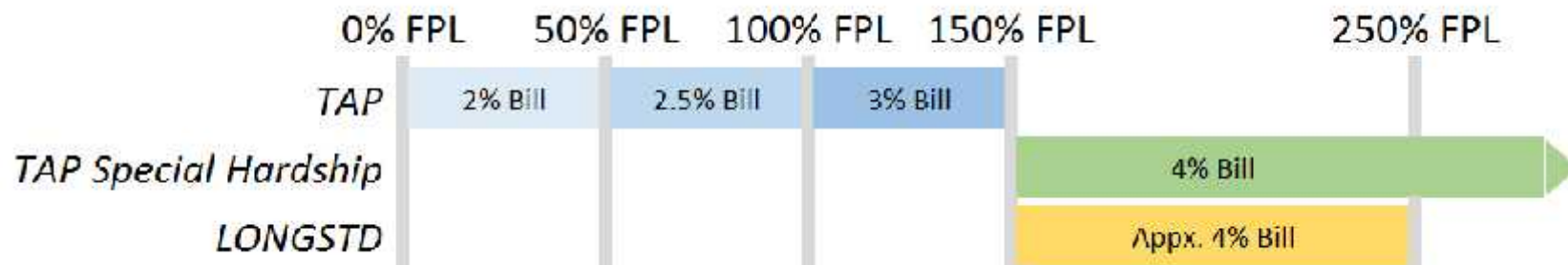
## Eligibility

- Only if already certified

## Benefits

- Consistent bills at a flat rate
- No City Grant

# INCOME ELIGIBILITY

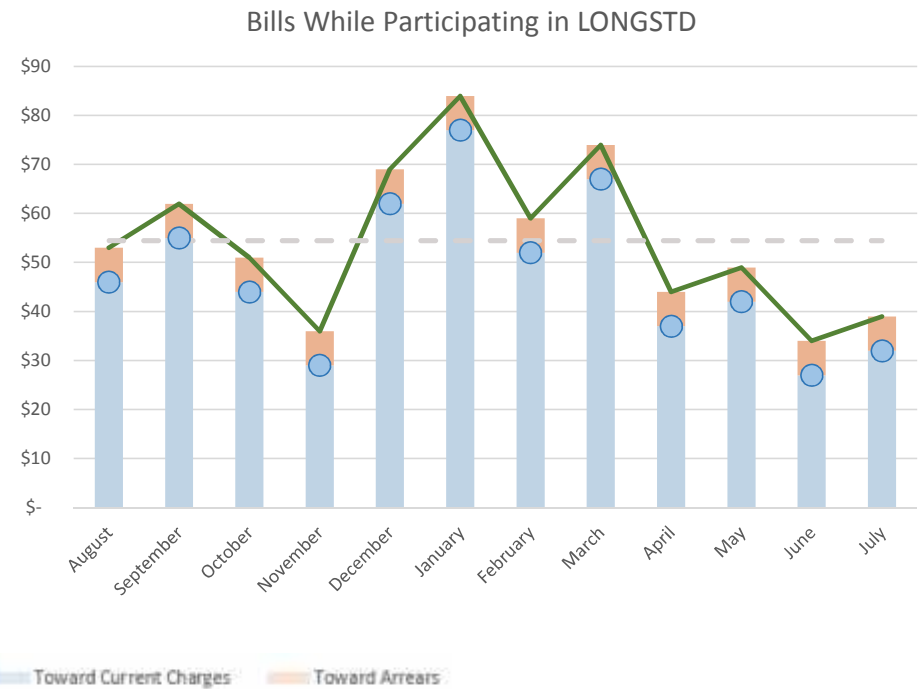
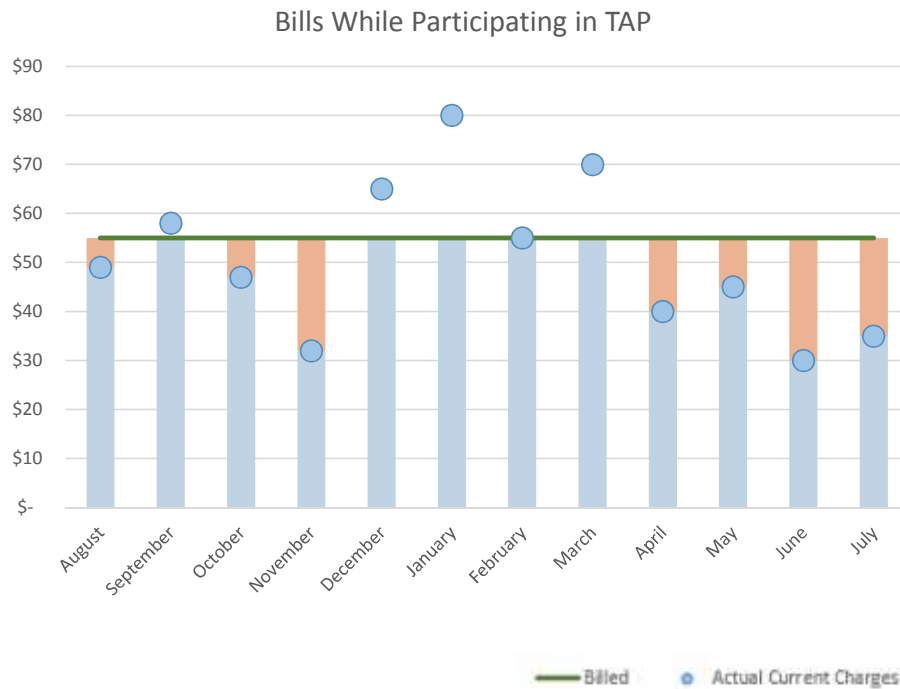


# TAP BILL AMOUNTS

For TAP and TAP Landlord Payment Agreement...

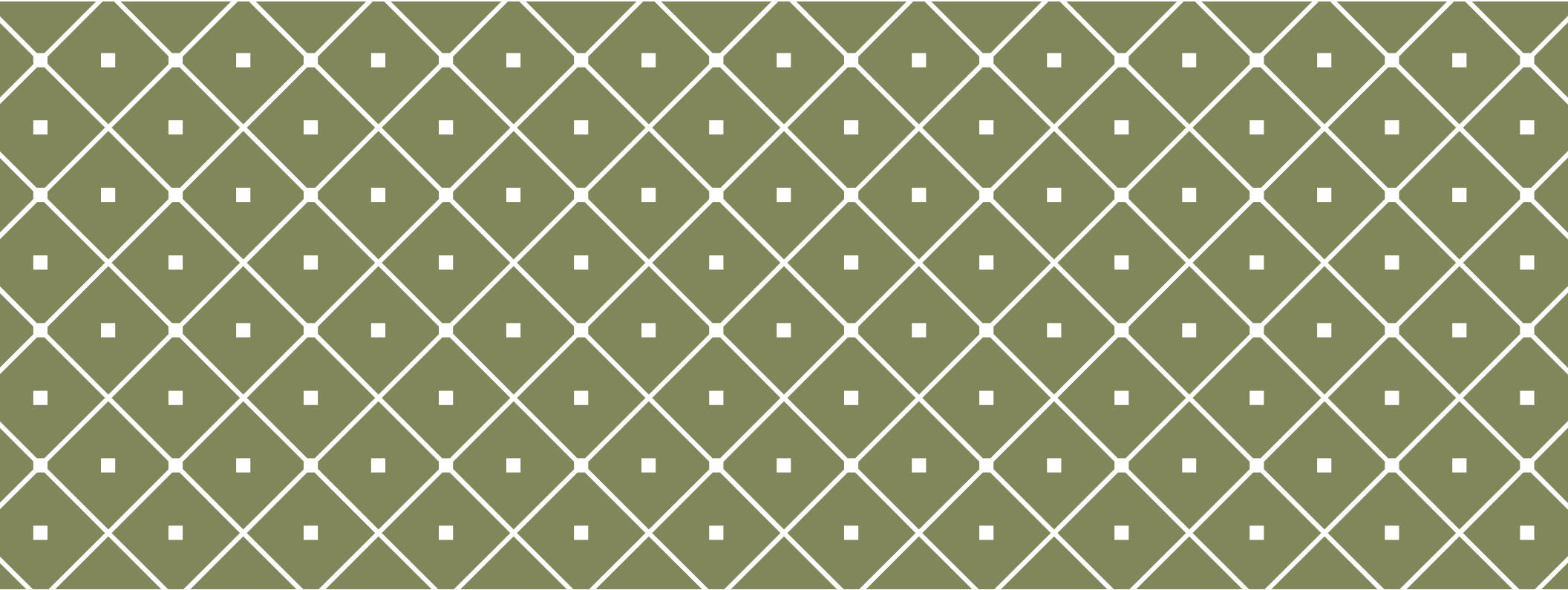
If your household income is this % of FPL:	Your bill is equal to:
< 50%	2% of household monthly income
> 50% and ≤100%	2.5% of household monthly income
> 100% and ≤150%	3% of household monthly income
> 150% (special hardship only)	4% of household monthly income

# NEW PROGRAM BILL PATTERNS

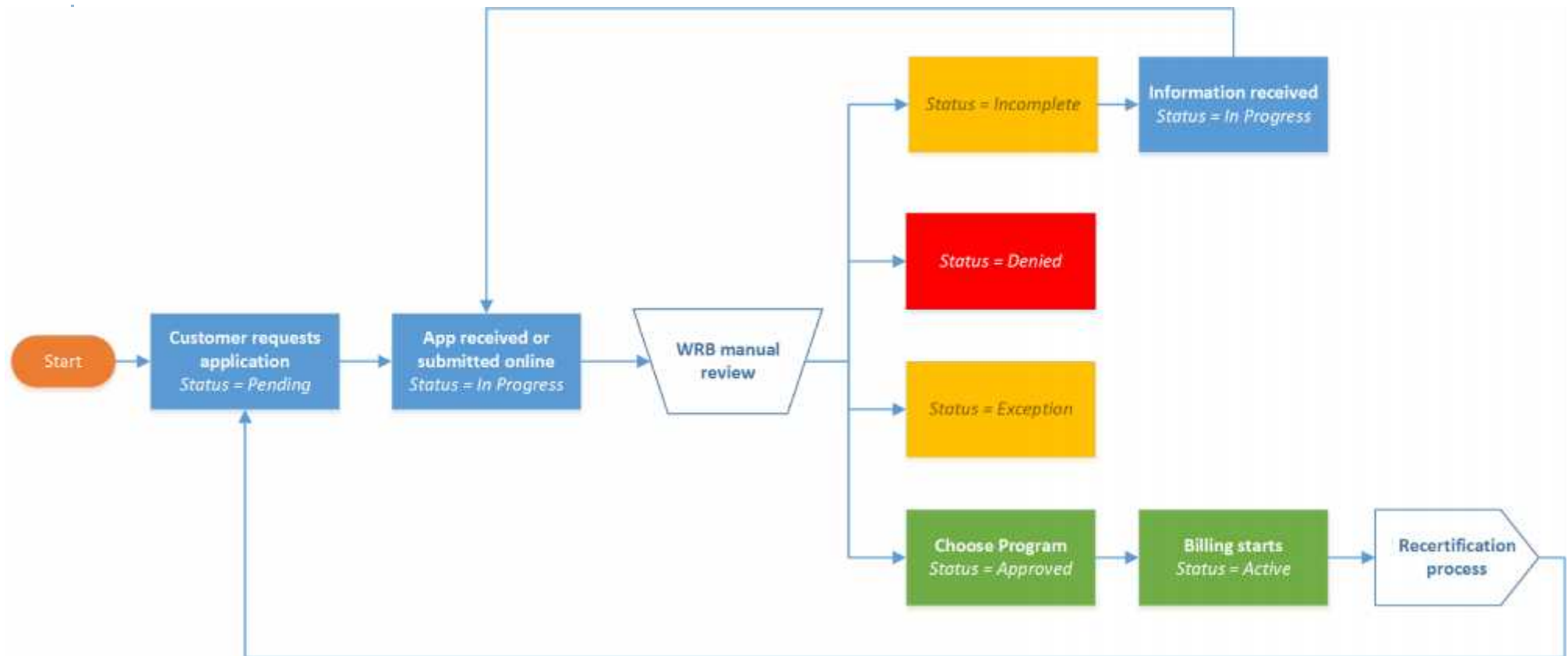


# PROGRAM COMPARISON

	<b>TAP Participation</b>	<b>WRBCC Agreement</b>	<b>Standard Agreement</b>	<b>LONGSTD Agreement</b>
<b>Timing</b>	) Recertify annually	) Recertify annually	) Agreement lasts up to 12 months	) Agreement lasts beyond 1 year
<b>Enrollment</b>	) First-time applications and recertifications through single Customer Assistance application	) Recertifications through single Customer Assistance application	) Enroll through current WRB process	) For 151-250% FPL, can apply through Customer Assistance application. ) For others, enroll through current WRB process
<b>Agreement</b>	) Consistent ) Covers current charges and payment toward arrears ) Pre-TAP Arrears are protected from enforcement	) Consistent ) Covers current charges ) Pre-WRBCC arrears are protected ) No enforcement	) Consistent amount on top of current charges ) No enforcement unless customer breaches	) Consistent amount on top of current charges ) No enforcement unless customer breaches
<b>Nonpayment</b>	) Enforcement (shut-off, visit or restore fee) ) Plan required for unpaid TAP bills ) Pre-TAP arrears remain protected regardless of non-payment	) No enforcement ) At the end of the plan, eligible for WRBCC recertification if unpaid amount is cured, or eligible for TAP	) Enforcement ) Customer can cure the breach by paying the unpaid amount ) Customer can renegotiate the agreement prior to nonpayment	) Enforcement ) Customer can cure the breach by paying the unpaid amount ) Customer can renegotiate the agreement prior to nonpayment



# APPLICATION LIFECYCLE



# THIRD PARTY VENDOR: VANGUARD

## Application Mailing

When requested by customer or staff via website

When requested by TAP Group for recertification

Mass mailings (WRBCC, Senior)

## Application Scanning

Receive in the mail (from customers and WRB)

- completed applications
- missing information

Create images of all documents

Data enter information from original applications

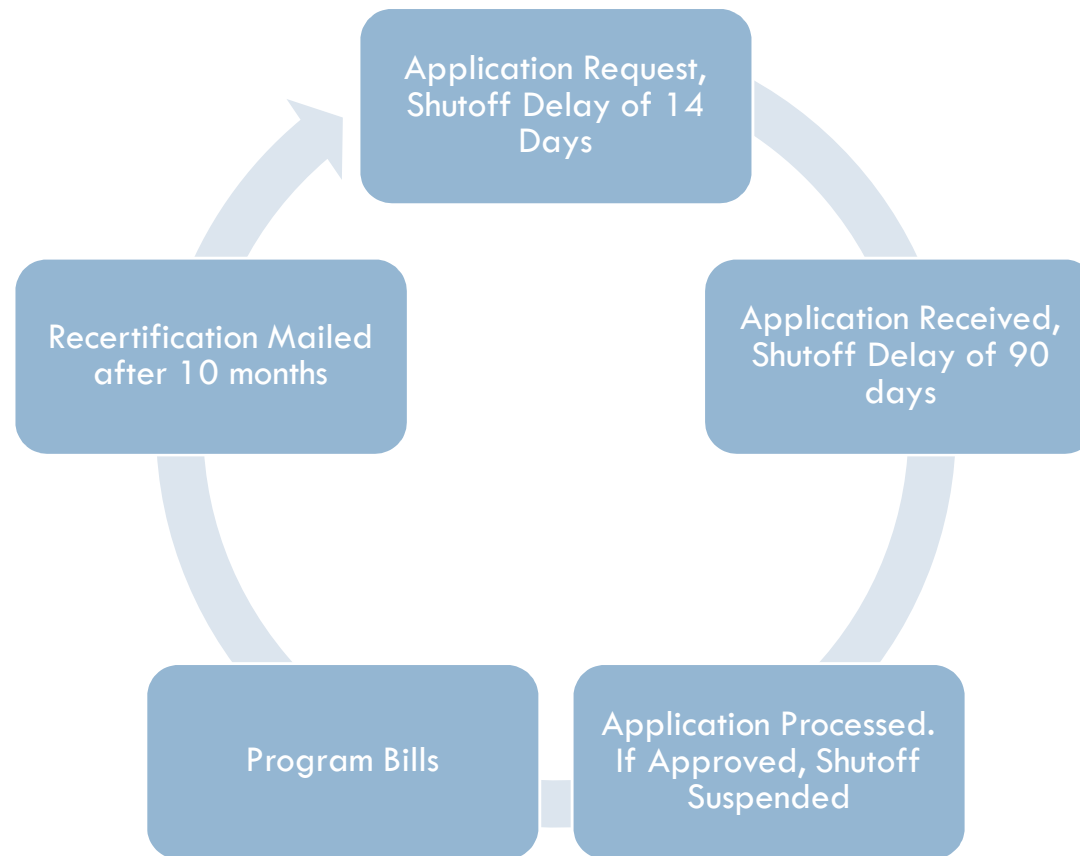
## IWFE Maintenance

Maintain IWFE website

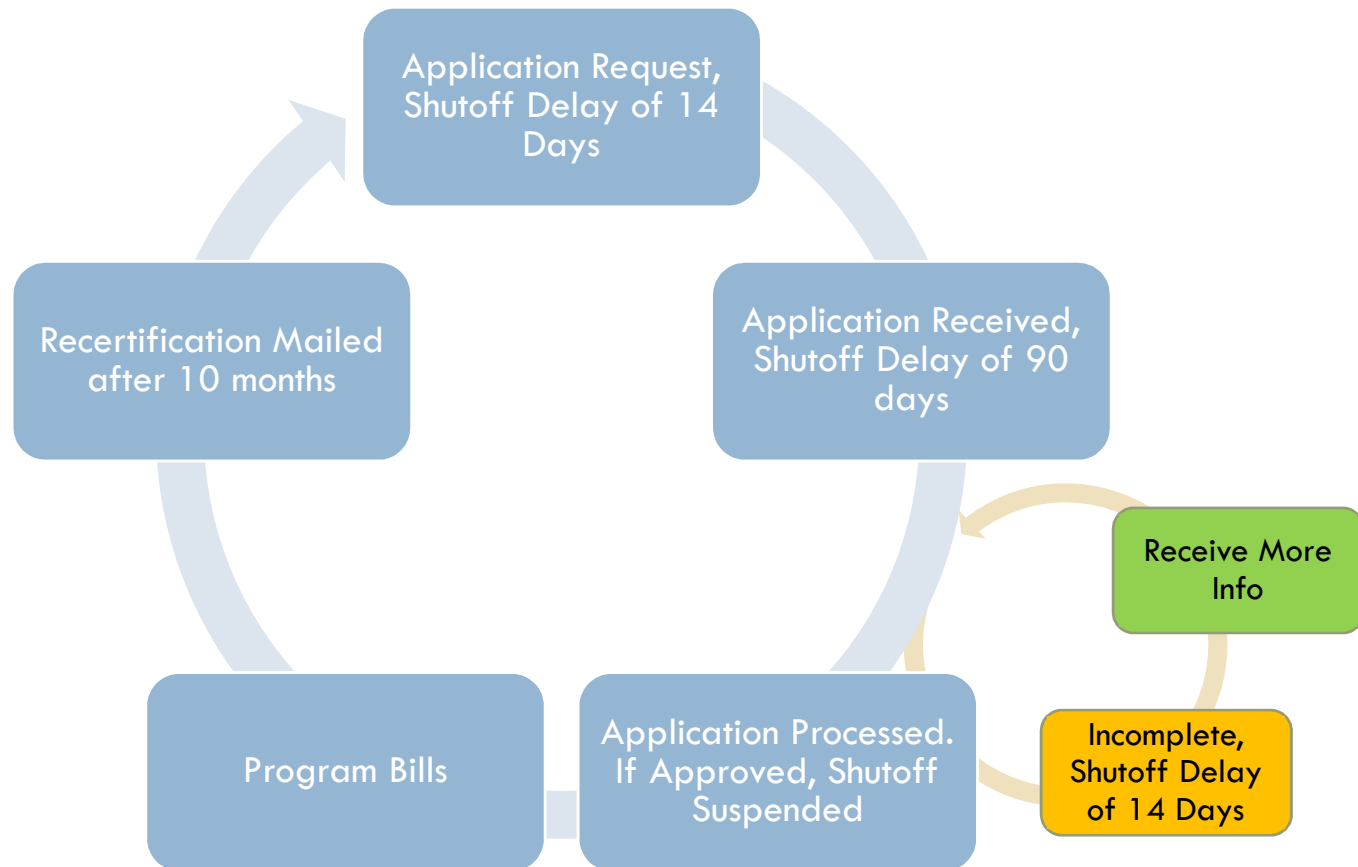
Write data to IWBE database



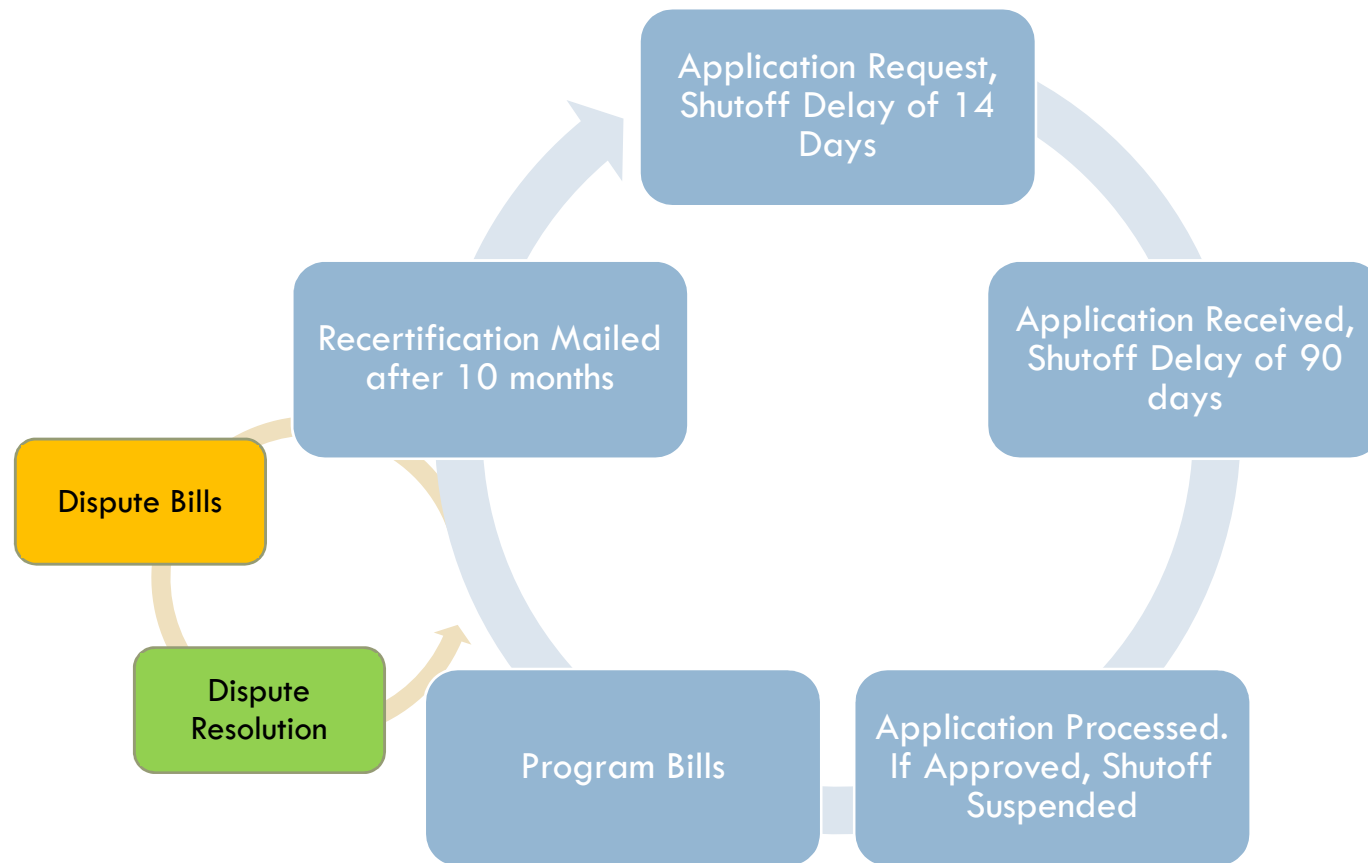
# TAP APPLICATION LIFECYCLE

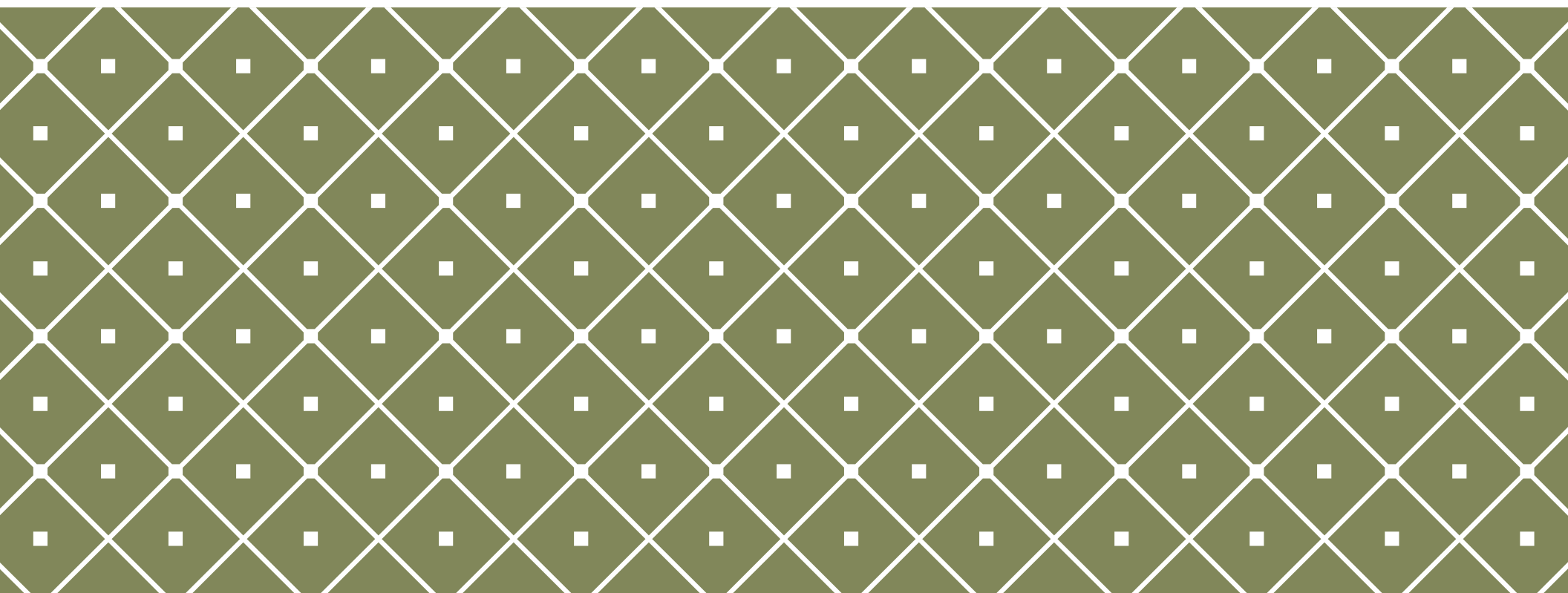


# TAP APPLICATION LIFECYCLE



# TAP APPLICATION LIFECYCLE





# MANAGEMENT OF PRE-TAP ACCOUNT BALANCE

# TAPHLD DEBT COLLECTION RECORD

When a customer is enrolled in TAP, debt will be linked to a new TAPHLD debt collection record.

Prior to enrollment, debt must be unlinked from other DCRs

- can be done automatically through DCR status update or manually

Excludes:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN

# AUTO UNLINKING BY UPDATING DCR STAGE

On the Debt Collection Screen, changing the Debt Collection Stage to **Closed** will auto unlink transactions for most paths. (see list of Auto Unlink stages in 'auto unlink dcr stages.docx').

The screenshot shows the Debt Collection screen for a customer named STEWART T WILEY. The Debt Collection Stage is currently set to 'ALLIANCE' and is highlighted with a red box. A red arrow points from the text above to this dropdown menu. The screen also displays various financial details such as Total Debt (\$36.50), Outstanding (\$11.81), and Principal (\$25.69).

Field	Value
Debt Collection Ref No	0101561751
Revolving Ref No	0101561751
Customer	CUC935028 STEWART T WILEY
Regulator	B085941770 2221 RUFFER ST 15140 (5707962224902) 111431708
Supply	WATER
Debt Collection Path	ALLIANCE
Debt Collection Stage	ALLIANCE
Card Period - From	04/11/2012
Card Period - Up To	11/17/2016
Total Debt	\$36.50
Outstanding	\$11.81
Principal	\$25.69
Penalty	\$1.12
Over	\$0.00

# AUTO UNLINKING BY UPDATING DCR STAGE

ALL1 - CLOSED	LINEBAR - CLOSED	OLD-BNKR - CLOSED	RCB10K - CLOSED
BNKRPT07 - DISMISSD	MUNICORT - REMOVE	OLD-WRAP - CLOSED	RDA - CLOSED
BNKRPT11 - DISMISSD	MUNICORT - DISMISSD	PENN - CLOSED	SH-WATER - CLOSED
BNKRPT13 - DISMISSD	MUNICORT - CLOSED	PHDC - CLOSED	TAGT1 - CLOSED
CACI - CLOSED	NCO - CLOSED	PRE10K - CLOSED	TAGT2 - CLOSED
GILA - CLOSED	OBE - CLOSED	PRO - CLOSED	TAPHLD - TAPCANCL
		RCB - CLOSED	TAPHLD - TAPCLOSE
			VACANT - CLOSED

# MANUAL UNLINKING

The screenshot shows the 'Debt Collection System' interface. At the bottom, there are three buttons: 'Link/Unlink Trans', 'Balance Calc', and 'Batch Stage History'. The 'Link/Unlink Trans' button is highlighted with a red box, and a red arrow points to it from below.

Otherwise, click on the Link/Unlink Trans button, and then click on the Unlink All button to unlink transactions from the Debt Collection record.

The screenshot shows the 'Debt Collection System' interface with a list of transactions. At the top, there are buttons for 'Link/Unlink Trans', 'Balance Calc', and 'Batch Stage History'. The 'Unlink All' button is highlighted with a red box, and a red arrow points to it from above.

Trans ID	Link Code	Link Date	Total Amount	Balance Amount	Drags Code	Reached Date	Link Code	Link Date
00000000	LN	04/01/2017	10.00	10.00				
00000001	PNLT	11/01/2016	4.63	4.63				
00000002	BILL	11/01/2016	14.12	14.12				
00000003	PNLT	10/01/2016	4.54	4.54				
00000004	BILL	10/01/2016	14.12	14.12				
00000005	BILL	10/01/2016	14.12	14.12				
00000006	PNLT	09/01/2016	4.43	4.43				
00000007	PNLT	08/01/2016	4.38	4.38				
00000008	BILL	08/01/2016	14.12	14.12				
00000009	BILL	07/01/2016	14.12	14.12				
00000010	PNLT	07/01/2016	4.26	4.26				
00000011	PNLT	06/01/2016	4.17	4.17				
00000012	BILL	06/01/2016	14.12	14.12				



# TAPHLD

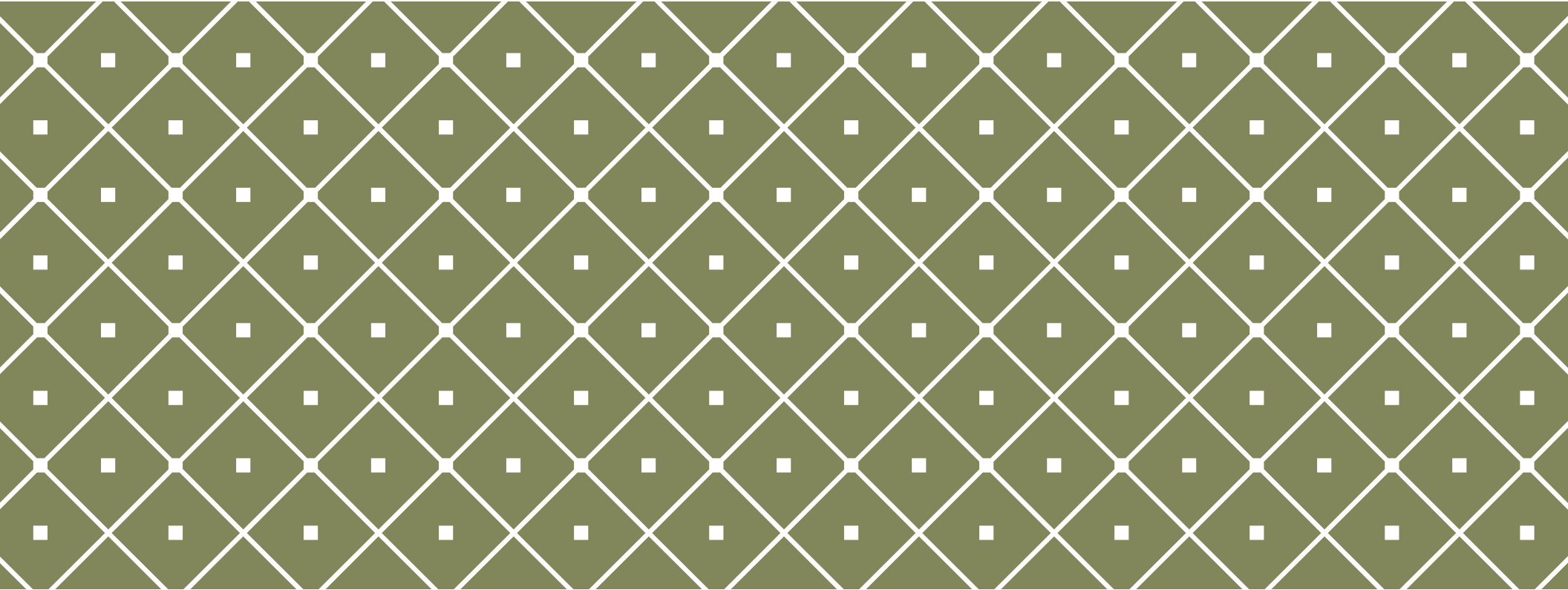
When entering TAP, debt automatically linked to TAPHLD record

Again, except:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN

When bankruptcy dismissed (or discharged >0), debt linked to TAPHLD record

- done by Collections



# TAP DISPUTES

# LETTERS

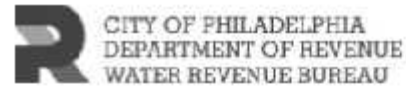
Customers will receive letters upon:

- Submitting an application
- Incomplete determination
- Approval
- Denial

# DISPUTES

Customers can dispute any decision made on their application.

- Denial
- Plan selection
- TAP plan amount
- Incomplete designation



DIANE E BROCKWAY  
9235 EXETER RD  
PHILADELPHIA PA 19114

Questions:

[www.phila.gov](http://www.phila.gov)

**(215) 686 6880**

Monday-Friday, 8am-5pm

### Customer Assistance Application Denied

June 6, 2017

Dear Customer:

We have reviewed your application for a customer assistance program. We regret to inform you that at this time you do not meet the eligibility criteria for any of our assistance programs based on the information provided in your application (income, residency, or age).

You are ineligible for the Tiered Assistance Program (TAP) for the following reason(s):

Residency or customer status does not meet guidelines.

We encourage you to re-apply if your circumstances change.

You have the right to dispute this decision 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:

[http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html)

If you have questions, please call the Water Revenue Bureau at 215-686-6880. We are also partnering with the Utility Emergency Services Fund (UESF), Community Legal Services (CLS) and your local Neighborhood Energy Center (NEC).

Thank you.

**Water Access Code:**

**000141646**

**Account Number:**

---

**Service Address:**

**9235 EXETER RD  
PHILADELPHIA PA 19114**

EXAMPLE

# TAP DISPUTES

Call Key: [ ] Entered: 06/08/2017 13:28:26 Updated: [ ]

Rep/Enq 1: DISPUTE

Type: [ ] Status: To be Reviewed

Source: [ ]

Contact: [ ]

Description: Find TAP%

Reply: [ ]

Keys:

Call Type	Description	Key 1	Key 2
TAPADISP	TAP Application Dispute	Account	Installation
TAPBDISP	TAP Plan Breach Dispute	Account	Installation
TAPPDISP	TAP Participation Dispute	Account	Installation

Custom: [ ]

Installation: [ ]

Account: [ ]

Application: [ ]

Met: [ ]

# TAP DISPUTES

## TAPADISP

Disputing application decision

- may result in manual adjustment

## TAPPDISP

Disputing plan participation decision

- reverse and rebill happens automatically for Group 1 or Group 2 with a different amount

# TAPC-CCE

The screenshot displays a software interface with a 'Call Details' dialog box open over a 'TAPC-CCE' event record. The background interface includes a table with columns: Keys, Works, Assign Event, Completion Event, Description, Reply, and Contacts. The 'Description' column contains the text 'TAPC-CCE TAP Dispute resolved in favor of the Customer'. The 'Call Details' dialog box has the following fields:

- TAP New Group Number
- TAP New Bill Amount
- TAP Representative

At the bottom of the dialog box are buttons: OK, Cancel, Filter, and Help. Below the dialog box, a grid of buttons is visible, including: Customer, Installation, Account, Specification, Disposition, PayPlan, Change Plan, Spec Plan, Meter/Rate, Supply Agreement, Dispute Tran, Bill Reversal, Cust Interact, Debt Collect, and Reading History.



# TAPW-CCE

Keys	Wdris	/Assign Event	Completion Event	Description	Reply
Type	TAPW-CCE - TAP Dispute resolved in favor of WRE				
Id					
Action 1	-				
2	-				
3	-				
4	-				
Action Req'd					
Report Req'd					
	1				

Customer	Installation	Account	Application	Disposition
CityPlan	ChargeExt	SpecRead	MeterWork	Supply Agreement
Dispute Tran	Bill Reversal	Cust Interact	Debt Collect	Reading History

# TAPX-CCE

The screenshot displays the TAPX-CCE software interface. At the top, there are tabs: Keys, Work, Assign Event, Completion Event, Description, and Reply. The 'Assign Event' tab is selected. Below the tabs, the 'Type:' field is set to 'TAPX-CCE' and the 'Description' field contains 'TAP Dispute Withdrawn by Customer'. There are four 'Action' fields (Action 1, 2, 3, 4) with dropdown menus. Below these are 'Action Req'd' and 'Report Req'd' checkboxes. At the bottom, there is a grid of buttons for various actions: Customer, Installation, Account, Application, Disposition, Pay Plan, Charge Ext, Spec Read, Meter Work, Supply Agreement, Dispute Tran, Bill Reversal, Cust Interact, Debt Collect, and Reading History.

Type:	Description:
TAPX-CCE	TAP Dispute Withdrawn by Customer

Action	Action Req'd	Report Req'd
Action 1		
Action 2		
Action 3		
Action 4		

Customer	Installation	Account	Application	Disposition
Pay Plan	Charge Ext	Spec Read	Meter Work	Supply Agreement
Dispute Tran	Bill Reversal	Cust Interact	Debt Collect	Reading History

# TAP GROUPS

Group 1: TAP Income

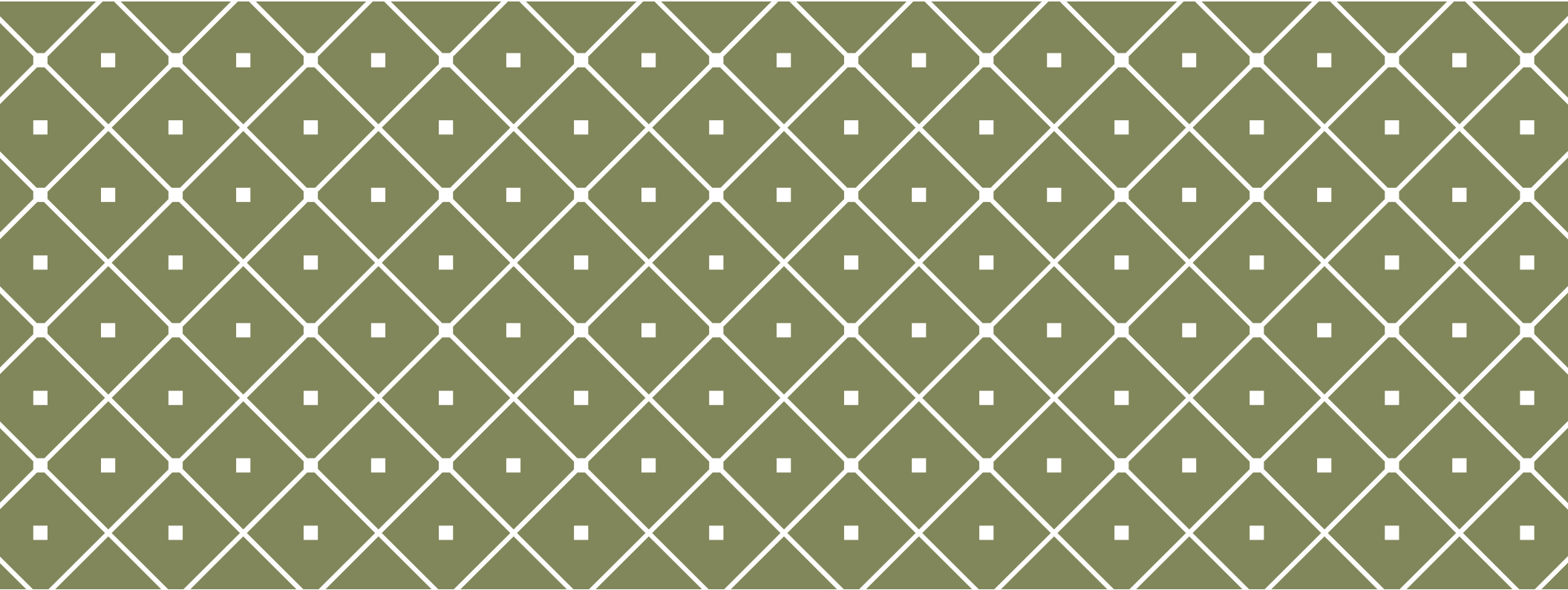
Group 2: TAP Special Hardship

Group 3: LONGSTD

Group 4: SCD

Group 5: Landlord

Group 6: WRAP



## ROLES OF EACH GROUP

# CALL CENTER AND INTAKE

Help customer obtain application

Answer customer questions related to application status

Process customer information updates

Address application website notices

# COLLECTIONS

Receive information about debts being unlinked and linked to TAPHLD

Link to TAPHLD when bankruptcy dismissed or discharged

# TRB

Update information about disputes decided by TRB

# AAU

Discuss TAP bills with customers

Help customer obtain application

Answer customer questions related to application status

Process customer information updates



# ACCOUNTING

Discuss TAP bills with customers

Understand TAP discounts and program accounting

## TAP GROUP!

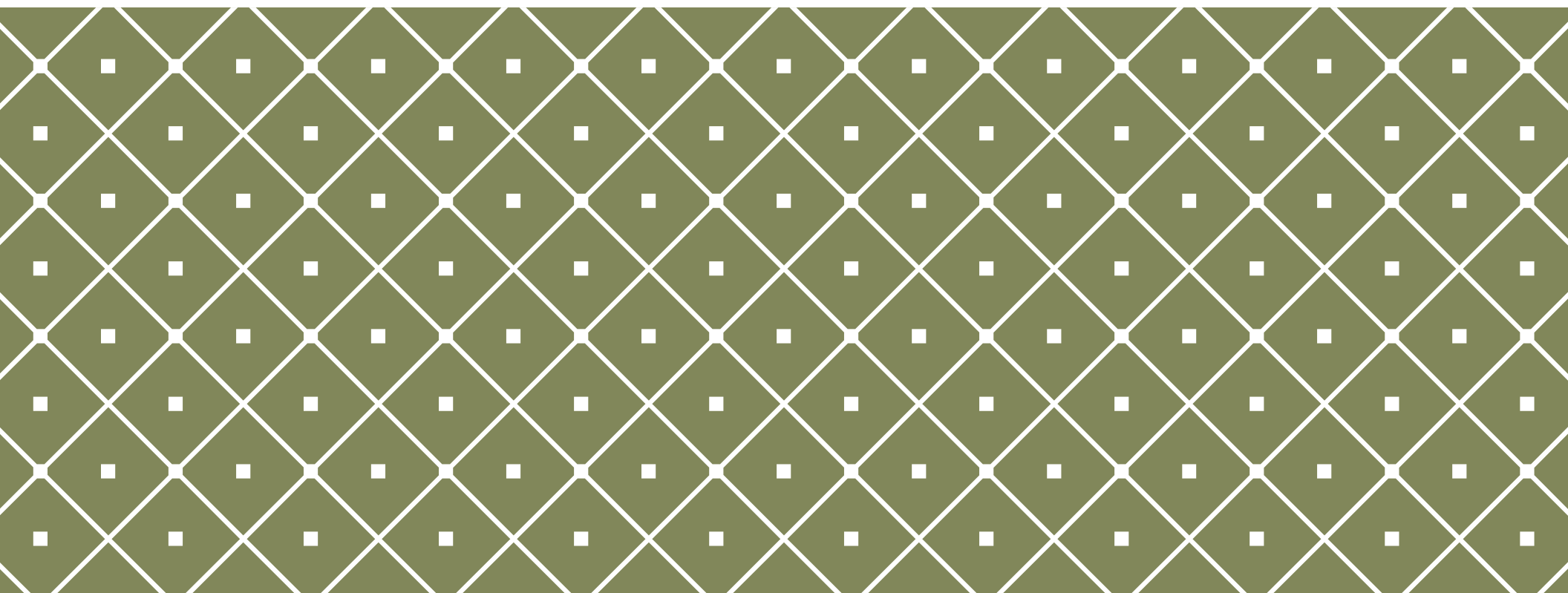
Review customer applications

Communicate with customers re: missing information

Make final determination on program enrollment or denial

Initial Quality Assurance

Manage customer application access



# COMMUNICATION THROUGH BASIS2 CALLS

## NEW CALL TYPE: TAPCALL

Call Key  Entered **06/12/2017 08:14:27** Updated

Rep/Enq 1

Type **TAPCALL** TAP Question  Status **To be Reviewed**

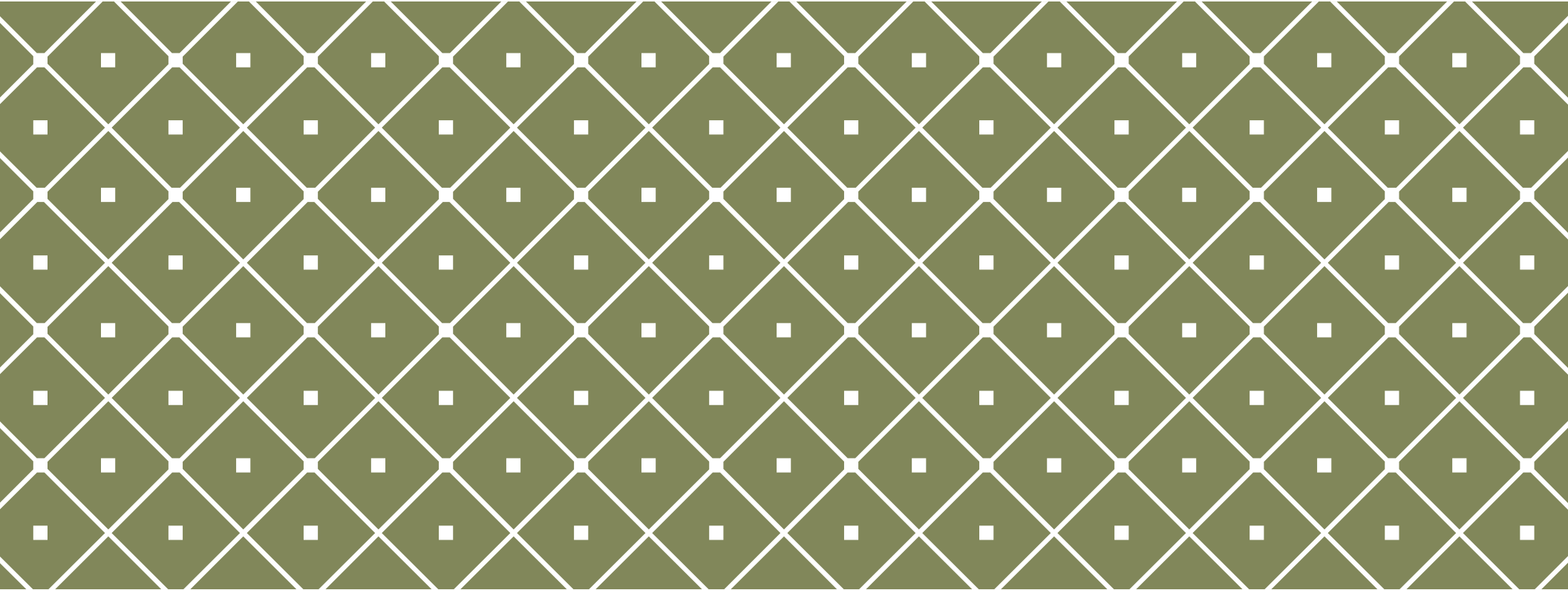
Source

Contact **CU0653945** Name  Tel/Email **215-546-4353**

Description  Fault

Reply

Keys Works Assign Event Completion Event Description Reply




# TOOLS

IWFE  
&  
IWBE



# IWFE



City of  
**Philadelphia**

## Water Revenue Bureau

Customer Assistance Application

Enter Your User Name

User Name	<input type="text"/>	*
Name	<input type="text"/>	*

\* Required

Submit

# IWFE

## Applicant Information

All information must be current.

Name of Applicant	IRENE & CATHERINE MAI		
9-Digit Water Access Code	000831174		
Address of Property	2131 PRATT ST	Mailing Address	2131 PRATT ST
	PHILADELPHIA PA 19124		PHILADELPHIA PA 19124
<input checked="" type="checkbox"/> Mailing Address is Correct			
<div><a href="#">Print Now</a><a href="#">Mail Me an Application</a><a href="#">Apply Online</a></div>			





# IWBE

Look up customer application information

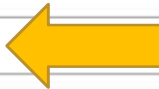

Manage

Dashboard

Reports

Tools

## Manage Application Assignments



SEARCH

CLEAR

From Date:

Status:

In Progress ▾

To Date:

Assigned To:

All ▾

Priority Flag:

# WATER ACCESS CODE (BASIS2)

WAC is the basis2 account number




Call Center Inquiry

Customer	CU1008888	ENNA S PEEL	4	WOS
Balance	1124.46	954 BELMONT AVE 19104 [C131676000954001] 062341900		
Account		Balance	Debit Card Balance	Installation
000898314	1124.46	841.92	IN000352203	Inst Type
				Supply
				Status
Installation Address: 954 BELMONT AVE 19104 [C131676000954001] 062341900				


# IWBE

Manage information on:


- Application status
- Household member information
- Submitted documents
- Missing application information
- Letters sent about the application


City of Philadelphia


Application Info	Household Members	Billing History	Documents
Choose Program	Letters	Logs	Audit

 Application Information

Signature:	No	Application Status Code:	In Progress
Application ID:	100000089	Application Letter Code:	
Water Access Code:	000156133	Daytime Phone:	9792776589
Applicant Name:	MARIA VALORET	Email Address:	TEXASLOVE@GMAIL.COM
Property Address:	714 WALKER ST, PHILADELPHIA PA 19135	Mailing Address:	
Application Status Date:	4/4/2017 2:39:16 PM	Ownership Status:	TENANT/OCCUPANT
Household Size:	2	Assigned To:	Unassigned
Children Under 18:	0	Manager Review Requested?	Yes
Language:	English	Reviewed?	No
Total Income:	\$50.00		
Account Balance:	\$712.75		

 Child Support Information

Receives Child Support?	No	Monthly Child Support Amount:	0.00
-------------------------	----	-------------------------------	------

 Customer Responsibilities

# HANDS ON

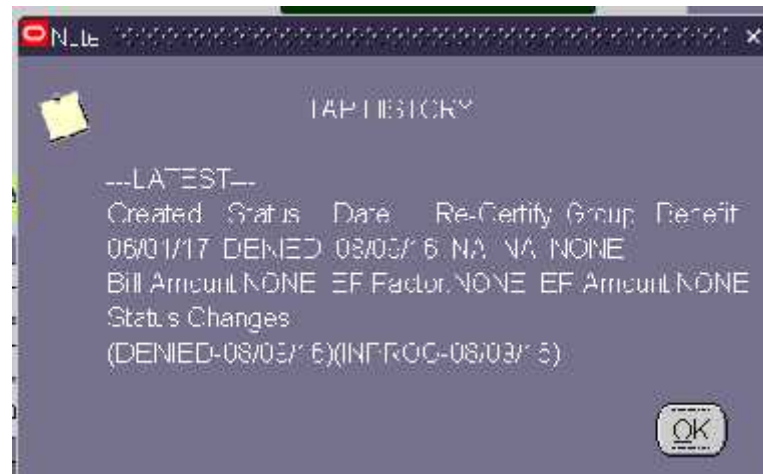
IWFE: test-cap.phila.gov/csr

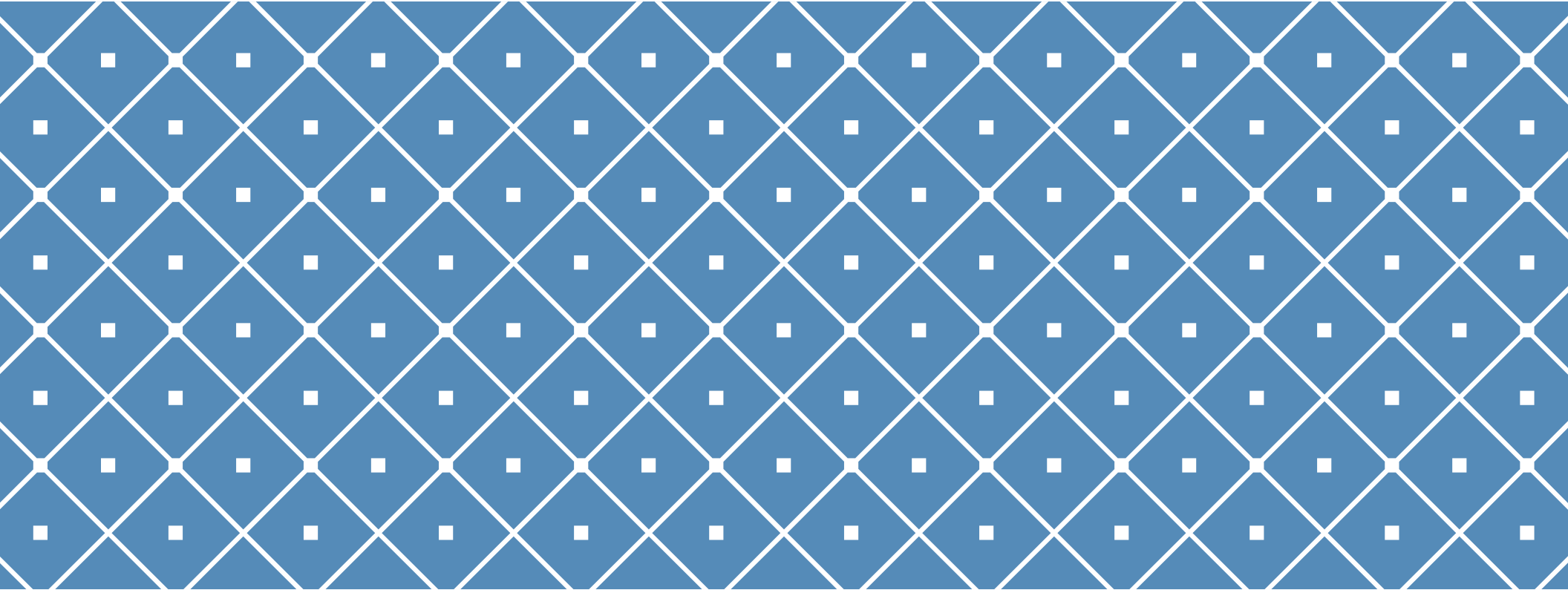
IWBE: http://rev36vswebwbe01:10042/

Basis2 WUAT:

<http://erpdevapps21.city.phila.local:8025/>

- Ravonne.Muhammed
- training





# TAP TRAINING

June 2017



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE

## New programs

TAP

WRBCC

- Only for currently enrolled customers
- No City grant

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE
  - No new TENFIVE agreements
- LONGSTD
- TAPBACK



# TIERED ASSISTANCE PROGRAM (TAP)

New affordability program for customers that:

- Are low-income ( $\leq 150\%$  FPL), or
- Have a special hardship

TAP provides customers significant savings on the customer's monthly water bill by offering a consistent bill based on the customer's income.

# CUSTOMER ASSISTANCE PROGRAMS - TAP

## Eligibility

- Do not have to be delinquent
- At or below 150% of FPL
- Special Hardship above 150% FPL
  - Death of primary wage earner, illness, expenses, new dependent, domestic violence, loss of job

## Benefits

- Consistent bills at a flat rate
- No additional payment toward arrears is required
- **Water** account balance is protected from collection
- Forgiveness of penalties after 24 months of full payment

# CUSTOMER ASSISTANCE PROGRAMS — LONG STANDARD PLAN

## Eligibility

- 151- 250% of FPL

## Benefits

- Total bill is at affordable level

# CUSTOMER ASSISTANCE PROGRAMS - WRBCC

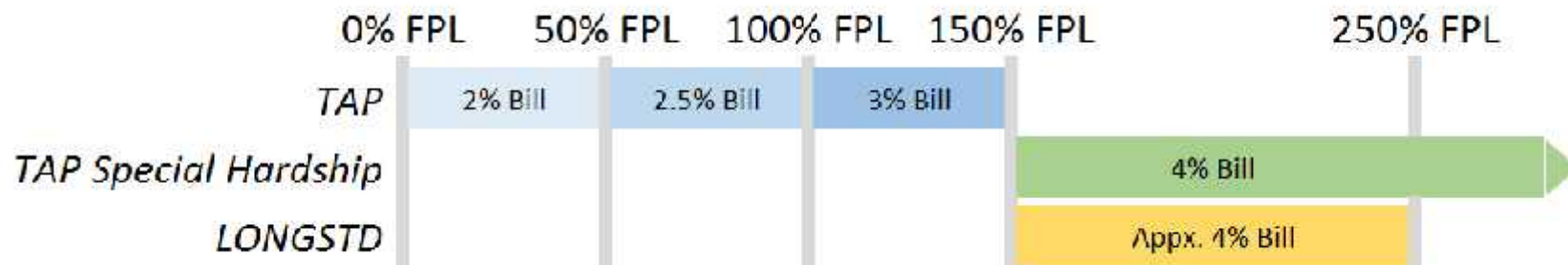
## Eligibility

- Only if already certified

## Benefits

- Consistent bills at a flat rate
- No City Grant

# INCOME ELIGIBILITY

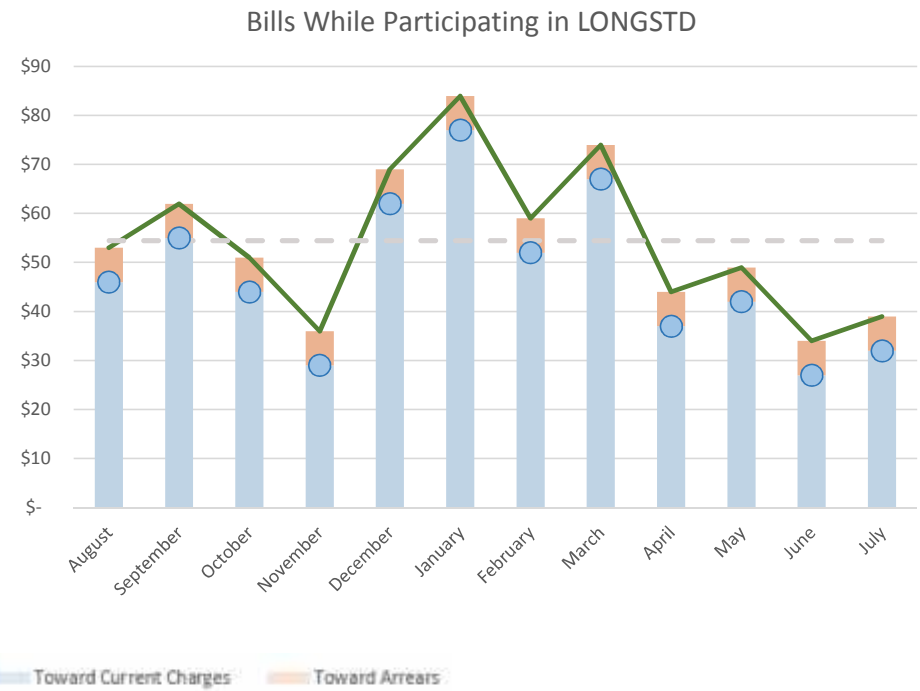
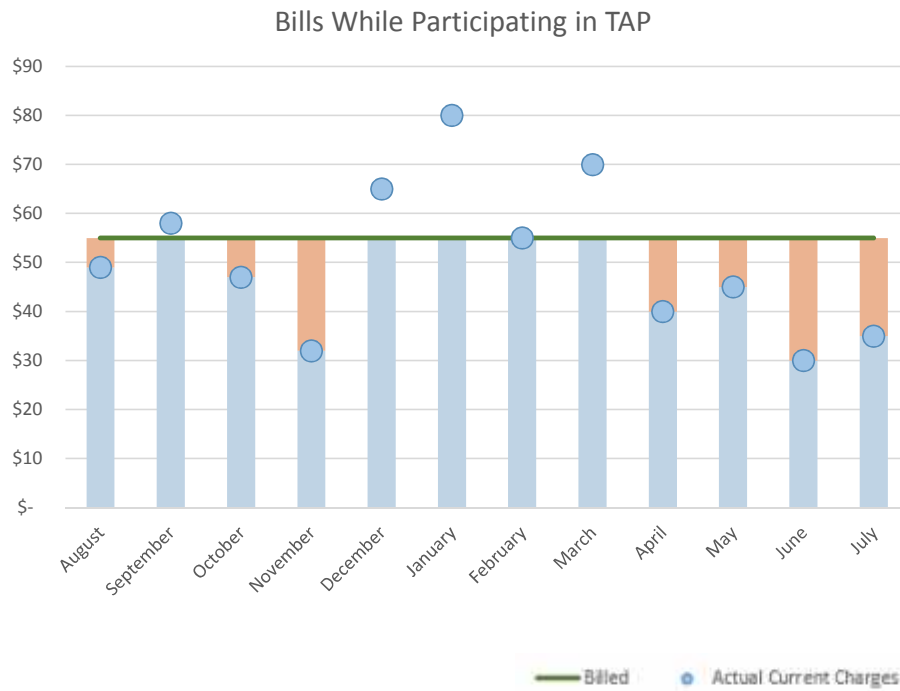


# TAP BILL AMOUNTS

For TAP and TAP Landlord Payment Agreement...

If your household income is this % of FPL:	Your bill is equal to:
< 50%	2% of household monthly income
> 50% and ≤100%	2.5% of household monthly income
> 100% and ≤150%	3% of household monthly income
> 150% (special hardship only)	4% of household monthly income

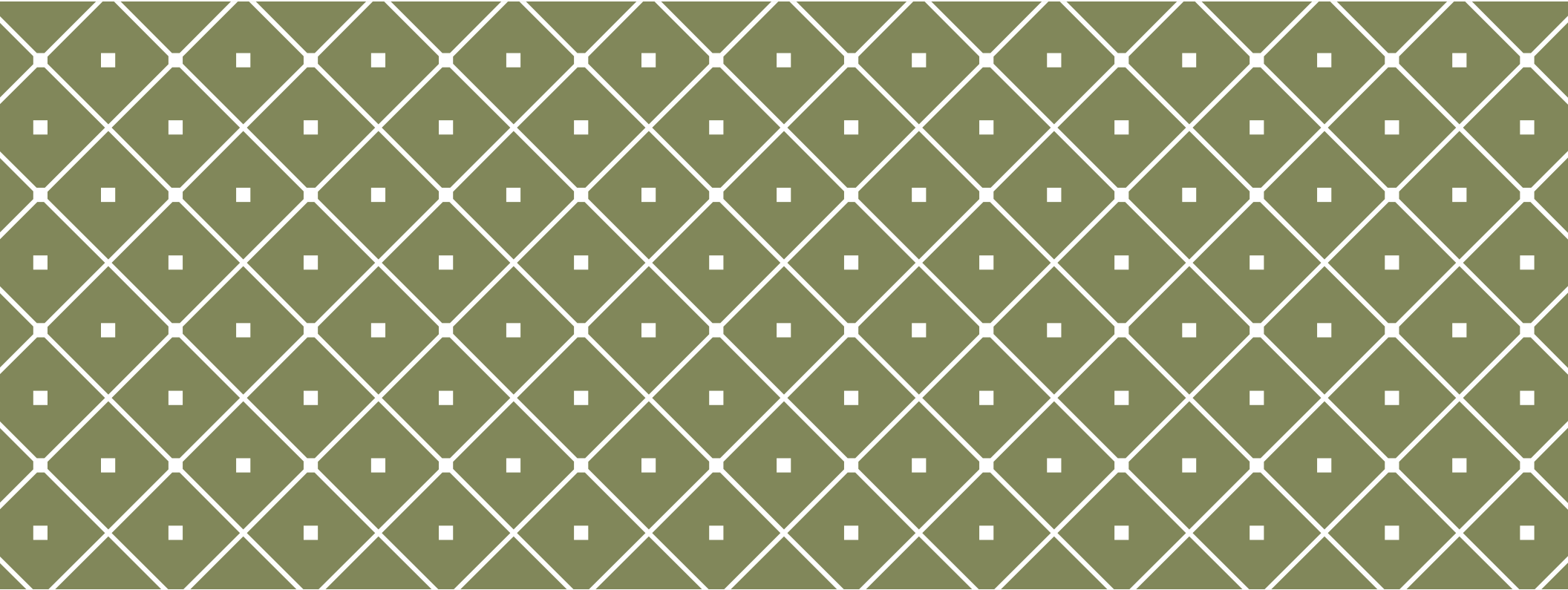
# NEW PROGRAM BILL PATTERNS



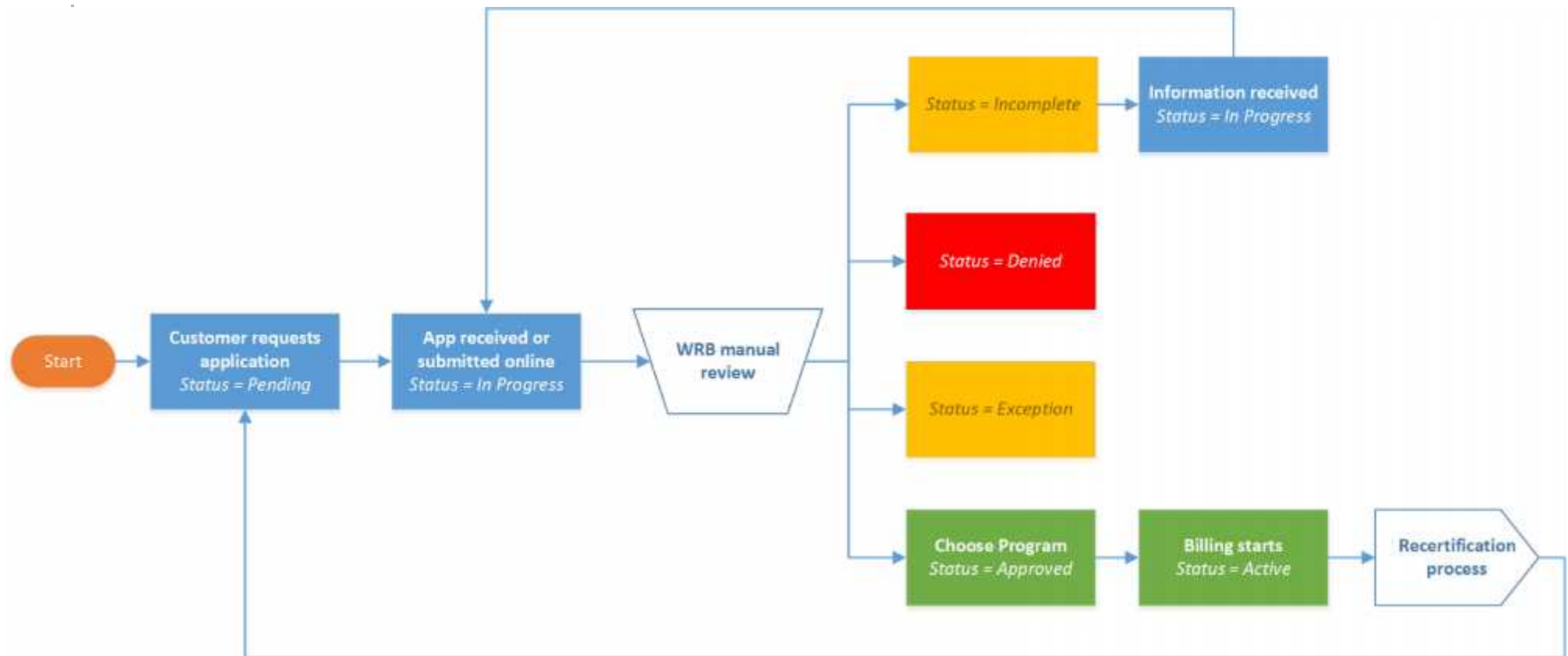
# PROGRAM COMPARISON

	<b>TAP Participation</b>	<b>WRBCC Agreement</b>	<b>Standard Agreement</b>	<b>LONGSTD Agreement</b>
<b>Timing</b>	) Recertify annually	) Recertify annually	) Agreement lasts up to 12 months	) Agreement lasts beyond 1 year
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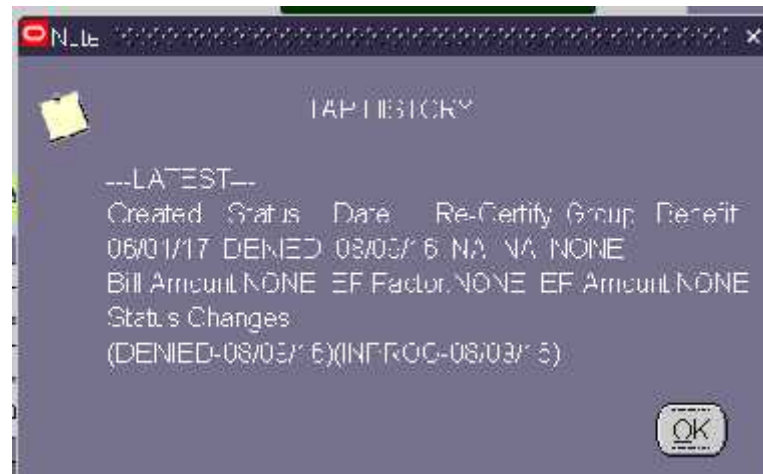


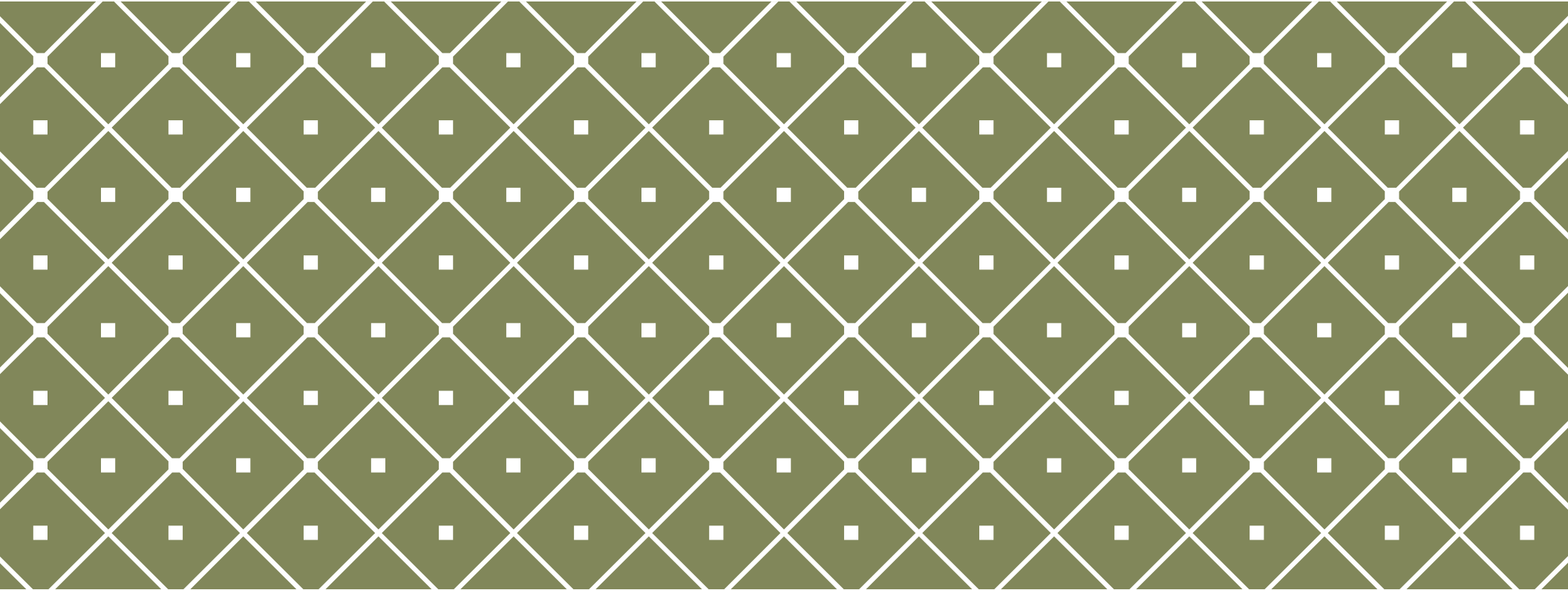


# APPLICATION LIFECYCLE









# MANAGEMENT OF PRE-TAP ACCOUNT BALANCE

# TAPHLD DEBT COLLECTION RECORD

When a customer is enrolled in TAP, debt will be linked to a new TAPHLD debt collection record.

Prior to enrollment, debt must be unlinked from other DCRs

- can be done automatically through DCR status update or manually

Collections will unlink debt related to Sheriff Sales or Municipal Court rulings

Excludes:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN

# TAPHLD

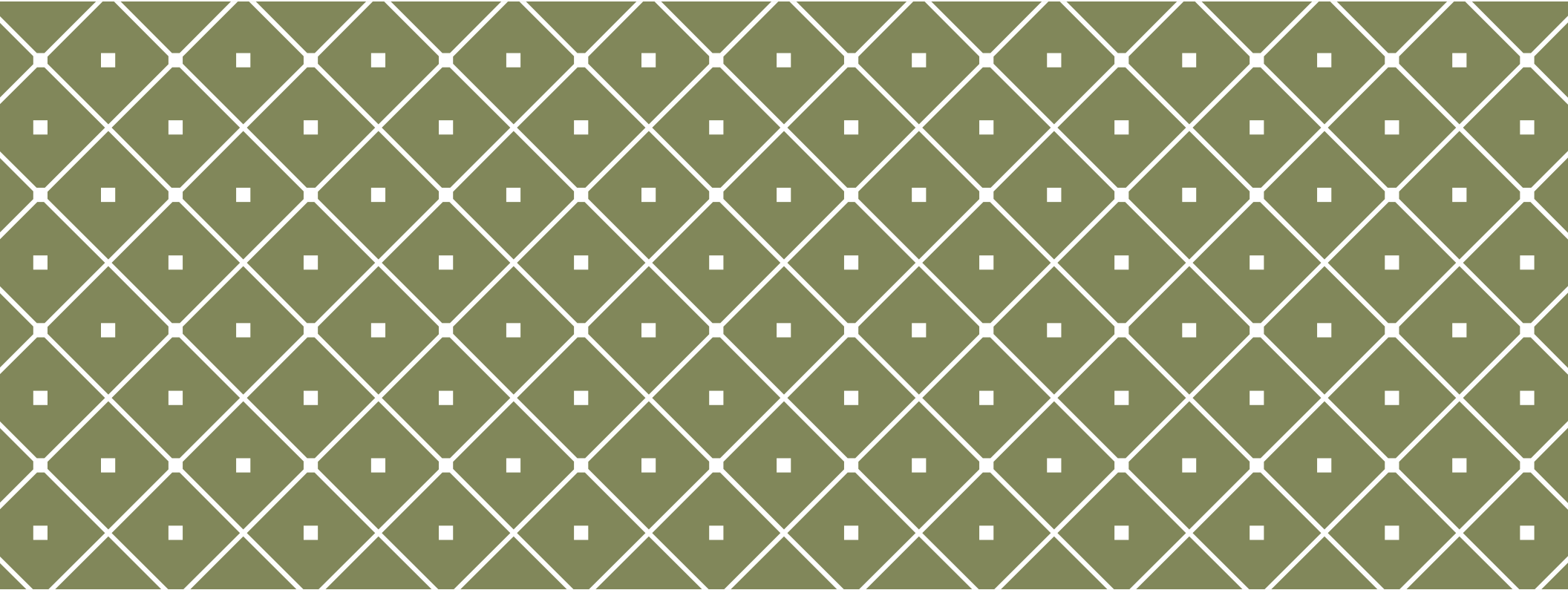
When entering TAP, debt automatically linked to TAPHLD record

Again, except:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN

When bankruptcy dismissed (or discharged >0), debt linked to TAPHLD record

- done by Collections



# TAP DISPUTES



# LETTERS

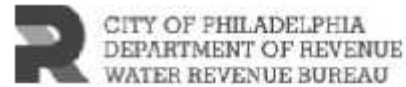
Customers will receive letters upon:

- Submitting an application
- Incomplete determination
- Approval
- Denial

# DISPUTES

Customers can dispute any decision made on their application.

- Denial
- Plan selection
- TAP plan amount
- Incomplete designation



DIANE E BROCKWAY  
9235 EXETER RD  
PHILADELPHIA PA 19114

Questions:

[www.phila.gov](http://www.phila.gov)

**(215) 686 6880**

Monday-Friday, 8am-5pm

### Customer Assistance Application Denied

June 6, 2017

Dear Customer:

We have reviewed your application for a customer assistance program. We regret to inform you that at this time you do not meet the eligibility criteria for any of our assistance programs based on the information provided in your application (income, residency, or age).

You are ineligible for the Tiered Assistance Program (TAP) for the following reason(s):

Residency or customer status does not meet guidelines.

We encourage you to re-apply if your circumstances change.

You have the right to dispute this decision 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:

[http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html)

If you have questions, please call the Water Revenue Bureau at 215-686-6880. We are also partnering with the Utility Emergency Services Fund (UESF), Community Legal Services (CLS) and your local Neighborhood Energy Center (NEC).

Thank you.

**Water Access Code:**

**000141646**

**Account Number:**

---

**Service Address:**

**9235 EXETER RD  
PHILADELPHIA PA 19114**

EXAMPLE

# TAP DISPUTES

Call Key: [ ] Entered: 06/08/2017 13:28:26 Updated: [ ]

Rep/Enq 1: DISPUTE

Type: [ ] Status: To be Reviewed

Source: [ ]

Contact: [ ]

Description: Find TAP%

Reply: [ ]

Keys:

Call Type	Description	Key 1	Key 2
TAPADISP	TAP Application Dispute	Account	Installation
TAPBDISP	TAP Plan Breach Dispute	Account	Installation
TAPPDISP	TAP Participation Dispute	Account	Installation

Custom: [ ]

Installation: [ ]

Account: [ ]

Application: [ ]

Met: [ ]

# TAP DISPUTES

## TAPADISP

Disputing application decision

- leads to plan decision in CAMP

## TAPPDISP

Disputing plan participation decision

- reverse and rebill happens automatically for Groups 1, 2, or 3 with a different amount

# TAPC-CCE

The screenshot displays a software interface with a 'Call Details' dialog box open over a 'TAPC-CCE' event record. The background interface includes a table with columns: Keys, Works, Assign Event, Completion Event, Description, Reply, and Contacts. The 'Description' column contains the text 'TAPC-CCE TAP Dispute resolved in favor of the Customer'. The 'Call Details' dialog box has the following fields:

- TAP New Group Number
- TAP New Bill Amount
- TAP Representative

At the bottom of the dialog box are buttons: OK, Cancel, Filter, and Help. Below the dialog box, a table of event types is visible:

Customer	Installation	Account	Speciation	Disputing
PayPlan	Change Plan	Spec/Repair	Master/Slave	Supply Agreement
Dispute Trans	Bill Reversal	Cust Interact	Debt Collect	Reading History

# TAPW-CCE

Keys	Wdris	Assign Event	Completion Event	Description	Reply
Type	TAPW-CCE - TAP Dispute resolved in favor of WRE				
Id					
Action 1	-				
2	-				
3	-				
4	-				
Action Req'd					
Report Req'd					
	1				

Customer	Installation	Account	Application	Disposition
EstyPlan	ChargeExt	SpecRead	Memo/Work	Supply Agreement
Dispute Tran	Bill Reversal	Cust Interact	Debt Collect	Reading History

# TAPX-CCE

The screenshot displays the TAPX-CCE software interface. At the top, there are tabs: Keys, Work, Assign Event, Completion Event, Description, and Reply. The 'Assign Event' tab is selected. Below the tabs, the 'Type' field is set to 'TAPX-CCE' and the description is 'TAP Dispute Withdrawn by Customer'. There are four 'Action' fields (Action 1, 2, 3, 4) with dropdown menus. Below these are 'Action Req'd' and 'Report Req'd' checkboxes. At the bottom, there is a grid of buttons for various actions: Customer, Installation, Account, Application, Disposition, Pay Plan, Charge Ext, Spec Read, Meter Work, Supply Agreement, Dispute Tran, Bill Reversal, Cust Interact, Debt Collect, and Reading History.

Type	Description
TAPX-CCE	TAP Dispute Withdrawn by Customer

Action	Req'd
Action 1	
Action 2	
Action 3	
Action 4	

Action Req'd	Report Req'd
<input type="checkbox"/>	<input type="checkbox"/>

Customer	Installation	Account	Application	Disposition
Pay Plan	Charge Ext	Spec Read	Meter Work	Supply Agreement
Dispute Tran	Bill Reversal	Cust Interact	Debt Collect	Reading History



# TAP GROUPS

Group 1: TAP Income

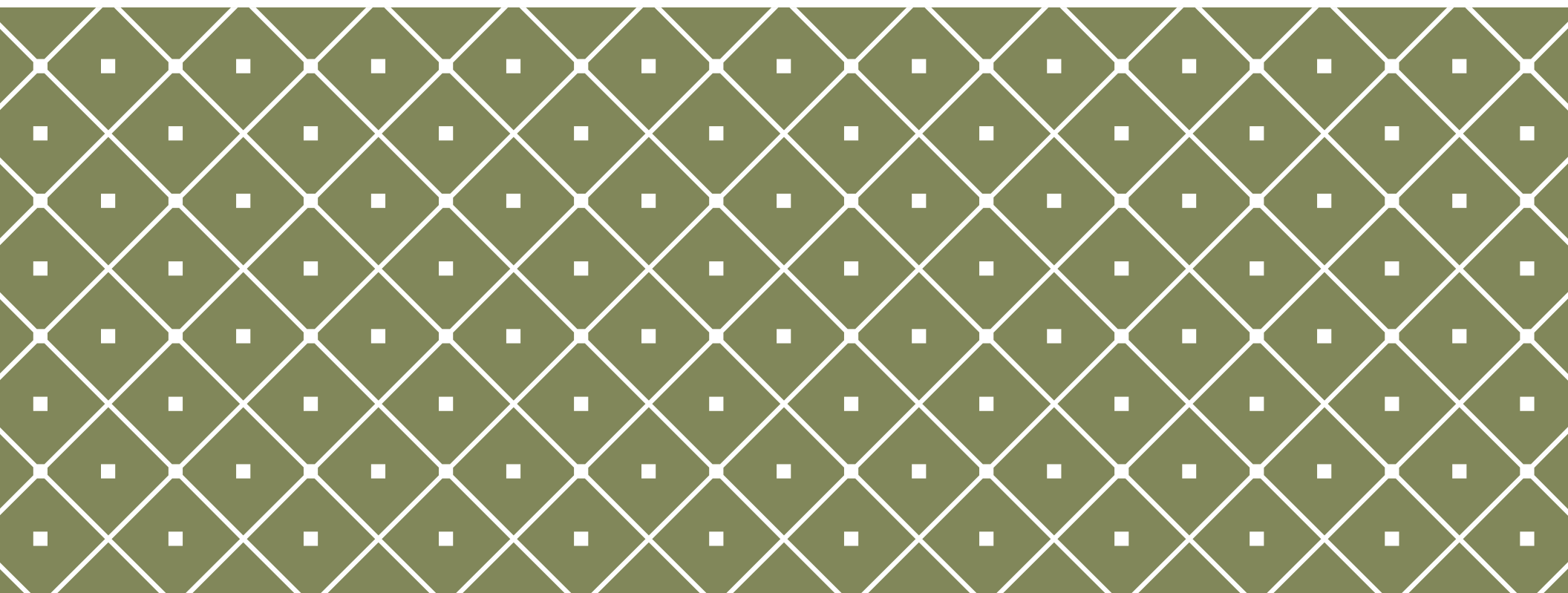
Group 2: TAP Special Hardship

Group 3: LONGSTD

Group 4: SCD

Group 5: Landlord

Group 6: WRAP



# COMMUNICATION THROUGH BASIS2 CALLS

## NEW CALL TYPE: TAPCALL

Call Key  Entered **06/12/2017 08:14:27** Updated

Rep/Enq 1

Type **TAPCALL** TAP Question  Status **To be Reviewed**

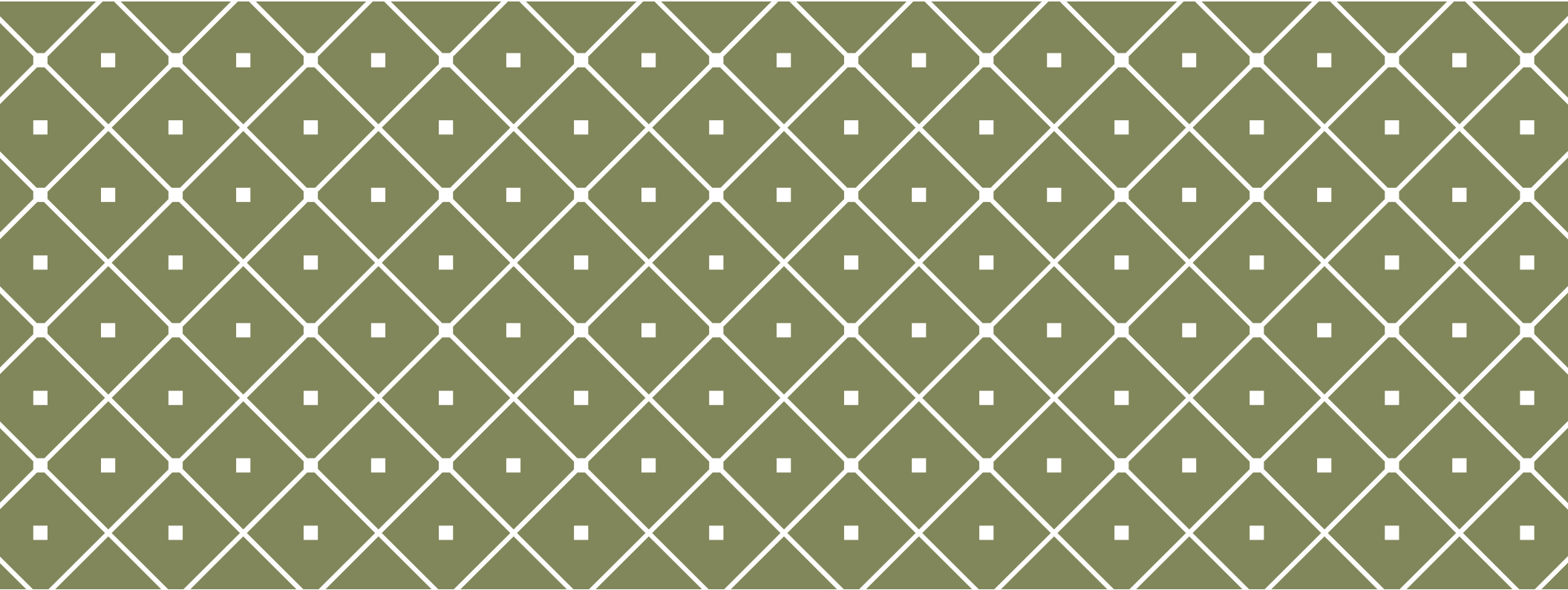
Source

Contact **CU0653945** Name  Tel/Email **215-546-4353**

Description  Fault

Reply

Keys Works Assign Event Completion Event Description Reply



# TOOLS

IWFE  
&  
CAMP

# TOOLS

## IWFE – Front End Application Website

**Water Revenue Bureau**  
Customer Account Application

**Find your Water Account**

Water Meter ID:  Find My Meter / Find My Account Number:

Application ID:

Search for your account:

**Application Information**  
All information must be entered.

Name of Applicant:

Trig Point Address:


Water Meters:  Application:

By:  Date:

## CAMP – Application Processing Software



# IWFE



City of  
**Philadelphia**

## Water Revenue Bureau

Customer Assistance Application

Enter Your User Name

User Name	<input type="text"/>	*
Name	<input type="text"/>	*
		* Required
		<input type="submit" value="Submit"/>

# IWFE

## Applicant Information

All information must be current.

Name of Applicant	IRENE & CATHERINE MAI		
9-Digit Water Access Code	000831174		
Address of Property	2131 PRATT ST	Mailing Address	2131 PRATT ST
	PHILADELPHIA PA 19124		PHILADELPHIA PA 19124
<input checked="" type="checkbox"/> Mailing Address is Correct			
<div><a href="#">Print Now</a><a href="#">Mail Me an Application</a><a href="#">Apply Online</a></div>			



# CAMP

Look up customer application information

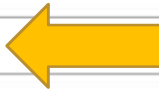

Manage

Dashboard

Reports

Tools

## Manage Application Assignments



SEARCH

CLEAR

From Date:

Status:

In Progress ▾

To Date:

Assigned To:

All ▾

Priority Flag:



# WATER ACCESS CODE (BASIS2)

WAC is the basis2 account number



Call Center Inquiry

Customer	CU1008888	ENNA S PEEL	4	WOS									
Balance	1124.46	954 BELMONT AVE 19104 [C131676000954001] 062341900											
Account	000898314	Balance	1124.46	Debit Card Balance	841.92	Installation	IN000352203	Inst Type	11	Supply	WATER	Status	Current
Installation Address: 954 BELMONT AVE 19104 [C131676000954001] 062341900													


The screenshot shows a software window titled "Find Customers". It contains a "Selection Details for" dropdown menu set to "Installation Address". Below this are several input fields: "Customer No.", "Customer Name", "Contact Phone No. / Email / etc.", "Account No." (with the value "000490656" entered), a checkbox for "Include Discontinued Accounts?", "Transaction Reference", "Installation No.", "External Organization", "Supply Point Key", and "Meter". At the bottom of this section are two tabs: "Address" and "Continued...". The "Address" tab is active, showing a table with columns "Address Format" and "Street Address Format". The table contains one row with the value "STREET" in the "Address Format" column. Below the table are input fields for "Unit Number", "House Number", "Direction", "Street Name", "City", "Zip Code", and "Water1 Account". At the very bottom of the window are "Clear" and "Find" buttons.

Address Format	Street Address Format
STREET	

# CAMP

Manage information on:

- Application status
- Household member information
- Submitted documents
- Missing application information
- Letters sent about the application


City of Philadelphia

Application Info	Household Members	Billing History	Documents
Choose Program	Letters	Logs	Audit

- Application Information

Signature:	No	Application Status Code:	In Progress
Application ID:	100000089	Application Letter Code:	
Water Access Code:	000156133	Daytime Phone:	9792776589
Applicant Name:	MARIA VALORET	Email Address:	TEXASLOVE@GMAIL.COM
Property Address:	714 WALKER ST, PHILADELPHIA PA 19135	Mailing Address:	
Application Status Date:	4/4/2017 2:39:16 PM	Ownership Status:	TENANT/OCCUPANT
Household Size:	2	Assigned To:	Unassigned
Children Under 18:	0	Manager Review Requested?	Yes
Language:	English	Reviewed?	No
Total Income:	\$50.00		
Account Balance:	\$742.75		

- Child Support Information

Receives Child Support?	No	Monthly Child Support Amount:	0.00
-------------------------	----	-------------------------------	------

+ Customer Responsibilities

# HANDS ON

IWFE: test-cap.phila.gov/csr

IWBE: http://rev36vswebwbe01:10042/

Basis2 WUAT:

<http://erpdevapps21.city.phila.local:8025/>

- Ravonne.Muhammed
- training



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE

## New programs

TAP

WRBCC

- Only for currently enrolled customers
- No City grant

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE
  - No new TENFIVE agreements
- LONGSTD
- TAPLLRD

# TIERED ASSISTANCE PROGRAM (TAP)

New affordability program for customers that:

- Are low-income ( $\leq 150\%$  FPL), or
- Have a special hardship

TAP provides customers significant savings on the customer's monthly water bill by offering a consistent bill based on the customer's income.

# CUSTOMER ASSISTANCE PROGRAMS - TAP

## Eligibility

- Do not have to be delinquent
- At or below 150% of FPL
- Special Hardship can be above 150% FPL
  - Death of primary wage earner, illness, expenses, new dependent, domestic violence

## Benefits

- Consistent bills at a flat rate
- No additional payment toward arrears is required
- Account balance is protected from collection
- Forgiveness of penalties after 24 months of full payment



# CUSTOMER ASSISTANCE PROGRAMS — LONG STANDARD PLAN

## Eligibility

- 151- 250% of FPL

## Benefits

- Total bill is at affordable level

# CUSTOMER ASSISTANCE PROGRAMS - WRAP

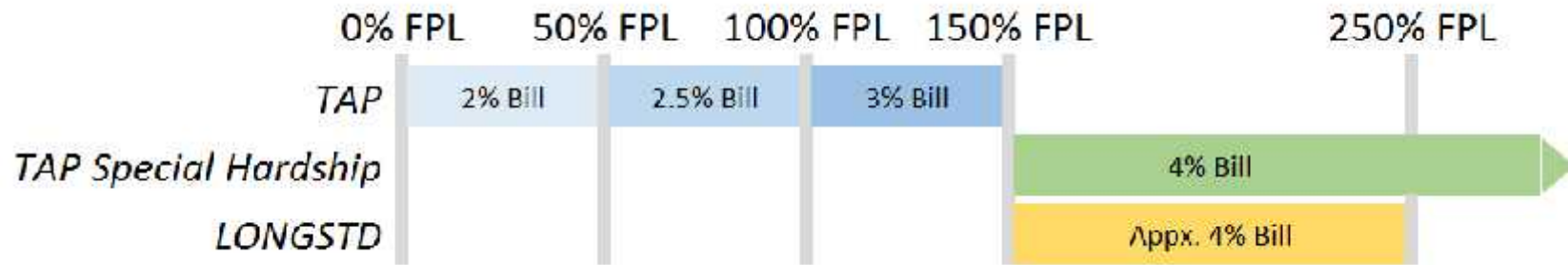
## Eligibility

- Only if already certified

## Benefits

- Consistent bills at a flat rate
- No City Grant

# INCOME ELIGIBILITY

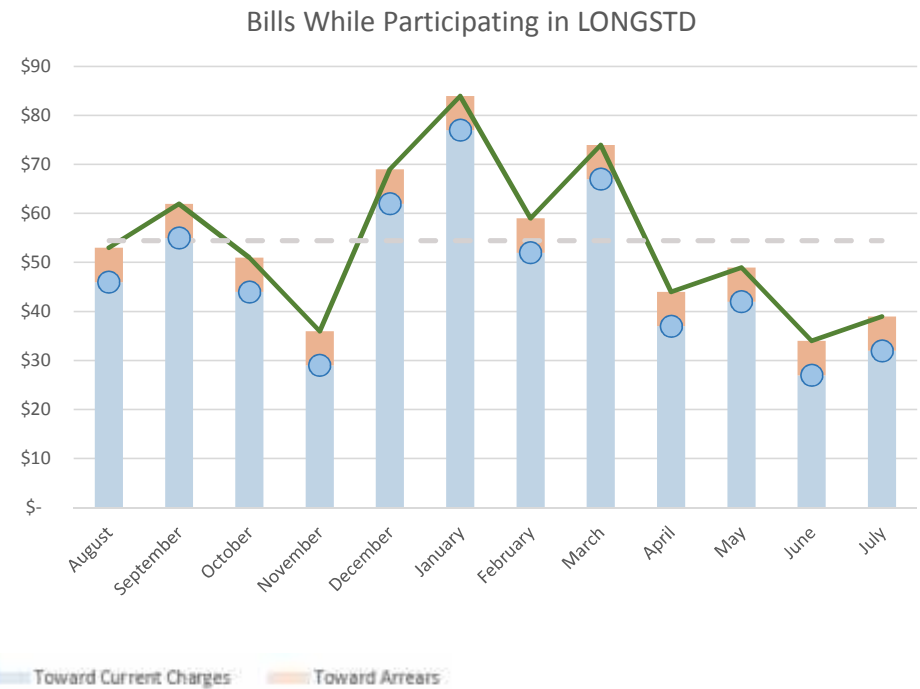
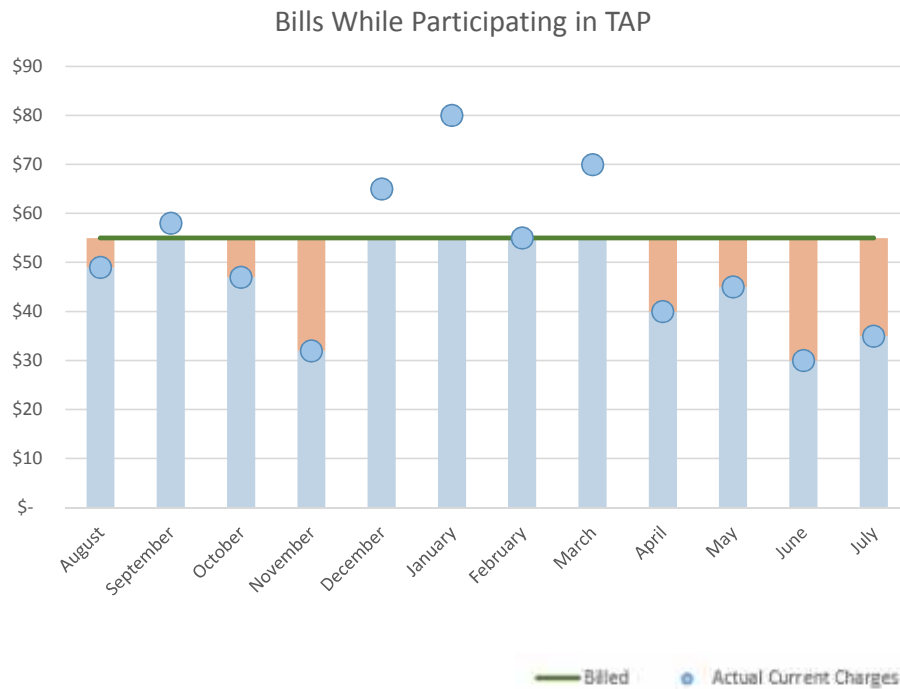


# TAP BILL AMOUNTS

For TAP and TAP Landlord Payment Agreement...

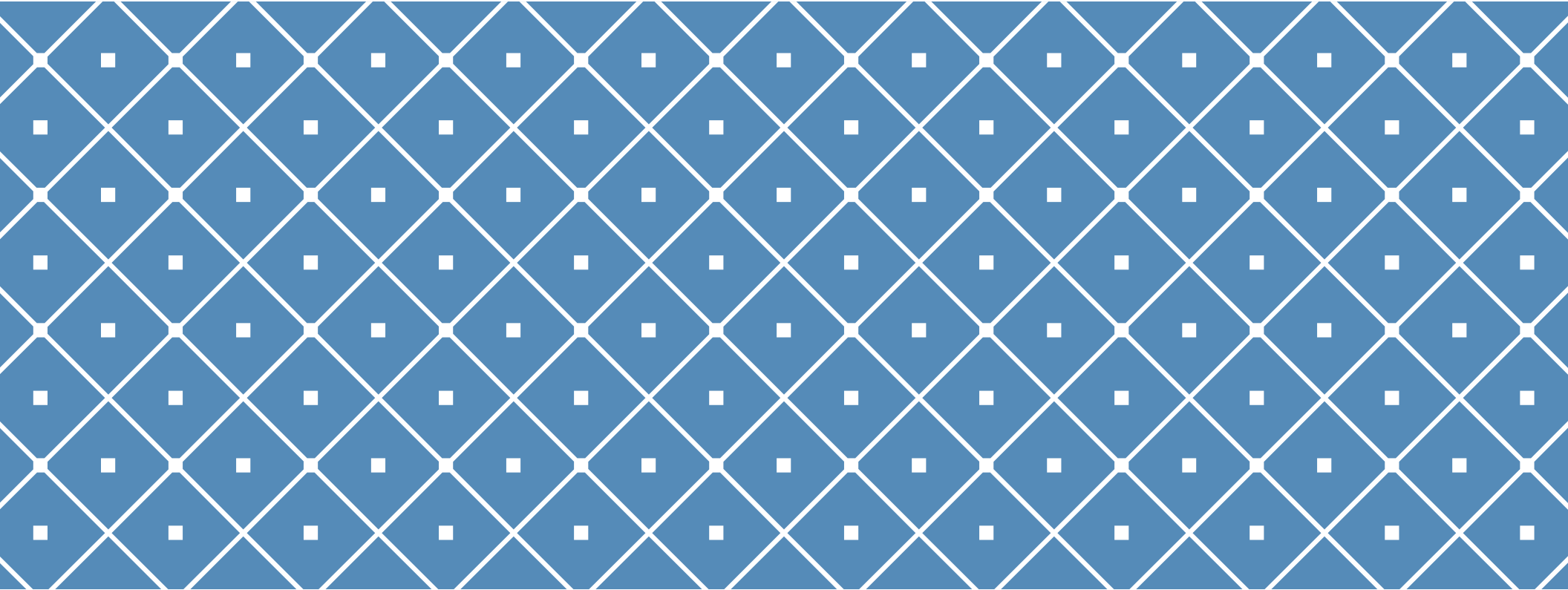
If your household income is this % of FPL:	Your bill is equal to:
< 50%	2% of household monthly income
> 50% and ≤100%	2.5% of household monthly income
> 100% and ≤150%	3% of household monthly income
> 150% (special hardship only)	4% of household monthly income

# NEW PROGRAM BILL PATTERNS



# PROGRAM COMPARISON

	<b>TAP Participation</b>	<b>WRBCC Agreement</b>	<b>Standard Agreement</b>	<b>LONGSTD Agreement</b>
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# TAP & ACCOUNTING

June 2017

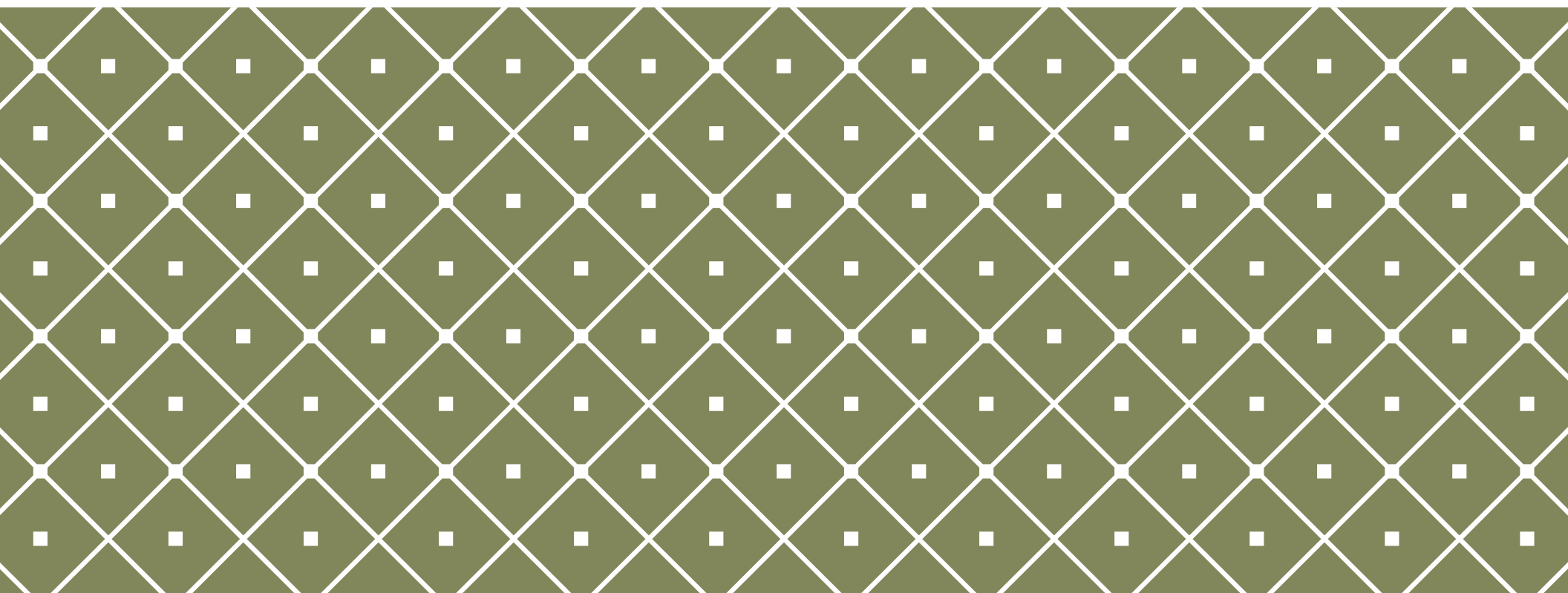
# TRAINING AGENDA

Change to Customer Assistance Programs

TAP overview

Accounting Group's role





# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

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## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
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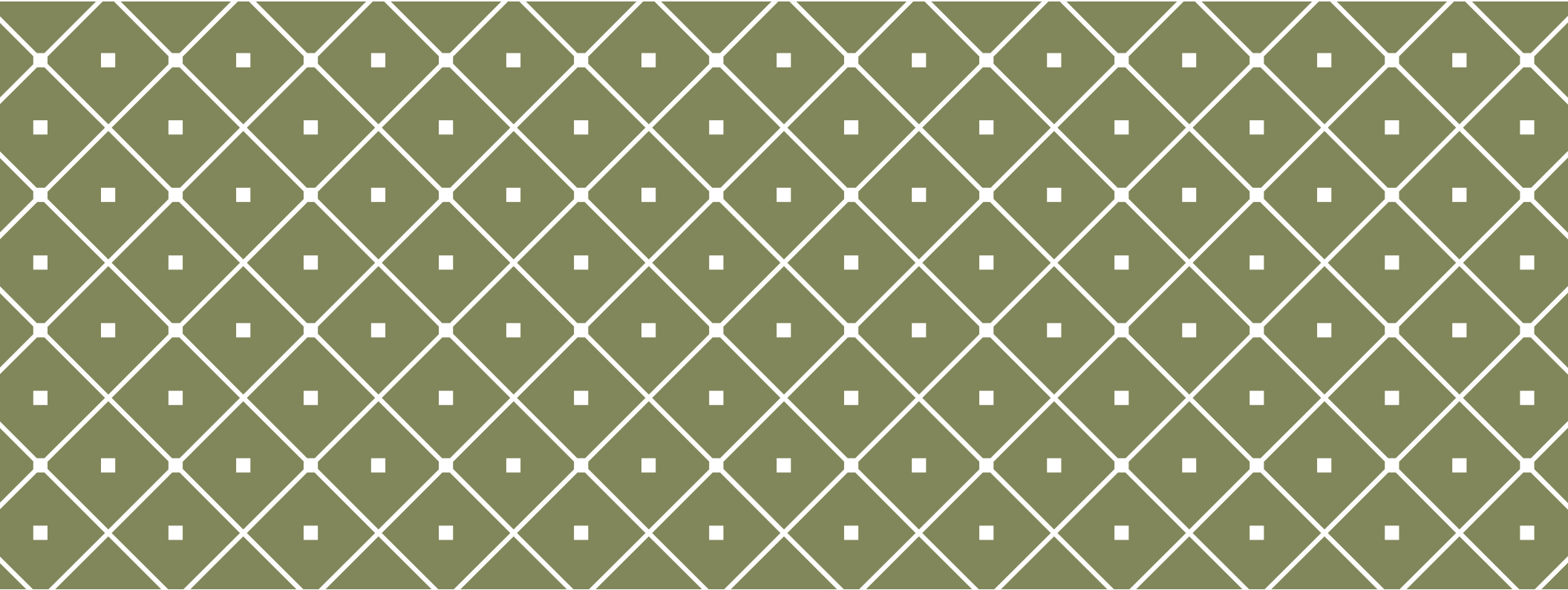
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- Only for currently enrolled customers
- No City grant

SCD

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- TAPBACK



## TAP OVERVIEW

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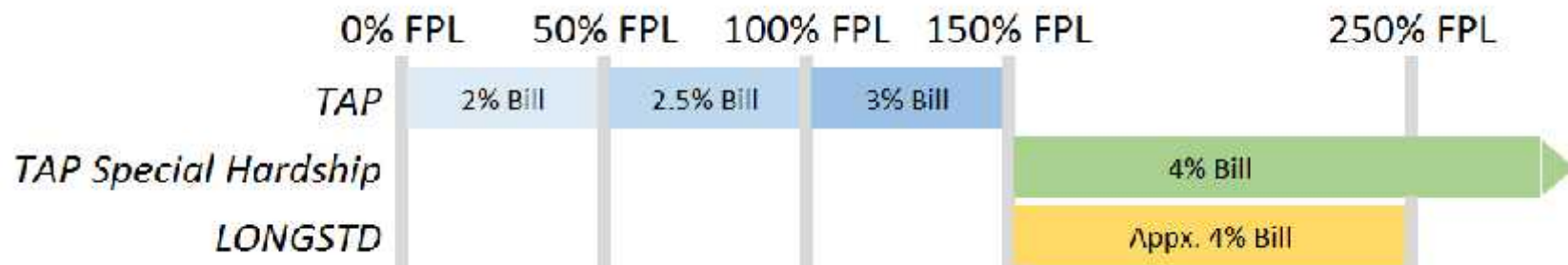
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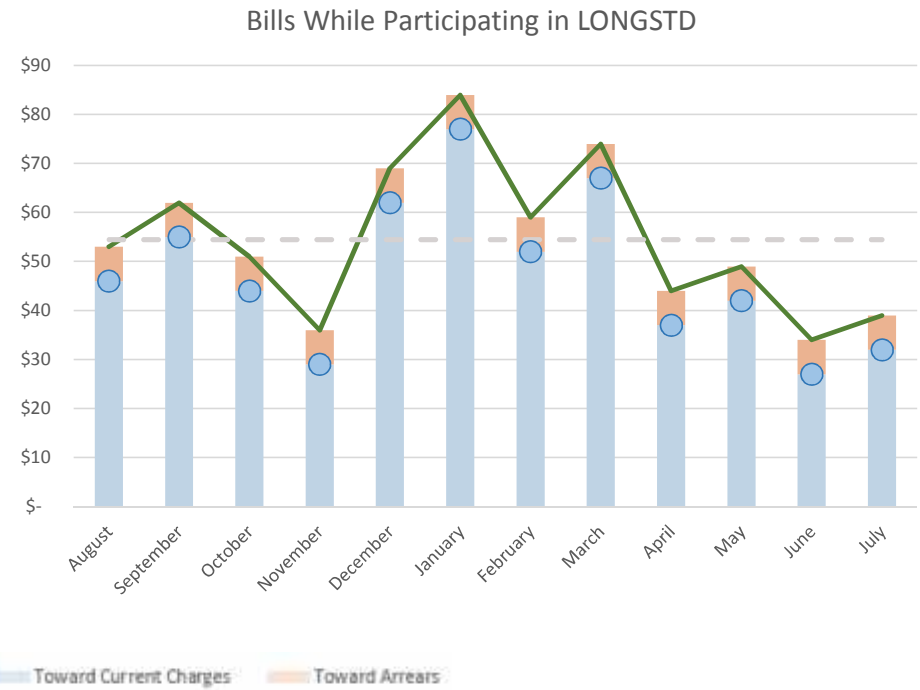
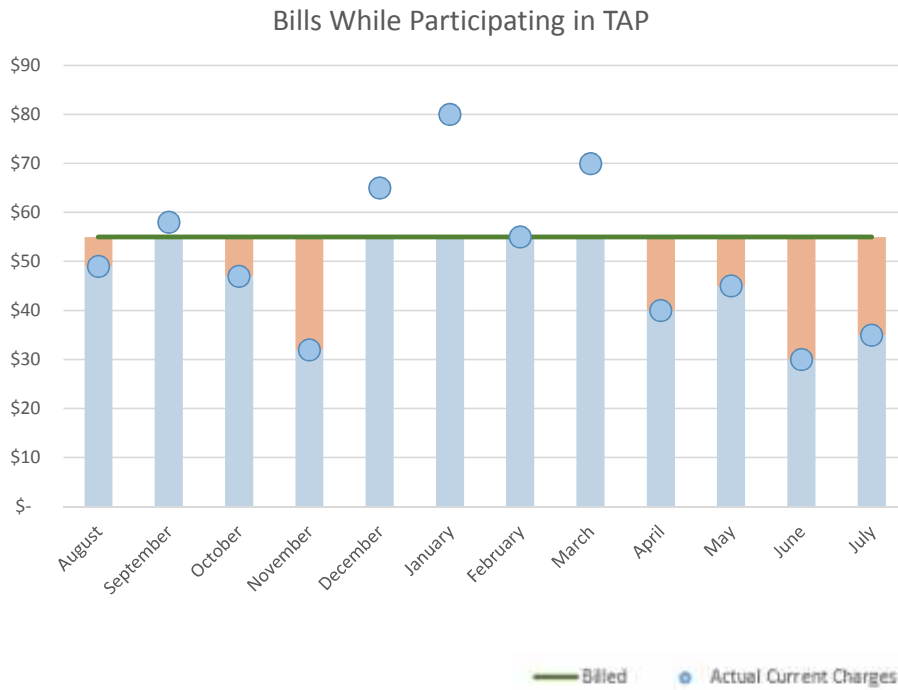


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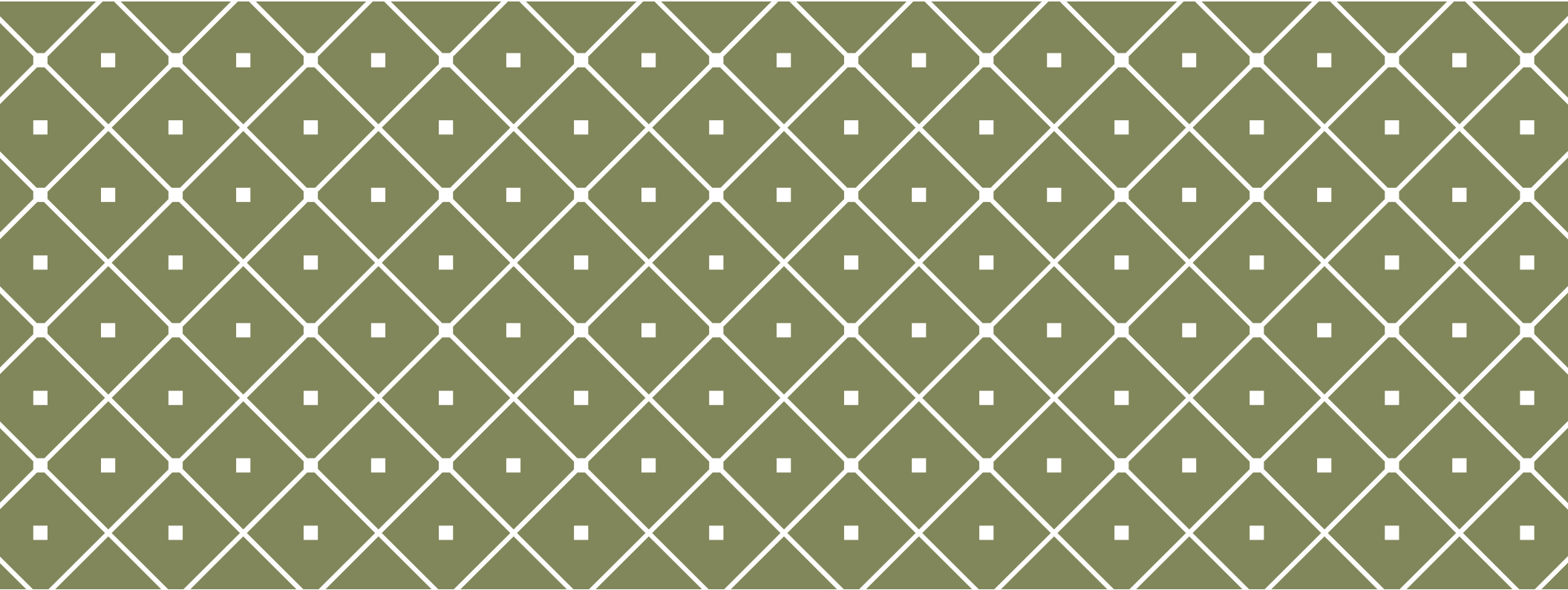
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# NEW PROGRAM BILL PATTERNS



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# TAP ACCOUNTING

# ONCOST MECHANISM

Lines1	Lines2	Fdg1	Rdc2	Meters	Amnts	Tax	ChrgCodes	Misc1	Misc2	GL	Rebate	Refund
Ln	Send											
Nc	Type	Charge Desc	Period From	Period Up To	No of Days	Days Factor	Unit of Measure	Qty	Transaction Amount			
1	Reading	Water Usage Cha	07/20/2016	08/18/2016	30	1	CCF	1	4.11			
2	Shadow Read	Sewer Usage Cha	07/20/2016	08/18/2016	30	1	CCF	1	3.06			
3	Agreed Cons	Stormwater Usag	07/22/2016	08/21/2016	31	1		1412	14.12			
4	Service Chrg	Water Service	07/18/2016	08/17/2016	31	1			6.98			
5	Service Chrg	Sewer Service	07/18/2016	08/17/2016	31	1			7.17			
6	Oncost	TAP Discount	07/18/2016	08/17/2016					-23.04			

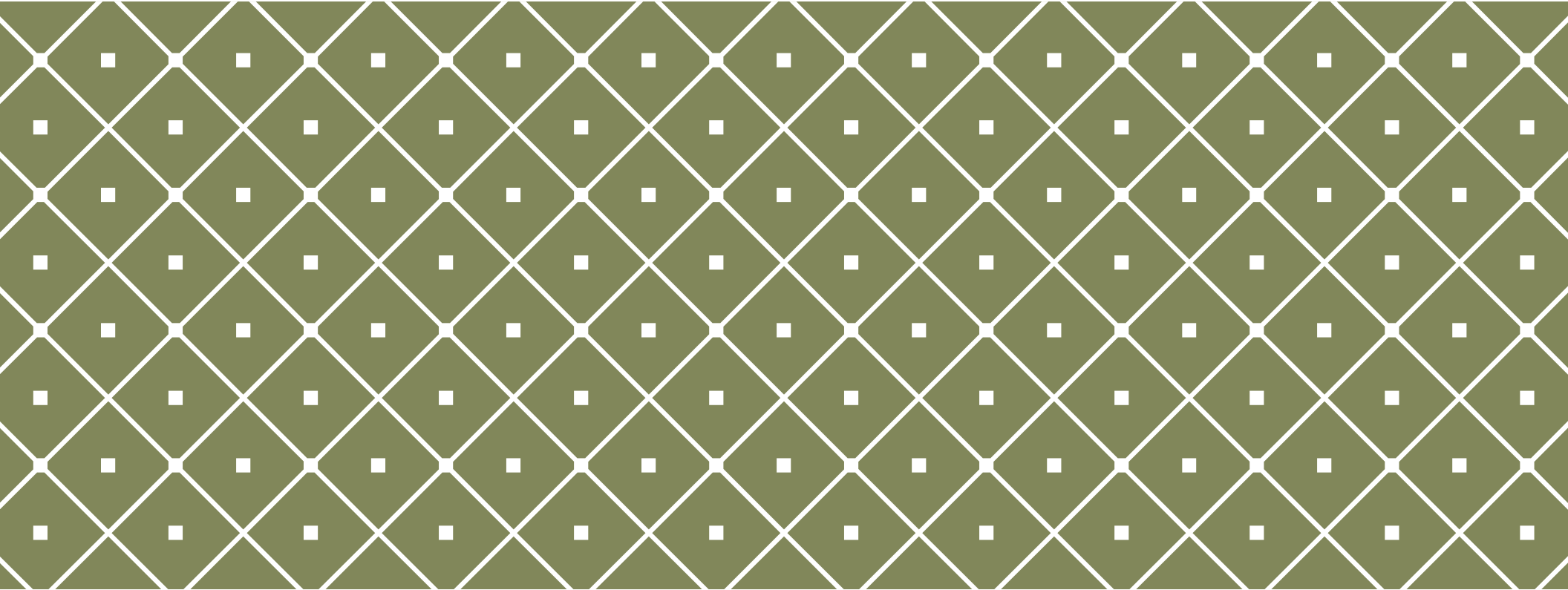
# ADJUSTMENTS

Reverse and rebill through dispute completion (when related to plan *amount*) automatically generates an adjustment.

- This will also impact the Earned Forgiveness Factor

Other adjustments can be made through the use of **TAP-CADJ** adjustment

- This does not impact the Earned Forgiveness Factor



# TAP & DEBT COLLECTION RECORDS

# TAPHOLD DEBT COLLECTION RECORD

When a customer is enrolled in TAP, debt will be linked to a new TAPHOLD debt collection record.

Prior to enrollment, debt must be unlinked from other DCRs

- can be done automatically through DCR status update or manually

Excludes:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN
- SH-WATER



# AUTO UNLINKING BY UPDATING DCR STAGE

On the Debt Collection Screen, changing the Debt Collection Stage to **Closed** will auto unlink transactions for most paths. (see list of Auto Unlink stages in 'auto unlink doc stages.docx').

**Field Collection Path**  **Sweeping Ref No**

**Custome**  **STEWART T WILEY**

**Inval date**  **2221 BUSCHER ST 1914 #5707962234962 11143708**

**Subst**  **WATER**

**Gorva:**  **Flag**

---

**Field Collection Path**  **ALL**  **ALL**  **1**

**Field Collection Stage**  **ALICE-PI**  **Collection Agency Accepted**  **10/17/2016 14:07:47**  **Wed**

**Cost Period - From**  **04-13-2012**  **To**  **11-17-2016**  **Total Debt**  **536.98**  **Outstanding**  **833.81**

**Date**  **Ref No**   **Principal**  **489.76**

**Cost**   **Fees**  **5.00**

**Date Invoiced**  **Serial**  **Last Date**  **Year**  **2016**

**Debt**

**Judgment - Date Issued**  **Produced**  **Last Date**  **Amount**

**Reason**

**Warant - Date Produced**

**Debt**

**Warant Status**

**Warant Type Code**

**Execution Reference**    **Pay Advice Asset**

# AUTO UNLINKING BY UPDATING DCR STAGE

ALL1 - CLOSED	LINEBAR - CLOSED	OLD-BNKR - CLOSED	RCB10K - CLOSED
BNKRPT07 - DISMISSD	MUNICORT - REMOVE	OLD-WRAP - CLOSED	RDA - CLOSED
BNKRPT11 - DISMISSD	MUNICORT - DISMISSD	PENN - CLOSED	SH-WATER - CLOSED
BNKRPT13 - DISMISSD	MUNICORT - CLOSED	PHDC - CLOSED	TAGT1 - CLOSED
CACI - CLOSED	NCO - CLOSED	PRE10K - CLOSED	TAGT2 - CLOSED
GILA - CLOSED	OBE - CLOSED	PRO - CLOSED	TAPHLD - TAPCANCL
		RCB - CLOSED	TAPHLD - TAPCLOSE
			VACANT - CLOSED

# MANUAL UNLINKING

The screenshot shows the 'Debt Collection System' interface. At the bottom, there are three buttons: 'Link/Unlink Trans', 'Balance Calc', and 'Batch Stage History'. The 'Link/Unlink Trans' button is highlighted with a red box, and a red arrow points to it from below.

Otherwise, click on the Link/Unlink Trans button, and then click on the Unlink All button to unlink transactions from the Debt Collection record.

The screenshot shows the 'Debt Collection System' interface with a table of transactions. At the top, there are buttons: 'Link/Unlink Trans', 'Link/Unlink Trans', 'Link/Unlink Trans', and 'Unlink All'. The 'Unlink All' button is highlighted with a red box, and a red arrow points to it from the text above.

Trans ID	Link/Unlink	Link Date	Total Amount	Balance Amount	Drags Code	Reached Date	Link/Unlink
00000000	LINK	04/01/2017	10.00	10.00			
00000001	UNLINK	11/01/2016	4.63	4.63			
00000002	BILL	11/01/2016	14.12	14.12			
00000003	UNLINK	10/01/2016	4.34	4.34			
00000004	BILL	10/01/2016	14.12	14.12			
00000005	BILL	10/01/2016	14.12	14.12			
00000006	UNLINK	09/01/2016	4.43	4.43			
00000007	UNLINK	08/01/2016	4.38	4.38			
00000008	BILL	08/01/2016	14.12	14.12			
00000009	BILL	07/01/2016	14.12	14.12			
00000010	UNLINK	06/01/2016	4.37	4.37			
00000011	BILL	06/01/2016	14.12	14.12			

# TAPHOLD

When entering TAP, debt linked to TAPHOLD record

When bankruptcy dismissed (or discharged >0), debt linked to TAPHOLD record

- done by Collections

# TAP DISPUTES

## TAPADISP

Disputing application decision

- may result in manual adjustment (AAU)

## TAPPDISP

Disputing plan decision

- reverse and rebill happens automatically

# HANDS ON

Log into basis2 (WUAT)

<http://erpdevapps21.city.phila.local:8025/>

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# HANDS ON

[test-cap.phila.gov/csr](http://test-cap.phila.gov/csr)

<http://rev36vswebwbe01:10042/>

# TOOLS

## IWFE – Front End Application Website



## IWBE – Application Processing Software





## TAP BILLING IN BASIS2 (WUAT)

### TAP

000491772

000103213

000998352

000700578

000303637

000012166

000820167

### LONGSTD

000891384

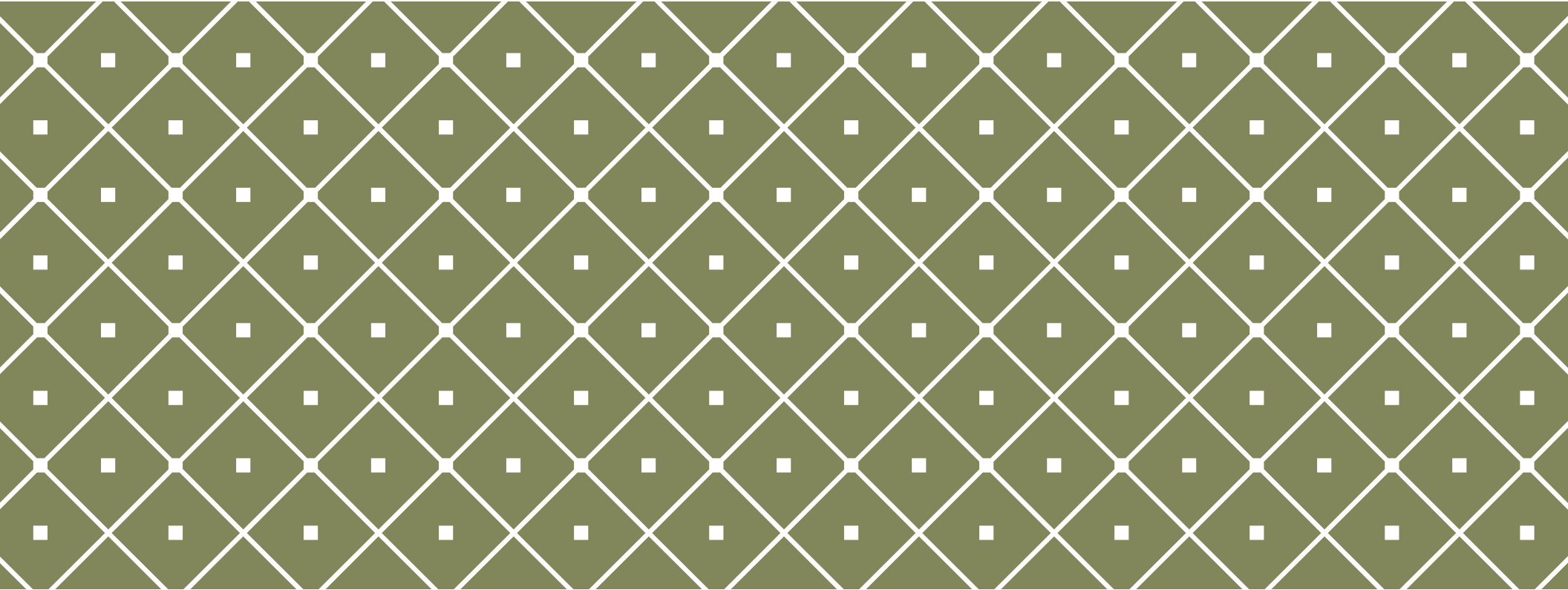
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000353569

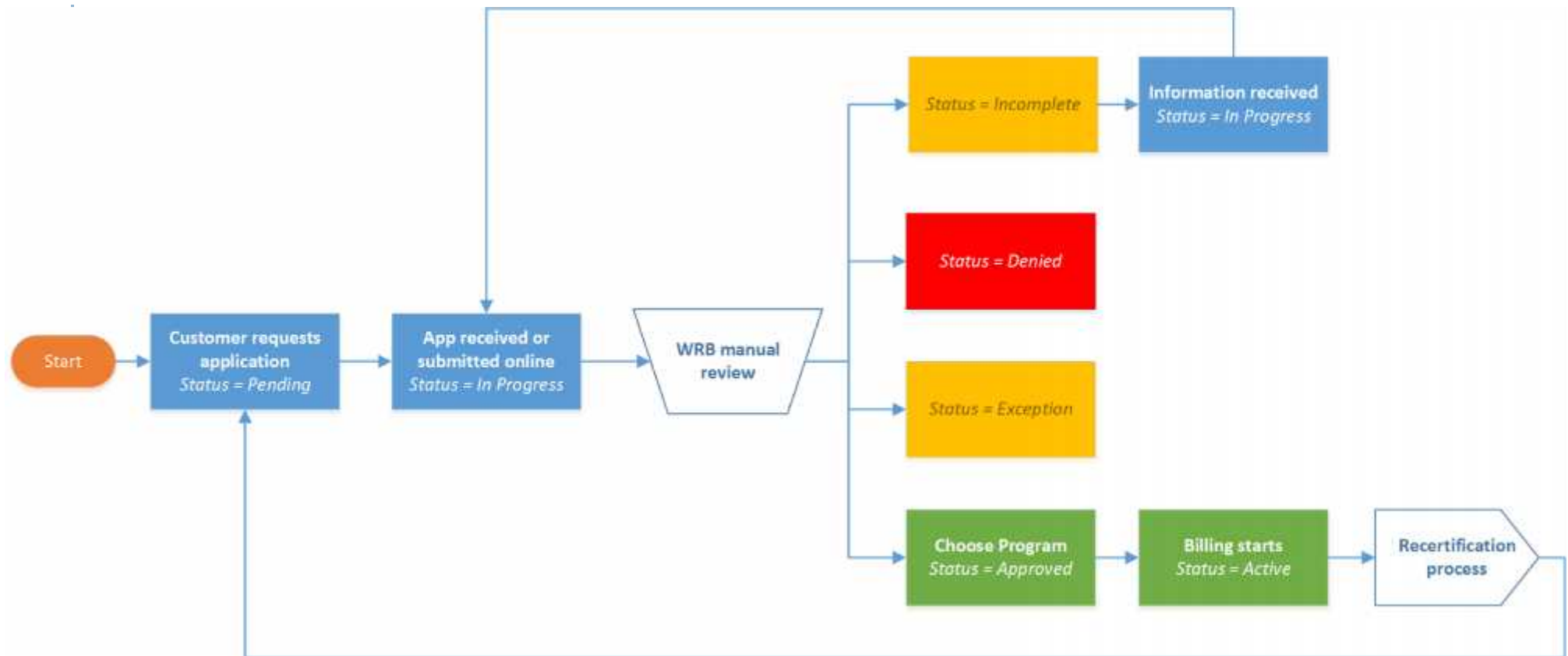
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001007955

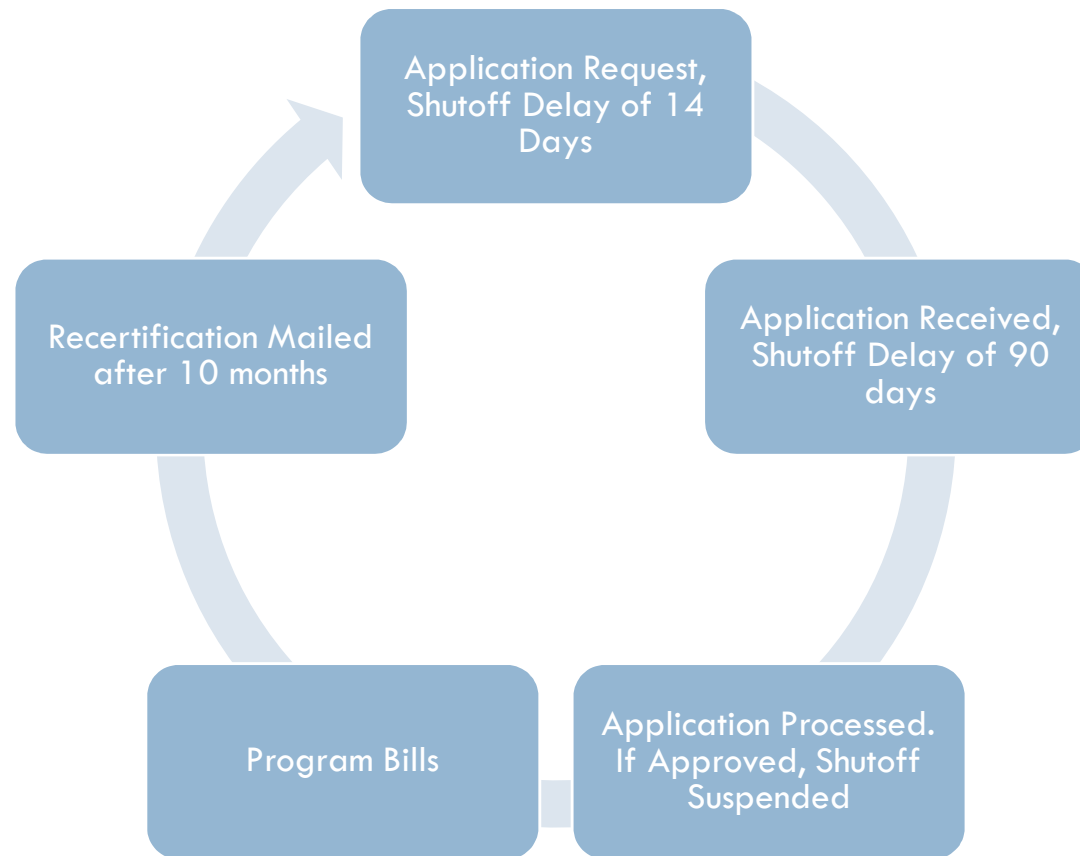
001054267



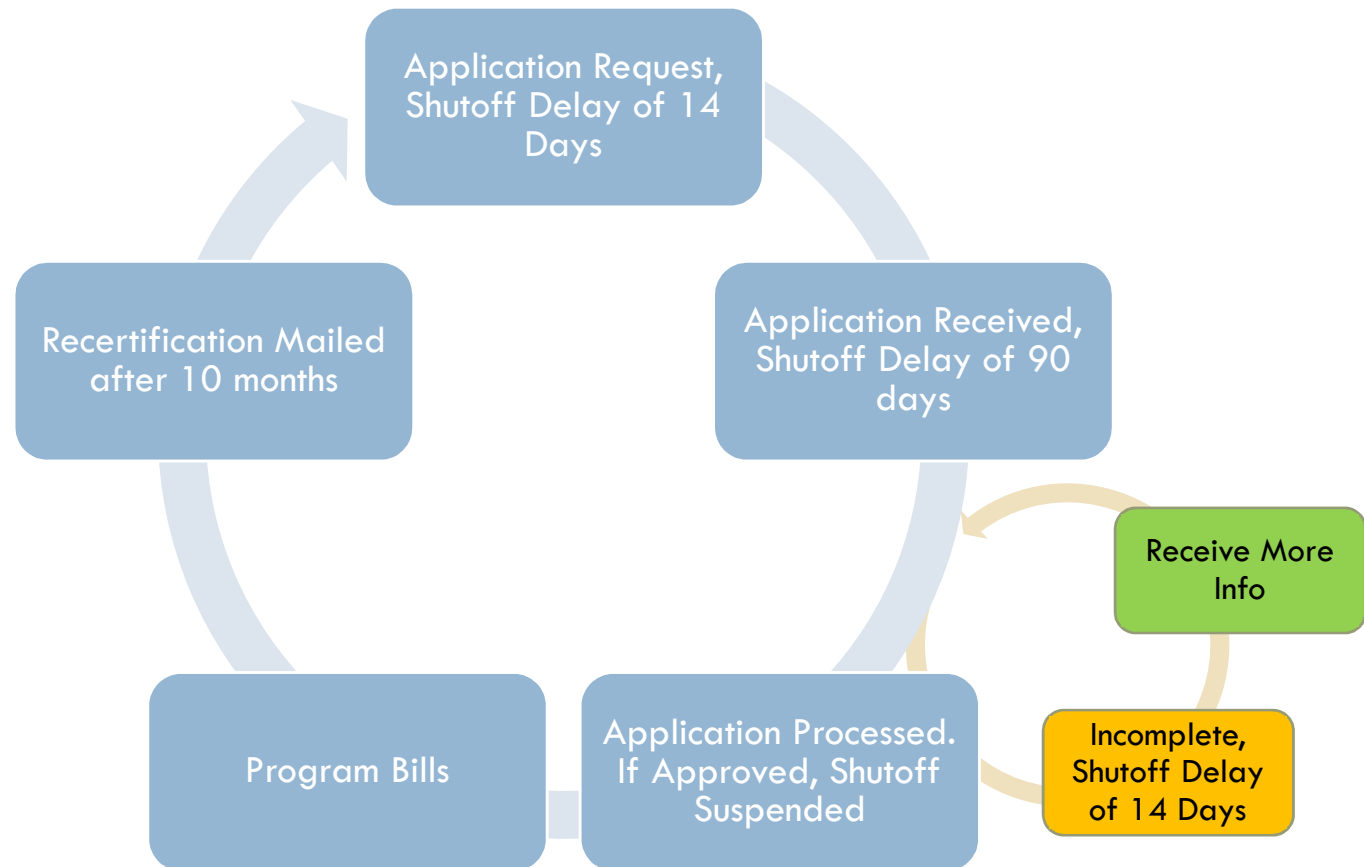
# APPLICATION LIFECYCLE



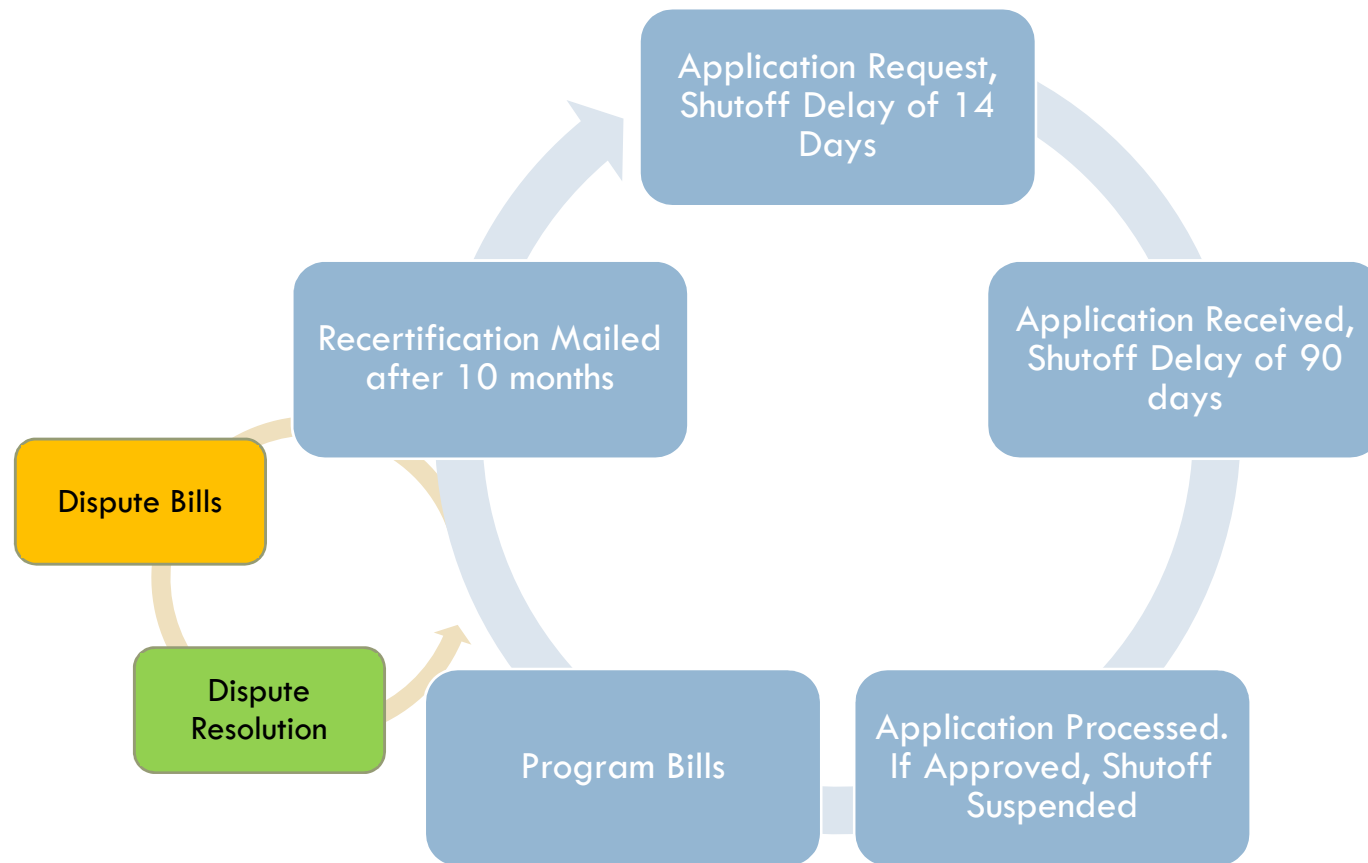
# TAP APPLICATION LIFECYCLE

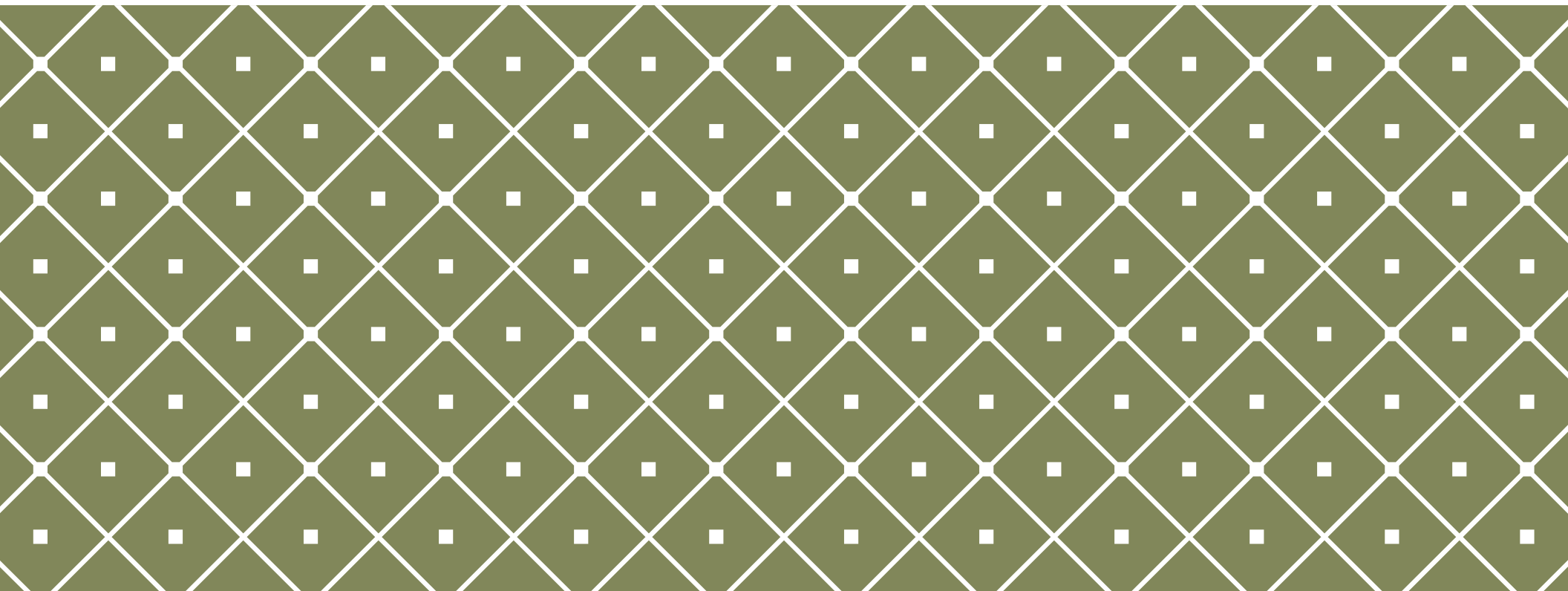


# TAP APPLICATION LIFECYCLE



# TAP APPLICATION LIFECYCLE





# COLLECTIONS

# PRIMARY ROLES

Managing debt collection records



# IWFE

Sign in

Print an application or

Send an application to the customer

The screenshot shows the top of a web page for the City of Philadelphia. It features the city's logo and name. Below this is the title 'Water Revenue Bureau' and the subtitle 'Customer Assistance Application'. A section titled 'Enter Your User Name' contains two input fields labeled 'User Name' and 'Name'. A 'Submit' button is located at the bottom right of this section. A small red asterisk and the word 'Required' are visible next to the 'Name' field.

## Applicant Information

All information must be current.

The screenshot shows a form titled 'Applicant Information' with the instruction 'All information must be current.' The form contains several input fields: 'Name of Applicant' (filled with 'IRONE & CATHERINE MA'), '9-Digit Water Access Code' (filled with '00001174'), 'Address of Property' (filled with '2101 FRATT ST' and 'PHILADELPHIA PA 19124'), and 'Mailing Address' (filled with '2101 FRATT ST' and 'PHILADELPHIA PA 19124'). A checkbox labeled 'Mailing Address is Correct' is checked. At the bottom of the form, there are three buttons: 'Print Now', 'Mail Me an Application', and 'Apply Online'.



# IWBE

Look up customer application information


Manage

Dashboard

Reports

Tools

## Manage Application Assignments



Customer Name, Property Address, Water Access Code, Application ID

SEARCH

CLEAR

From Date:

To Date:

Status:

In Progress

Assigned To:

All

Priority Flag:

# WATER ACCESS CODE (BASIS2)

You can find WAC in the Customer Inquiry Screen



Call Center Inquiry

Customer	CU1008888	ENNA S PEEL	4	WOS		
Balance	1124.46	954 BELMONT AVE 19104 [C131676000954001] 062341900				
Account	Balance	Debit Card Balance	Installation	Inst Type	Supply	Status
000898314	1124.46	841.92	IN000352203	11	WATER	Current
Installation Address: 954 BELMONT AVE 19104 [C131676000954001] 062341900						

# IWBE

Find information on:

- Application status
- Household member information
- Submitted documents
- Missing application information
- Letters sent about the application

The screenshot shows the IWBE application portal interface. At the top, there is a blue header with the IWBE logo. Below the header, there are two rows of navigation tabs. The first row contains 'Application Info', 'Household Members', 'Billing History', and 'Documents'. The second row contains 'Choose Program', 'Letters', 'Logs', and 'Audit'. The 'Household Members' and 'Letters' tabs are highlighted with red boxes. Below the tabs, there is a section titled 'Application Information' with a minus icon. This section contains a table of application details. Below this, there is a section titled 'Child Support Information' with a minus icon, and a section titled 'Customer Responsibilities' with a plus icon.

Application Information			
Signature:	None	Application Status Code:	In Progress
Application ID:	100007080	Application Letter Code:	
Water Access Code:	000150100	Daytime Phone:	9192170015
Applicant Name:	MARIA NA ORTE	Email Address:	TRASH OVER@GMAIL.COM
Property Address:	771 WARDEN ST. PHILADELPHIA PA 19130	Mailing Address:	
Application Status Date:	7/14/2019 2:08:10 PM	Ownership Status:	OWNERSHIP
Household Size:	1	Assigned To:	Unassigned
Children Under 18:	0	Manager Review Requested:	Yes
Language:	English	Reviewed:	No
Total Income:	\$20,000		
Account Balance:	\$1,000.00		

Child Support Information	
Receives Child Support:	No
Monthly Child Support Amount:	0.00

Customer Responsibilities

## OPEN THESE WEBSITES:

test-cap.phila.gov/csr

http://rev36vswebwbe01:10042/

<http://erpdevapps21.city.phila.local:8025/>

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# CUSTOMER QUESTIONS



## EXPECTED QUESTIONS

What if customer already has an application in progress but they claim they haven't received it?

- Raise a call to TAP group for expiring application
- Note in call whether the customer will now be applying on-line, printing themselves or if they want us to mail one to them
- Tell the customer they can try again the following business day

## EXPECTED QUESTIONS

What if customer information on the pre-populated information is incorrect?

- They need to know what the options are for the customer



# ONLINE APPLICATION QUESTIONS

How do I find my water access code?

- on bill
- we can help!

# ONLINE APPLICATION QUESTIONS

## Which fields to complete?

- Age, income, and household member information are critical to application
- Supporting documentation required for backing up information on application

# ONLINE APPLICATION QUESTIONS

How long will it take to process?

- Once we receive a complete application, we expect to review it within 3-4 weeks.
- Your account will be protected from any enforcement action during that time
  - Official script to follow

# DOCUMENT QUESTIONS

Which documents should be included?

- Refer to application document

# DOCUMENT QUESTIONS

## How to attach documents?

- If you have digital copies, attach to online application through website.
- If you have paper copies, include them with a paper version of the application.

## STATUS QUESTIONS

Statuses: Pending, In Progress\*, Approved, **Denied**, Exception\*\*, Incomplete, Expired, Active, Active Recertify

- Add a table for status code, definition, customer communication
- More information on Incomplete letter in IWBE

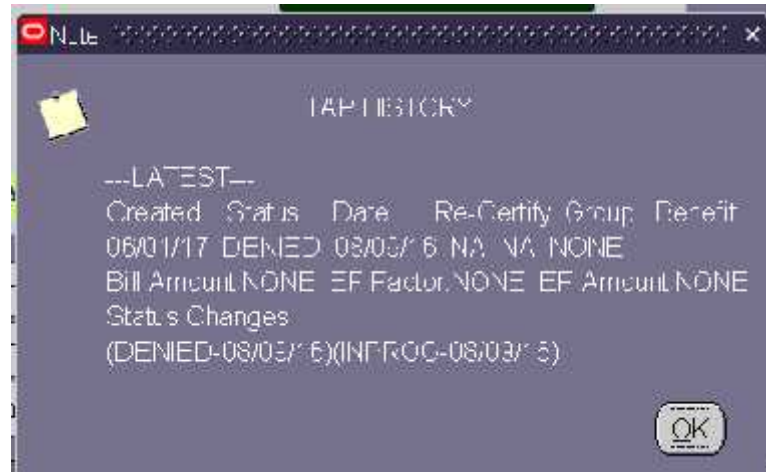
# STATUS QUESTIONS

What are the next steps?

# APPLICATION STATUSES

Status		
Pending	Approved	Dispute
In Progress	Denied	Closed
Exception	Active	Canceled
Incomplete	Active-R	
Expired	WRAP-R	





# CCR ROLE

## Thing to Say

Status DENIED: denial reasons only

Status IN PROGRESS: provide information on status, documents

## Things not to Say

Additional detail on denials

# SUPPORT FOR CUSTOMERS

Additional application assistance for customers is available from our partners:

Utility Emergency Services Fund (UESF)  
Community Legal Services (CLS)  
Neighborhood Energy Center (NEC).

# LETTER QUESTIONS

Who receives the letters?

What do the letters mean?

What if I don't get a letter?

# OTHER QUESTIONS THAT HAVE COME UP

Qs about becoming a customer.

- can apply for TAP right away

Customer representative.

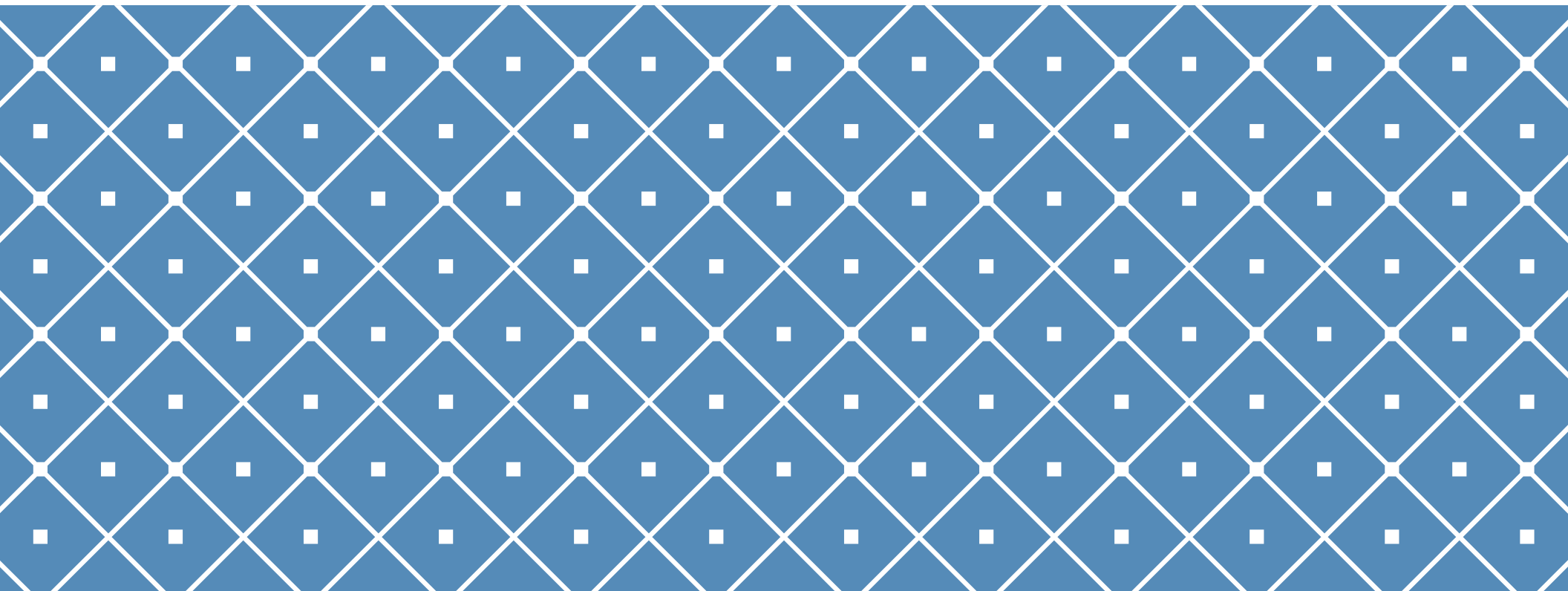
Stays of enforcement.

Zero usage, SPIN

Restores at application

Zero Income

Business vs. Natural Person



# TAP & COLLECTIONS

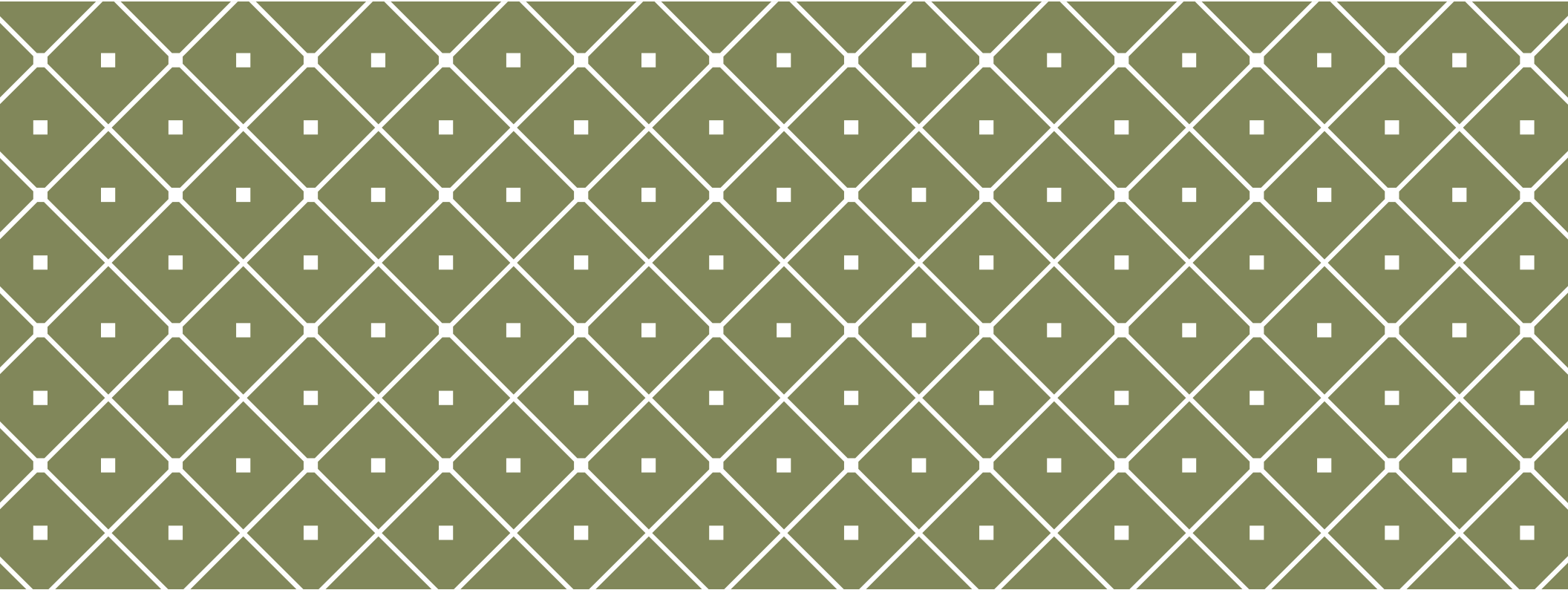
June 2017

# TRAINING AGENDA

Change to Customer Assistance Programs

TAP overview

Collections Group's role



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE

# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE

## New programs

TAP

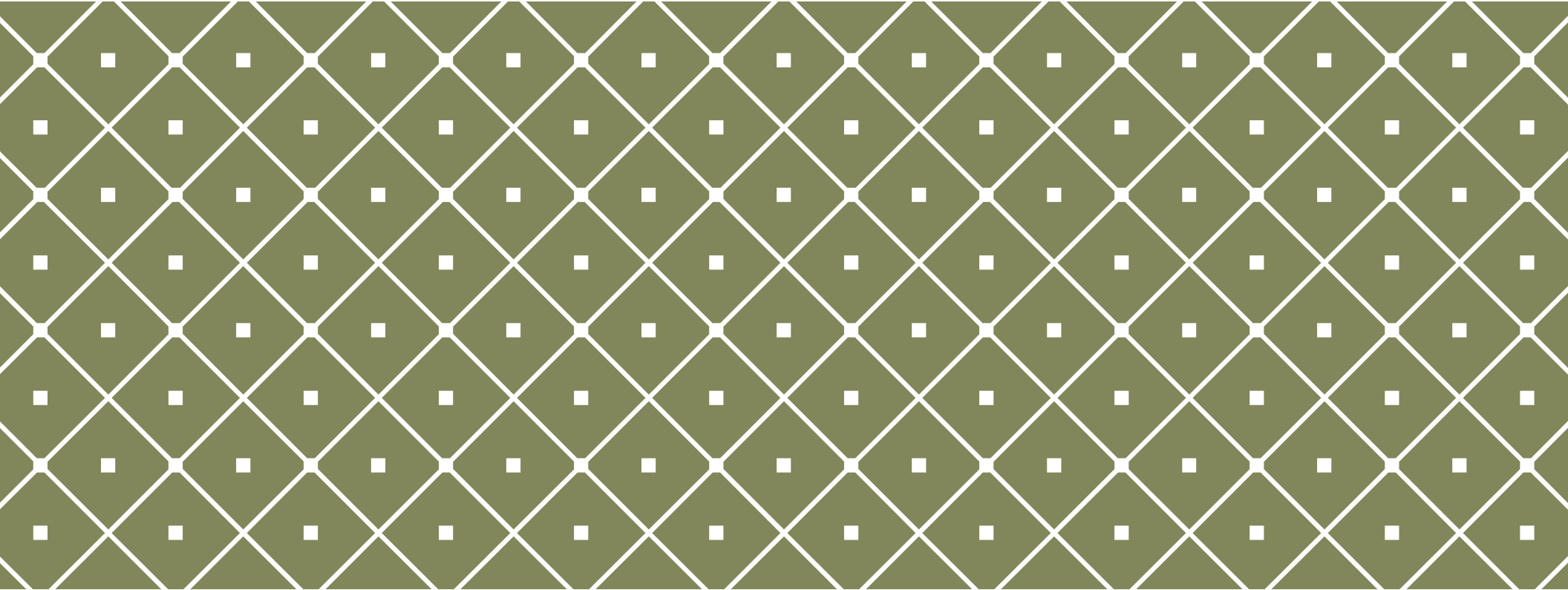
WRBCC

- Only for currently enrolled customers
- No City grant

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE
  - No new TENFIVE agreements
- LONGSTD
- TAPBACK



## TAP OVERVIEW

# TIERED ASSISTANCE PROGRAM (TAP)

New affordability program for customers that:

- Are low-income ( $\leq 150\%$  FPL), or
- Have a special hardship

TAP provides customers significant savings on the customer's monthly water bill by offering a consistent bill based on the customer's income.

# CUSTOMER ASSISTANCE PROGRAMS - TAP

## Eligibility

- Do not have to be delinquent
- At or below 150% of FPL
- Special Hardship can be above 150% FPL
  - Death of primary wage earner, illness, expenses, new dependent, domestic violence

## Benefits

- Consistent bills at a flat rate
- No additional payment toward arrears is required
- Account balance is protected from collection
- Forgiveness of penalties after 24 months of full payment

# CUSTOMER ASSISTANCE PROGRAMS — LONG STANDARD PLAN

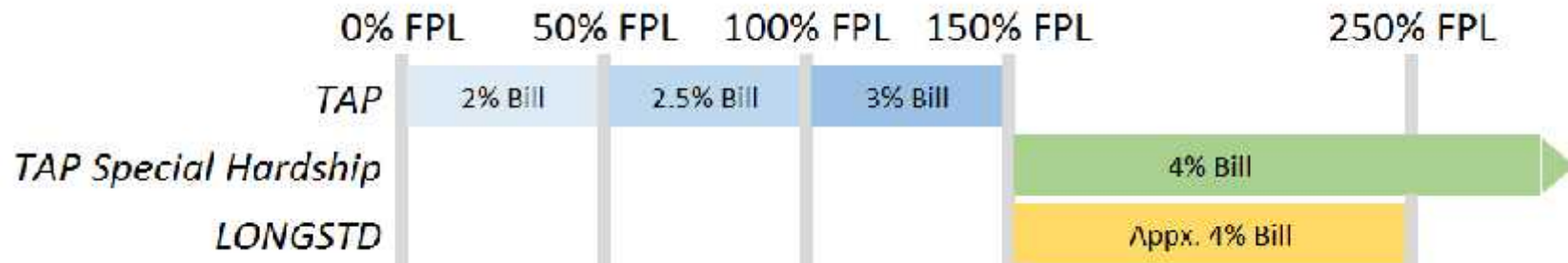
## Eligibility

- 151- 250% of FPL

## Benefits

- Total bill is at affordable level

# INCOME ELIGIBILITY



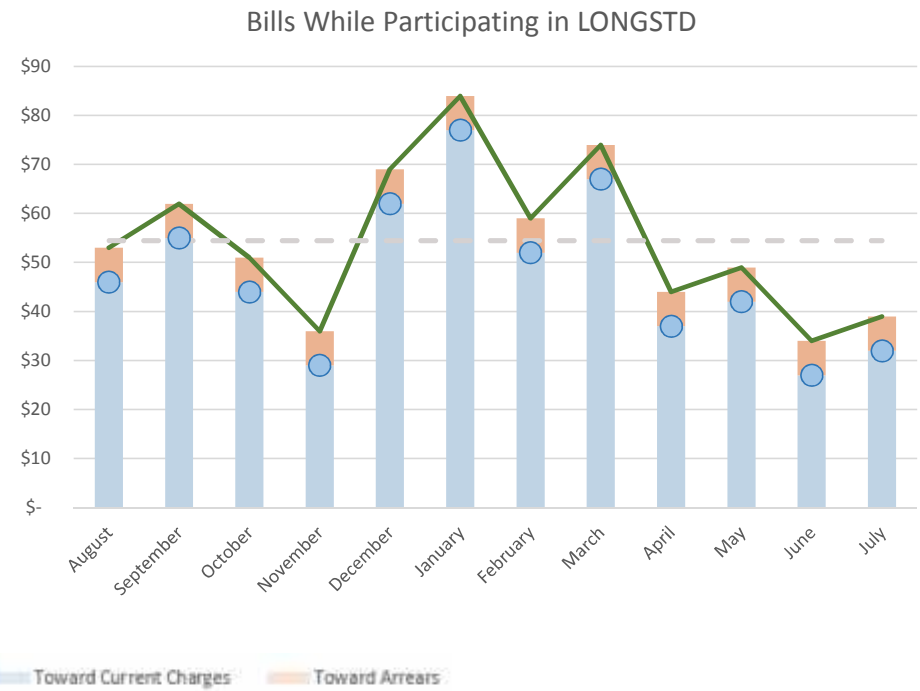
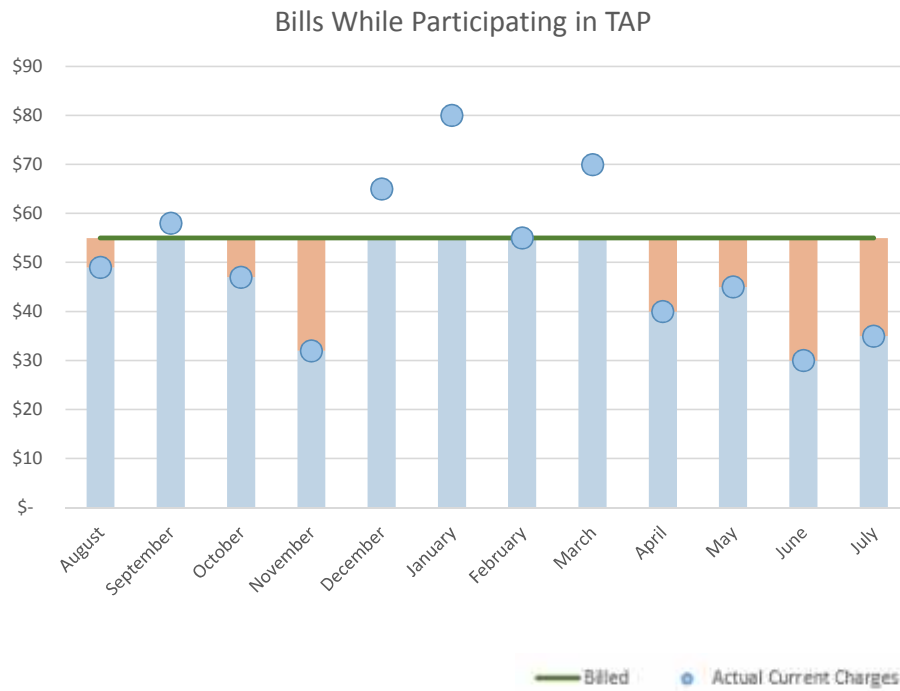
# TAP BILL AMOUNTS

For TAP and TAP Landlord Payment Agreement...

If your household income is this % of FPL:	Your bill is equal to:
< 50%	2% of household monthly income
> 50% and <100%	2.5% of household monthly income
> 100% and <150%	3% of household monthly income
> 150% (special hardship only)	4% of household monthly income

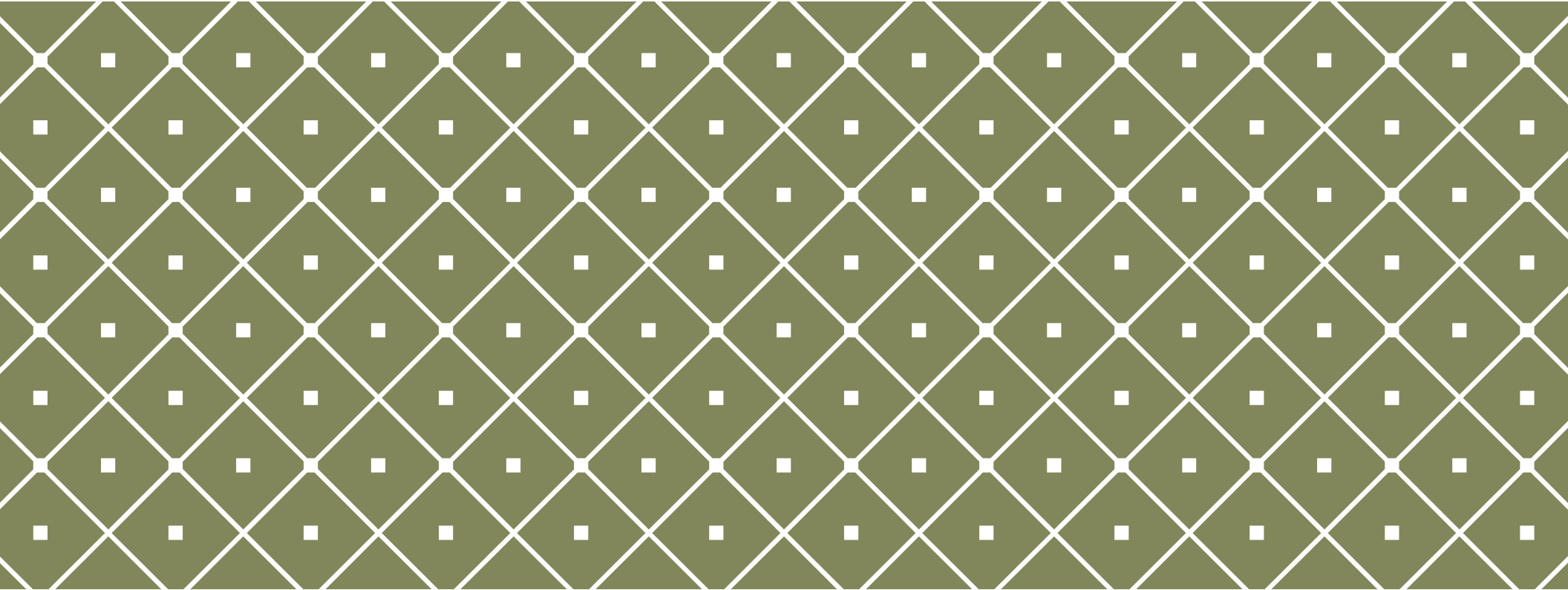


# NEW PROGRAM BILL PATTERNS



# PROGRAM COMPARISON

	<b>TAP Participation</b>	<b>WRBCC Agreement</b>	<b>Standard Agreement</b>	<b>LONGSTD Agreement</b>
<b>Timing</b>	) Recertify annually	) Recertify annually	) Agreement lasts up to 12 months	) Agreement lasts beyond 1 year
<b>Enrollment</b>	) First-time applications and recertifications through single Customer Assistance application	) Recertifications through single Customer Assistance application	) Enroll through current WRB process	) For 151-250% FPL, can apply through Customer Assistance application. ) For others, enroll through current WRB process
<b>Agreement</b>	) Consistent ) Covers current charges and payment toward arrears ) Pre-TAP Arrears are protected from enforcement	) Consistent ) Covers current charges ) Pre-WRBCC arrears are protected ) No enforcement	) Consistent amount on top of current charges ) No enforcement unless customer breaches	) Consistent amount on top of current charges ) No enforcement unless customer breaches
<b>Nonpayment</b>	) Enforcement (shut-off, visit or restore fee) ) Plan required for unpaid TAP bills - TAPBACK ) Pre-TAP arrears remain protected regardless of non-payment	) No enforcement ) At the end of the plan, eligible for WRBCC recertification if unpaid amount is cured, or eligible for TAP	) Enforcement ) Customer can cure the breach by paying the unpaid amount ) Customer can renegotiate the agreement prior to nonpayment	) Enforcement ) Customer can cure the breach by paying the unpaid amount ) Customer can renegotiate the agreement prior to nonpayment



# TAP & DEBT COLLECTION RECORDS

# TAPHOLD DEBT COLLECTION RECORD

When a customer is enrolled in TAP, debt will be linked to a new TAPHOLD debt collection record.

Prior to enrollment, debt must be unlinked from other DCRs

- can be done automatically through DCR status update or manually

Excludes:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN
- SH-WATER



# AUTO UNLINKING BY UPDATING DCR STAGE

ALL1 - CLOSED	LINEBAR - CLOSED	OLD-BNKR - CLOSED	RCB10K - CLOSED
BNKRPT07 - DISMISSD	MUNICORT - REMOVE	OLD-WRAP - CLOSED	RDA - CLOSED
BNKRPT11 - DISMISSD	MUNICORT - DISMISSD	PENN - CLOSED	SH-WATER - CLOSED
BNKRPT13 - DISMISSD	MUNICORT - CLOSED	PHDC - CLOSED	TAGT1 - CLOSED
CACI - CLOSED	NCO - CLOSED	PRE10K - CLOSED	TAGT2 - CLOSED
GILA - CLOSED	OBE - CLOSED	PRO - CLOSED	TAPHLD - TAPCANCL
		RCB - CLOSED	TAPHLD - TAPCLOSE
			VACANT - CLOSED

# MANUAL UNLINKING

Call Collection Page

Call Collection File No.: 5161561750  
 Customer: CUC00020  
 Installation: HUBBARD  
 Supply: WATTE

Working Office: 301501751

STEWART WILEY  
 222 HUBBARD ST. N. 10TH FLOOR MINNEAPOLIS, MN 55401

General | Plans

Call Collection File No.: 5161561750  
 Call Collection Agency: HUBBARD  
 Call Date: 01/17/2012  
 Call Time: 11:47:47  
 Call Status: Outstanding  
 Call Amount: 101.00

Call Collection Summary

Call Collection File No.	Call Collection Agency	Call Date	Call Time	Call Status	Call Amount
5161561750	HUBBARD	01/17/2012	11:47:47	Outstanding	101.00

Link/Unlink Tools | Select Calls | Select Stage History

Otherwise, click on the **Link/Unlink Trans.** button, and then click on the **Unlink All** button to unlink transactions from the Debt Collection record.

[illegible]

# TAPHOLD

When entering TAP, debt linked to TAPHOLD record

When bankruptcy dismissed (or discharged >0), debt linked to TAPHOLD record

- done by Collections



# TAP DISPUTES

## TAPADISP

Disputing application decision

- may result in manual adjustment (AAU)

## TAPPDISP

Disputing plan precision

- reverse and rebill happens automatically

# HANDS ON

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# TOOLS

## IWFE – Front End Application Website



## IWBE – Application Processing Software



# TAPHOLD DCRS IN BASIS2 (WUAT)

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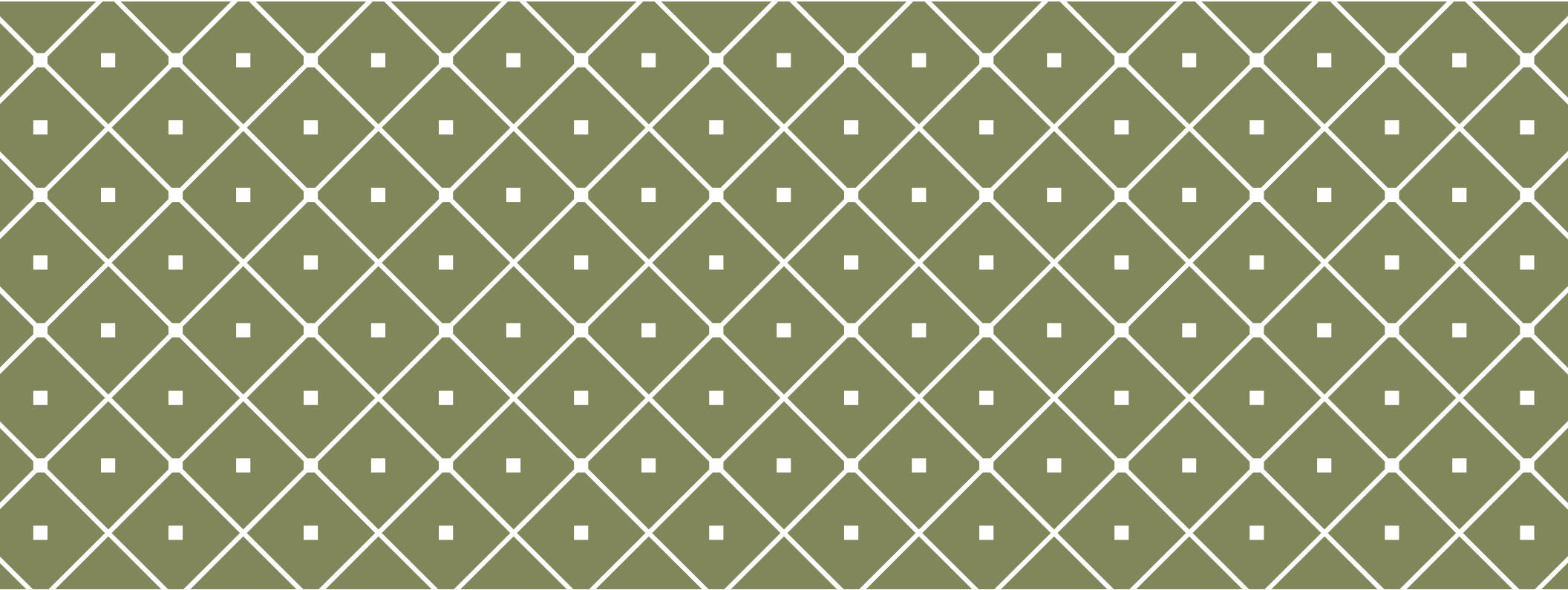
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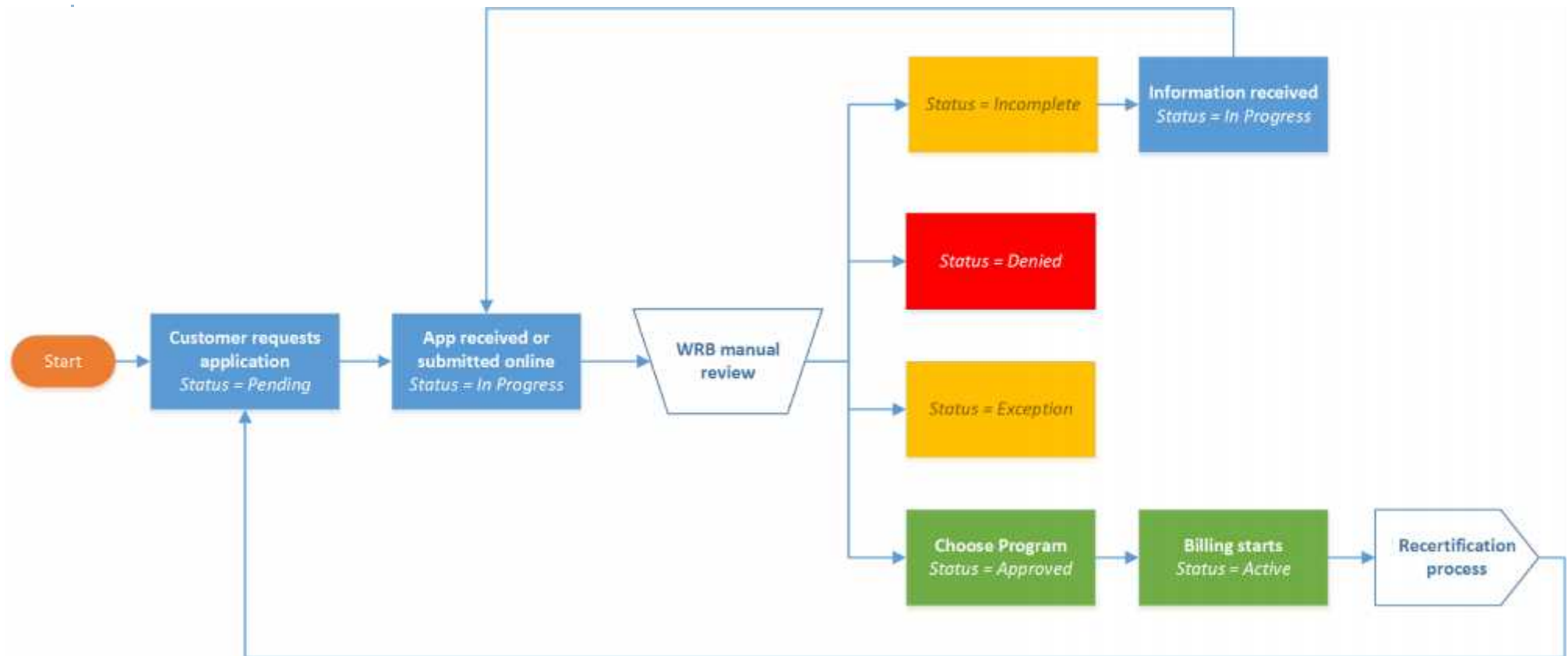
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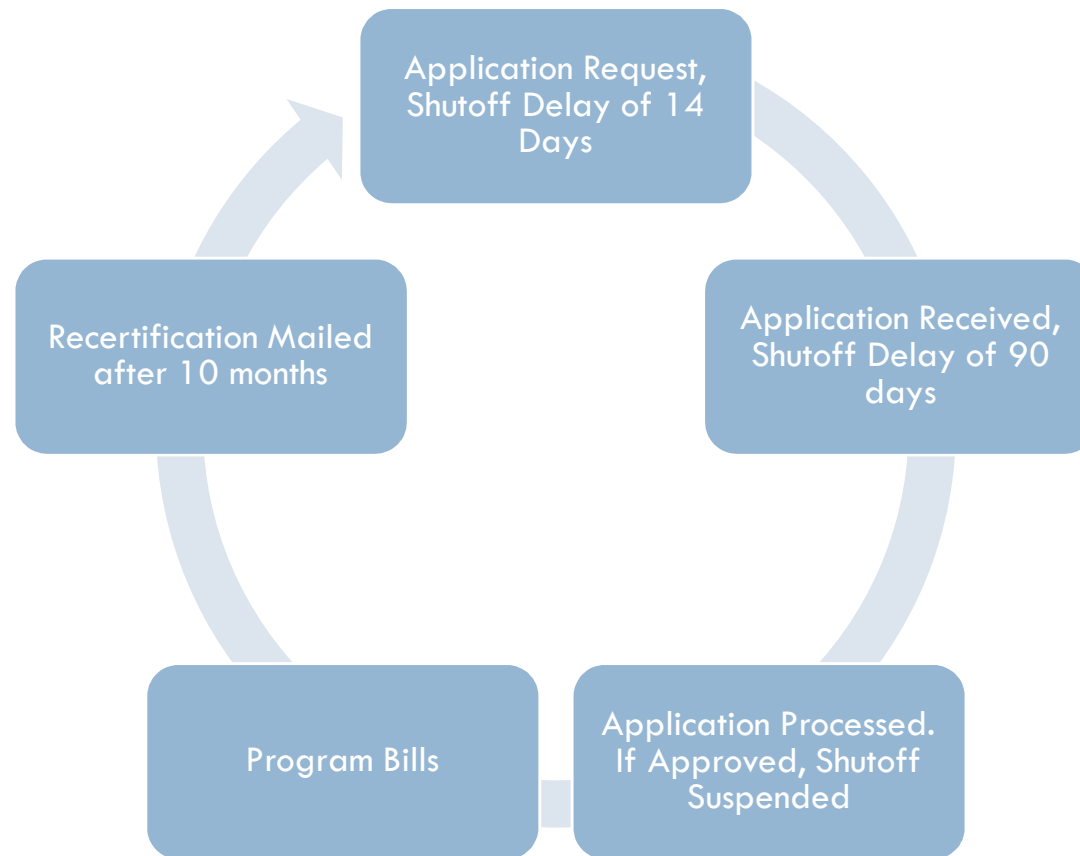
001054267



# APPLICATION LIFECYCLE

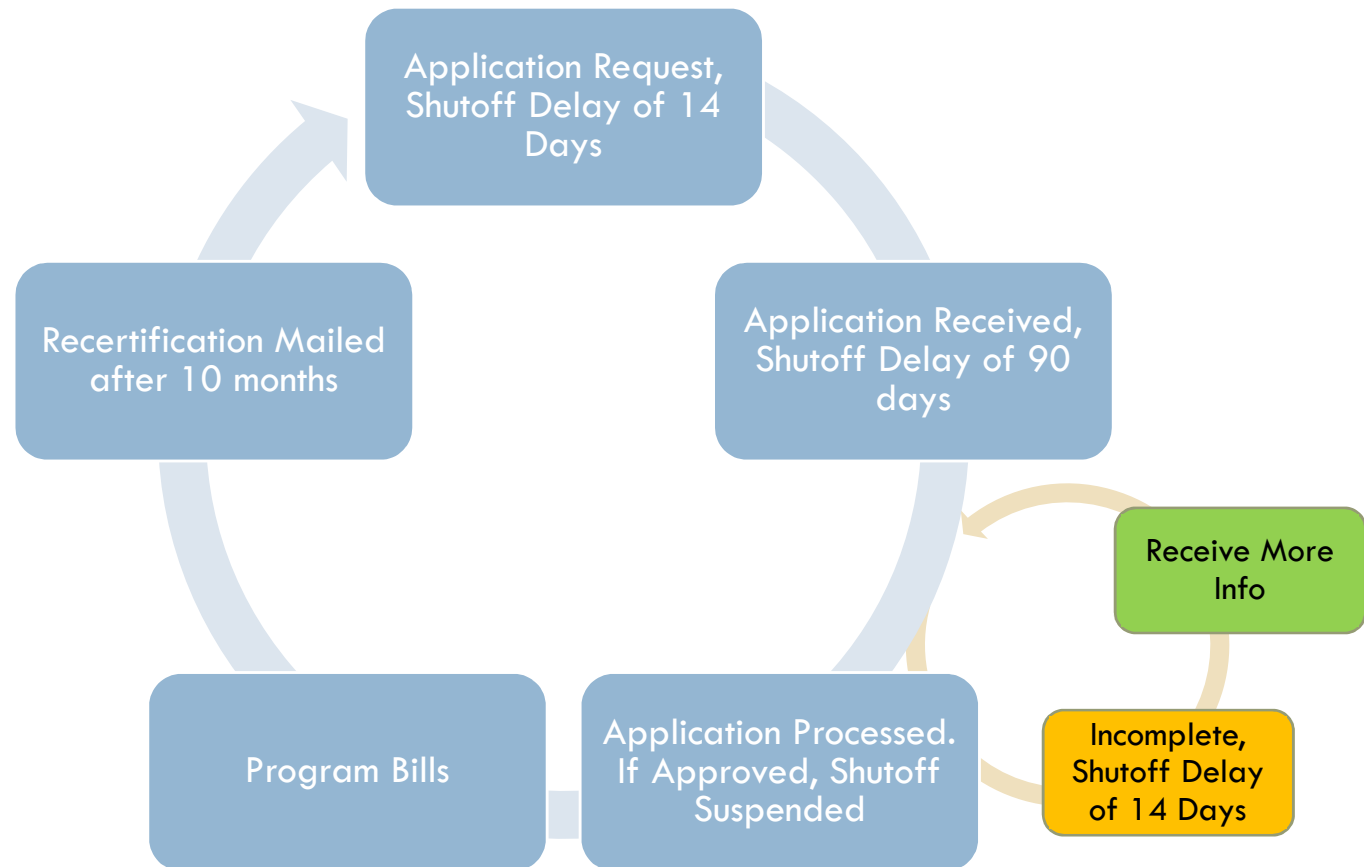


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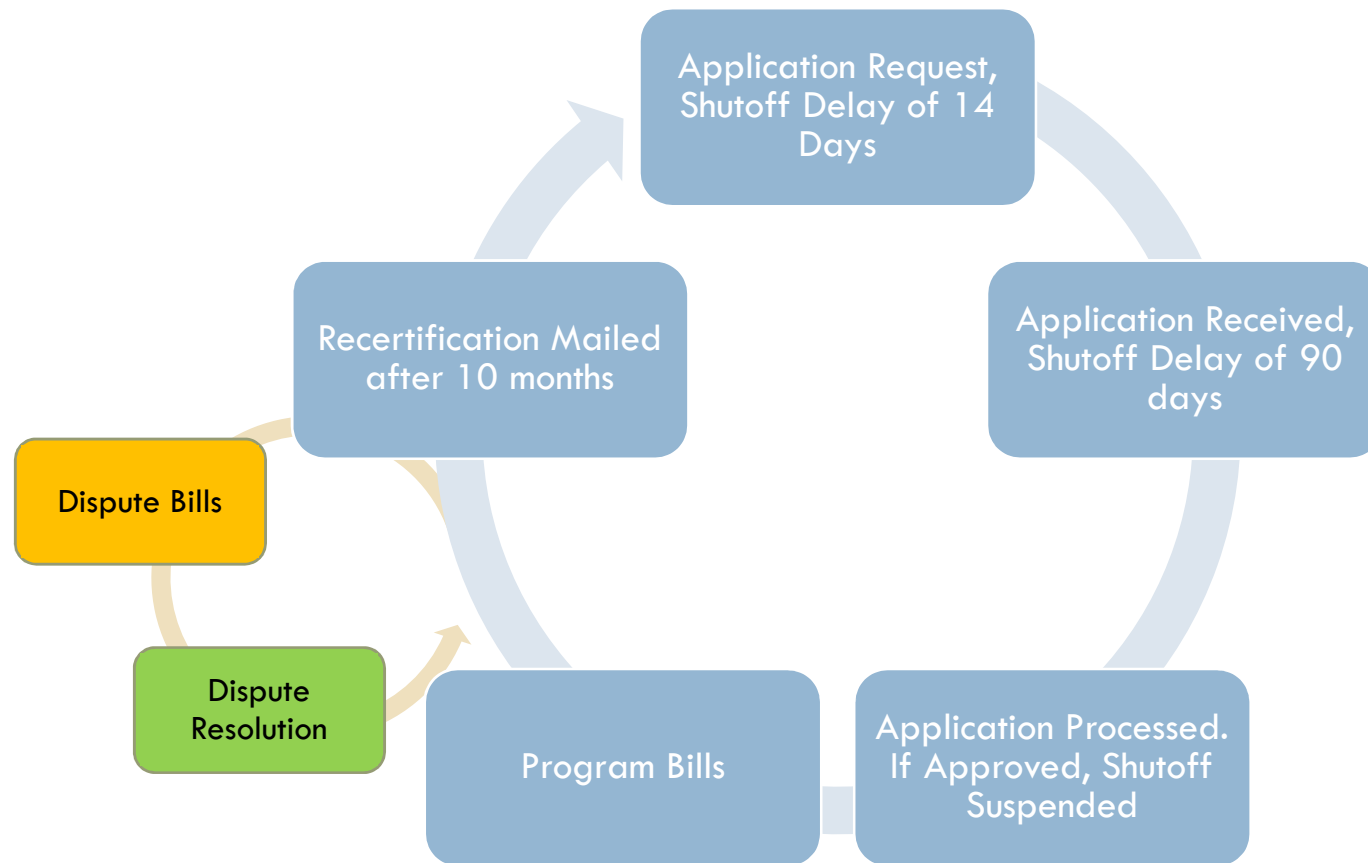


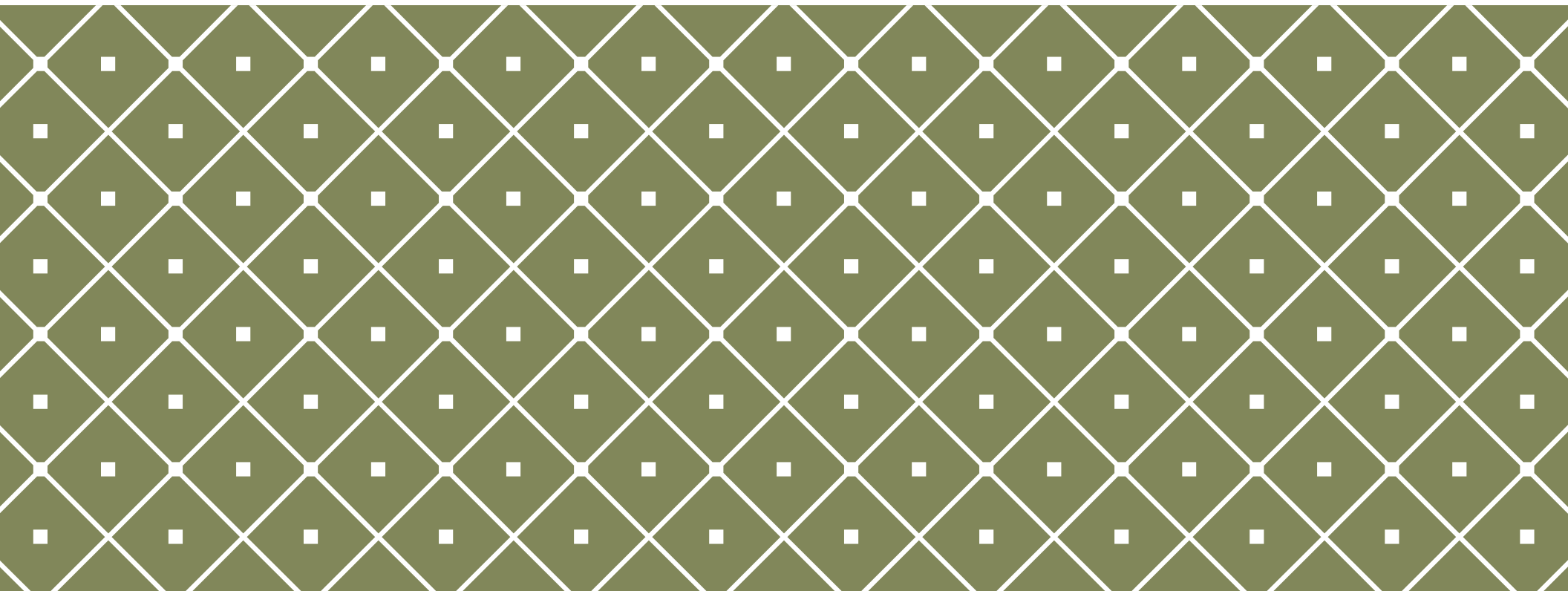


# TAP APPLICATION LIFECYCLE



# TAP APPLICATION LIFECYCLE





# COLLECTIONS

# PRIMARY ROLES

Managing debt collection records

# IWFE

Sign in

Print an application or

Send an application to the customer



The form is titled "City of Philadelphia Water Revenue Bureau Customer Assistance Application". It features a header with the city logo and name. Below the header, the title "Water Revenue Bureau" is prominently displayed, followed by "Customer Assistance Application". The main section is titled "Enter Your User Name" and contains two input fields: "User Name" and "Name". A "Submit" button is located at the bottom right of the form. A small red asterisk and the word "Required" are visible next to the "Name" field.

## Applicant Information

All information must be current.



The form is titled "Applicant Information" and includes a note: "All information must be current." It contains several input fields: "Name of Applicant" (IRONE & CATHERINE MA), "9-Digit Water Access Code" (00001174), "Address of Property" (2101 FRATT ST, PHILADELPHIA PA 19124), and "Mailing Address" (2101 FRATT ST, PHILADELPHIA PA 19124). A checkbox labeled "Mailing Address is Correct" is checked. At the bottom, there are three buttons: "Print Now", "Mail Me an Application", and "Apply Online".



# IWBE

Look up customer application information

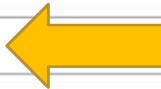

Manage

Dashboard

Reports

Tools

## Manage Application Assignments



SEARCH

CLEAR

From Date:

To Date:

Status:

In Progress

▼

Assigned To:

All

▼

Priority Flag:

▼

# WATER ACCESS CODE (BASIS2)

You can find WAC in the Customer Inquiry Screen



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Balance	1124.46	954 BELMONT AVE 19104 [C131676000954001] 062341900		
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			841.92	Installation
			IN000352203	Inst Type
			11	Supply
				WATER
				Status
				Current
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Find information on:

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Signature:	None	Application Status Code:	In Progress
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Application Status Date:	7/14/2019 2:08:10 PM	Ownership Status:	OWNERSHIP
Household Size:	1	Assigned To:	Unassigned
Children Under 18:	0	Manager Review Requested:	Yes
Language:	English	Reviewed:	No
Total Income:	\$20,000		
Account Balance:	\$1,000.00		

Child Support Information	
Receives Child Support:	No
Monthly Child Support Amount:	0.00

Customer Responsibilities



## OPEN THESE WEBSITES:

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training

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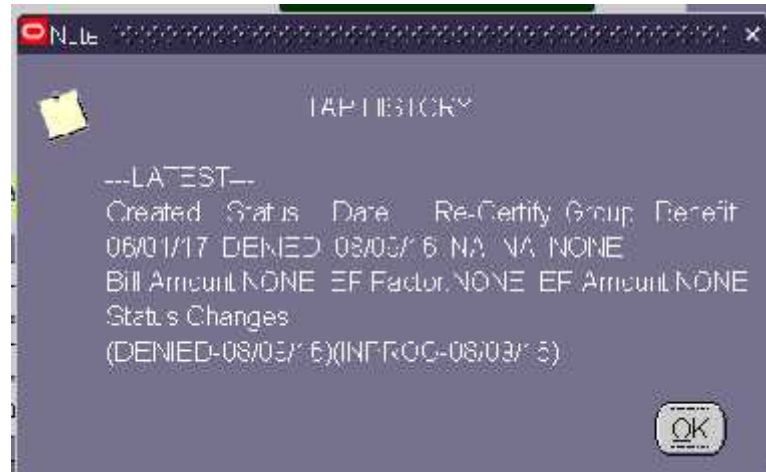
- Add a table for status code, definition, customer communication
- More information on Incomplete letter in IWBE

# STATUS QUESTIONS

What are the next steps?

# APPLICATION STATUSES

Status		
Pending	Approved	Dispute
In Progress	Denied	Closed
Exception	Active	Canceled
Incomplete	Active-R	
Expired	WRAP-R	



# CCR ROLE

## Thing to Say

Status DENIED: denial reasons only

Status IN PROGRESS: provide information on status, documents

## Things not to Say

Additional detail on denials

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Who receives the letters?

What do the letters mean?

What if I don't get a letter?



# OTHER QUESTIONS THAT HAVE COME UP

Qs about becoming a customer.

- can apply for TAP right away

Customer representative.

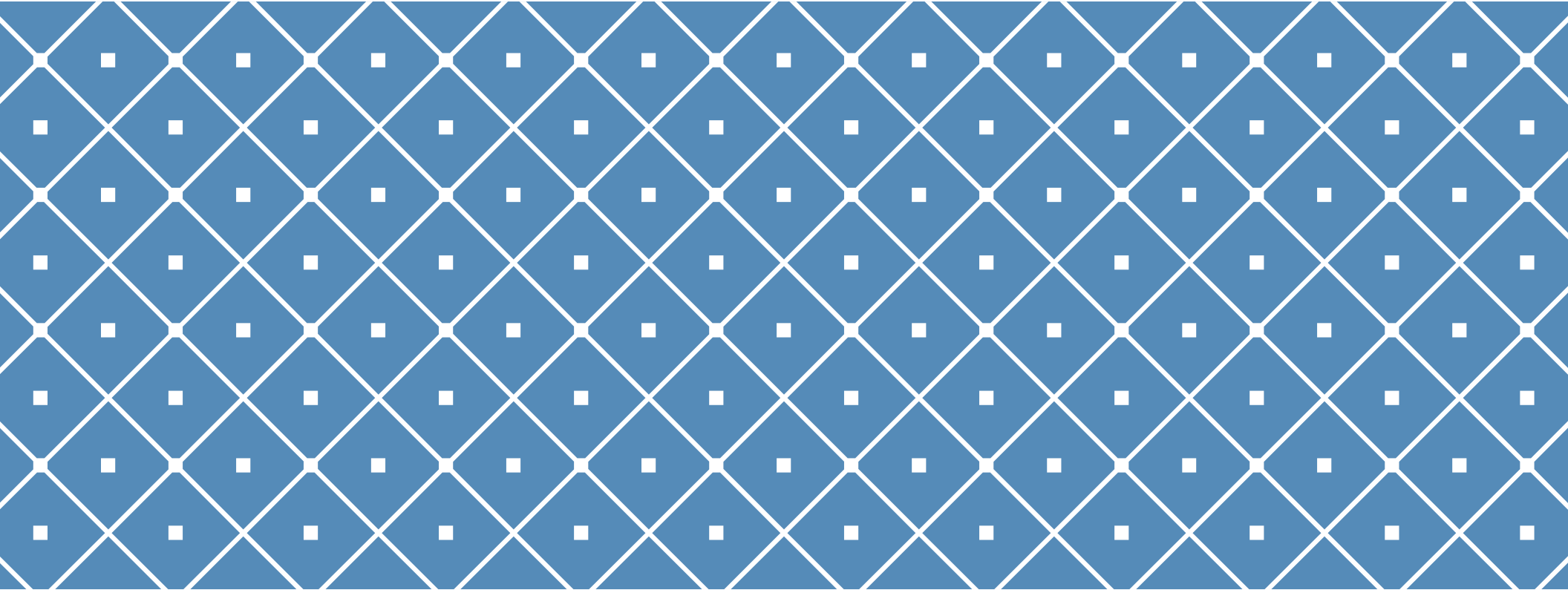
Stays of enforcement.

Zero usage, SPIN

Restores at application

Zero Income

Business vs. Natural Person



# TAP & TRB

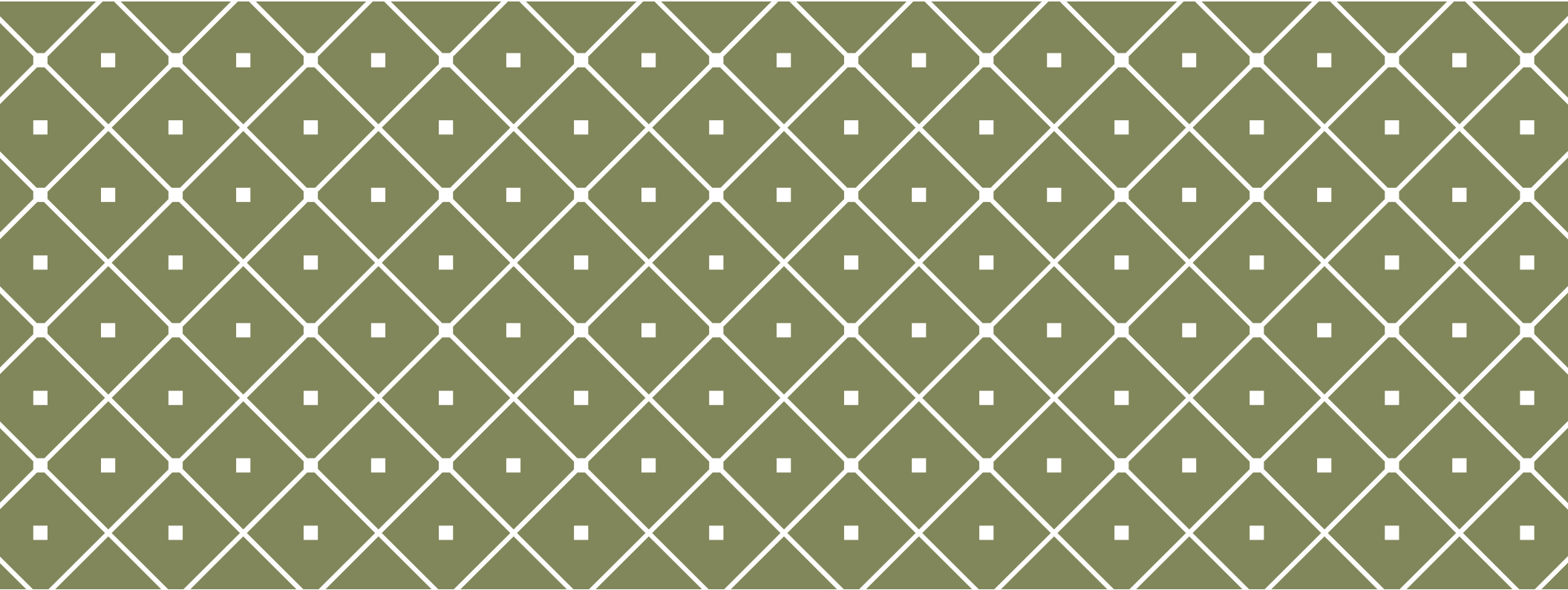
June 2017

# TRAINING AGENDA

Change to Customer Assistance Programs

TAP overview

TRB role



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE

# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
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## New programs

TAP

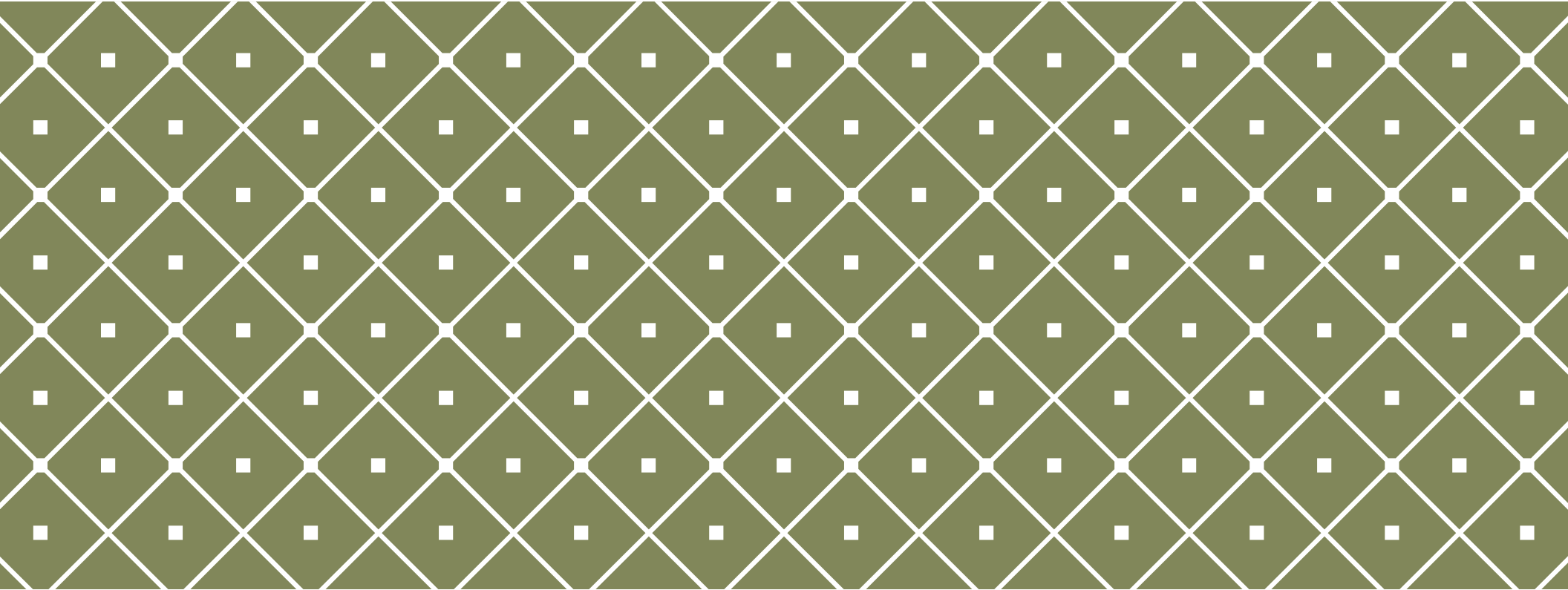
WRBCC

- Only for currently enrolled customers
- No City grant

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE
  - No new TENFIVE agreements
- LONGSTD
- TAPBACK



## TAP OVERVIEW

# TIERED ASSISTANCE PROGRAM (TAP)

New affordability program for customers that:

- Are low-income ( $\leq 150\%$  FPL), or
- Have a special hardship

TAP provides customers significant savings on the customer's monthly water bill by offering a consistent bill based on the customer's income.



# CUSTOMER ASSISTANCE PROGRAMS - TAP

## Eligibility

- Do not have to be delinquent
- At or below 150% of FPL
- Special Hardship can be above 150% FPL
  - Death of primary wage earner, illness, expenses, new dependent, domestic violence

## Benefits

- Consistent bills at a flat rate
- No additional payment toward arrears is required
- Account balance is protected from collection
- Forgiveness of penalties after 24 months of full payment

# CUSTOMER ASSISTANCE PROGRAMS — LONG STANDARD PLAN

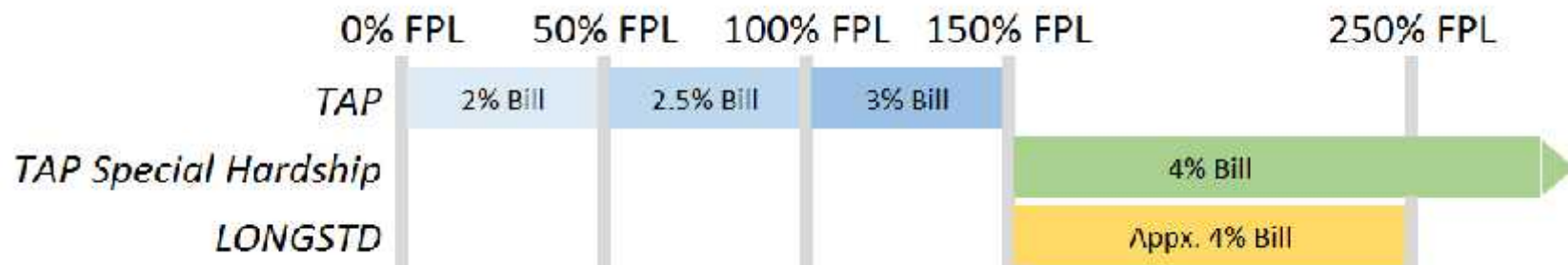
## Eligibility

- 151- 250% of FPL

## Benefits

- Total bill is at affordable level

# INCOME ELIGIBILITY

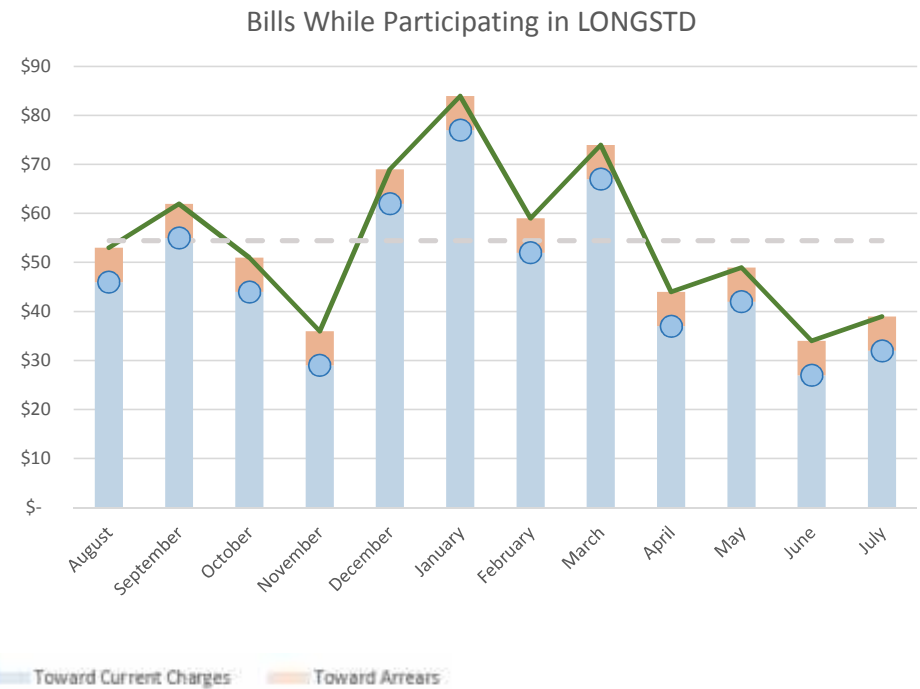
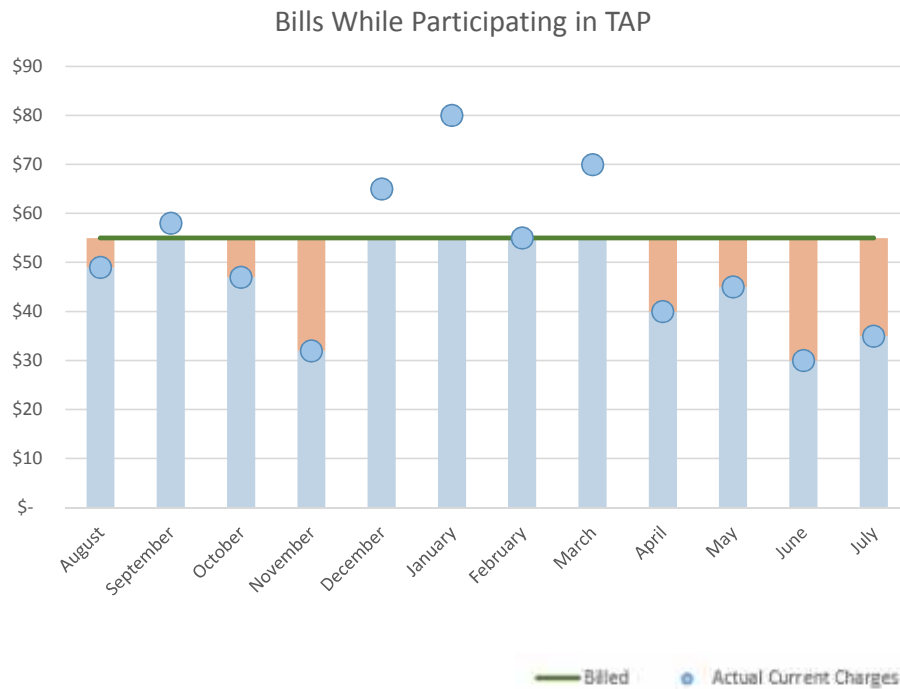


# TAP BILL AMOUNTS

For TAP and TAP Landlord Payment Agreement...

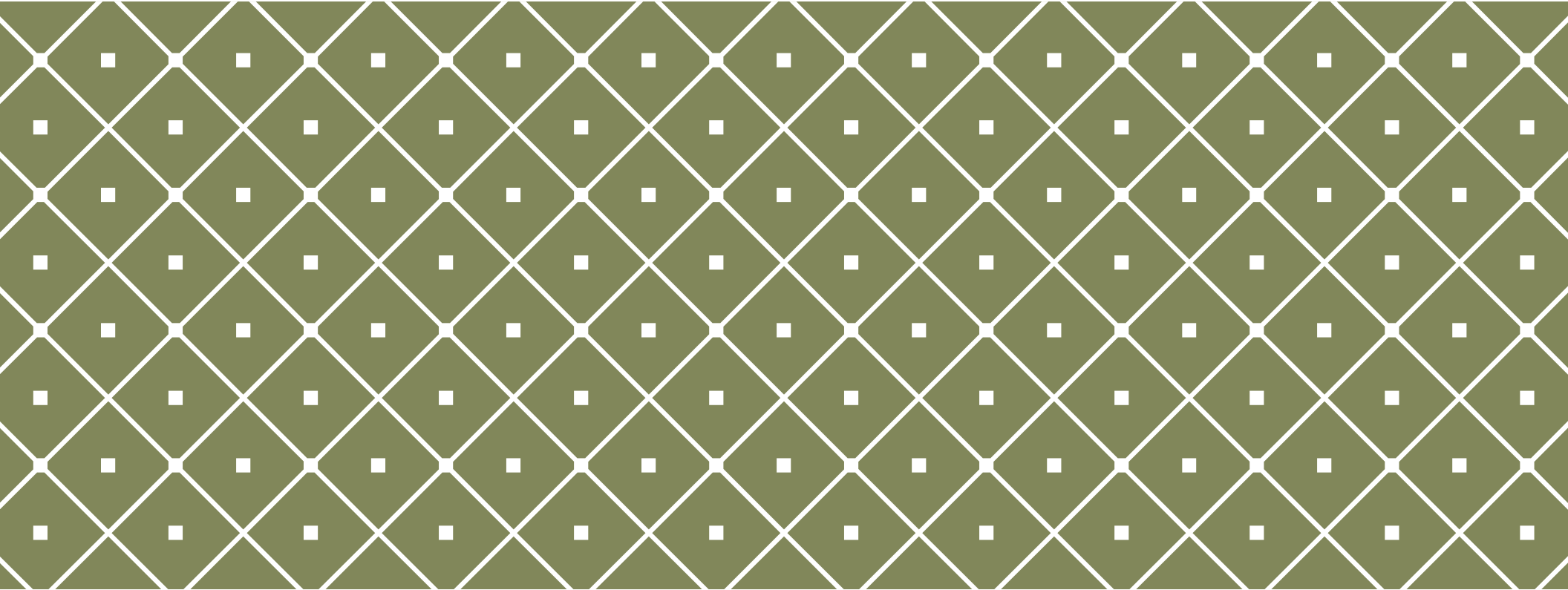
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> 150% (special hardship only)	4% of household monthly income

# NEW PROGRAM BILL PATTERNS



# PROGRAM COMPARISON

	TAP Participation	WRBCC Agreement	Standard Agreement	LONGSTD Agreement
Timing	) Recertify annually	) Recertify annually	) Agreement lasts up to 12 months	) Agreement lasts beyond 1 year
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## TAP & TRB

# LETTERS

Customers will receive letters upon:

- Submitting an application
- Incomplete determination
- Approval
- Denial



# DISPUTES

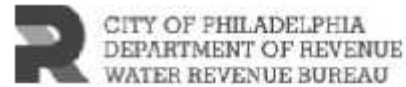
Customers can dispute any decision made on their application.

- Denial
- Plan selection
- TAP plan amount
- Incomplete designation

# DISPUTES

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- Denial
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- TAP plan amount
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DIANE E BROCKWAY  
9235 EXETER RD  
PHILADELPHIA PA 19114

Questions:

[www.phila.gov](http://www.phila.gov)

**(215) 686 6880**

Monday-Friday, 8am-5pm

### Customer Assistance Application Denied

June 6, 2017

Dear Customer:

We have reviewed your application for a customer assistance program. We regret to inform you that at this time you do not meet the eligibility criteria for any of our assistance programs based on the information provided in your application (income, residency, or age).

You are ineligible for the Tiered Assistance Program (TAP) for the following reason(s):

Residency or customer status does not meet guidelines.

We encourage you to re-apply if your circumstances change.

You have the right to dispute this decision 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:

[http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html)

If you have questions, please call the Water Revenue Bureau at 215-686-6880. We are also partnering with the Utility Emergency Services Fund (UESF), Community Legal Services (CLS) and your local Neighborhood Energy Center (NEC).

Thank you.

**Water Access Code:**

**000141646**

**Account Number:**

---

**Service Address:**

**9235 EXETER RD  
PHILADELPHIA PA 19114**

EXAMPLE

# AUTO UNLINKING BY UPDATING DCR STAGE

On the Debt Collection Screen, changing the Debt Collection Stage to **Closed** will auto unlink transactions for most paths. (see list of Auto Unlink stages in 'auto unlink dcr stages.docx').

The screenshot shows the 'Debt Collection' screen for a customer named STEWART T WILEY. The 'Debt Collection Stage' dropdown menu is highlighted with a red box, and the 'Closed' option is selected. A red arrow points from the text above to the 'Closed' option. The screen also displays various fields for debt collection, including 'Debt Collection Path', 'Debt Collection Stage', 'Card Period - From', 'Up To', 'Total Debt', 'Outstanding', 'Principal', 'Penalty', 'Over', 'Amount', and 'Pay Advice Print'.

Field	Value
Debt Collection Ref No	0101561751
Revolving Ref No	0101561751
Customer	CUC935028 STEWART T WILEY
Regulation	0005941770 2201 RUFFER ST 10140 (5707962224902) 111431708
Supply	WATER
Debt Collection Path	ALL 1 ALL 1
Debt Collection Stage	Closed
Card Period - From	04/11/2012
Up To	11/17/2016
Total Debt	936.50
Outstanding	811.81
Principal	400.70
Penalty	100.00
Over	00.00
Amount	

# AUTO UNLINKING BY UPDATING DCR STAGE

ALL1 - CLOSED	LINEBAR - CLOSED	OLD-BNKR - CLOSED	RCB10K - CLOSED
BNKRPT07 - DISMISSD	MUNICORT - REMOVE	OLD-WRAP - CLOSED	RDA - CLOSED
BNKRPT11 - DISMISSD	MUNICORT - DISMISSD	PENN - CLOSED	SH-WATER - CLOSED
BNKRPT13 - DISMISSD	MUNICORT - CLOSED	PHDC - CLOSED	TAGT1 - CLOSED
CACI - CLOSED	NCO - CLOSED	PRE10K - CLOSED	TAGT2 - CLOSED
GILA - CLOSED	OBE - CLOSED	PRO - CLOSED	TAPHLD - TAPCANCL
		RCB - CLOSED	TAPHLD - TAPCLOSE
			VACANT - CLOSED

# MANUAL UNLINKING

[illegible]

Otherwise, click on the **Link/Unlink Trans.** button, and then click on the **Unlink All** button to unlink transactions from the Debt Collection record.

[illegible]

# TAPHOLD

When entering TAP, debt linked to TAPHOLD record

When bankruptcy dismissed (or discharged >0), debt linked to TAPHOLD record

- done by Collections

# TAP DISPUTES

Call Key: [ ] Entered: 06/08/2017 13:28:26 Updated: [ ]

Rep/Enq 1: DISPUTE

Type: [ ] Status: To be Reviewed

Source: [ ]

Contact: [ ]

Description: Find TAP%

Reply: [ ]

Keys:

Call Type	Description	Key 1	Key 2
TAPADISP	TAP Application Dispute	Account	Installation
TAPBDISP	TAP Plan Breach Dispute	Account	Installation
TAPPDISP	TAP Participation Dispute	Account	Installation

Custom: [ ]

Installation: [ ]

Account: [ ]

Application: [ ]

Met: [ ]



# TAP DISPUTES

## TAPADISP

Disputing application decision

- may result in manual adjustment (AAU)

## TAPPDISP

Disputing plan participation decision

- reverse and rebill happens automatically for Group 1 or Group 2 with a different amount

# TAPC-CCE

The screenshot displays a software interface with a 'Call Details' dialog box open over a 'TAPC-CCE' event record. The background interface includes a table with columns: Keys, Works, Assign Event, Completion Event, Description, Reply, and Contacts. The 'Description' column contains the text 'TAPC-CCE TAP Dispute resolved in favor of the Customer'. The 'Call Details' dialog box has the following fields:

- TAP New Group Number
- TAP New Bill Amount
- TAP Representative

At the bottom of the dialog box are buttons: OK, Cancel, Filter, and Help. Below the dialog box, a grid of buttons is visible, including: Customer, Installation, Account, Specification, Disposition, PayPlan, Change Plan, Spec Plan, Meter/Rate, Supply Agreement, Dispute Tran, Bill Reversal, Cust Interact, Debt Collect, and Reading History.

# TAPW-CCE

Keys	Wdris	Assign Event	Completion Event	Description	Reply
Type	TAPW-CCE - TAP Dispute resolved in favor of WRE				
Id					
Action 1	-				
2	-				
3	-				
4	-				
Action Req'd					
Report Req'd					
1					

Customer	Installation	Account	Application	Disposition
CityPlan	ChargeExt	SpecRead	MeterWork	Supply Agreement
Dispute Tran	Bill Reversal	Cust Interact	Debt Collect	Reading History

# TAPX-CCE

The screenshot displays the TAPX-CCE software interface. At the top, there are tabs: 'Keys', 'Work', 'Assign Event', 'Completion Event', 'Description', and 'Reply'. The 'Assign Event' tab is active. Below the tabs, the 'Type' field is set to 'TAPX-CCE' and the description is 'TAP Dispute Withdrawn by Customer'. There are input fields for 'Int', 'Action 1', '2', '3', and '4'. Below these are checkboxes for 'Action Req'd' and 'Report Req'd'. At the bottom, there is a grid of buttons for selecting event types:

Customer	Installation	Account	Application	Dispositive
Pay Plan	Charge Ext	Spec Read	Meter Work	Supply Agreement
Dispute Tran	Bill Reversal	Cust Interact	Debt Collect	Reading History

# TAP GROUPS

Group 1: TAP Income

Group 2: TAP Special Hardship

Group 3: LONGSTD

Group 4: SCD

Group 5: Landlord

Group 6: WRAP

# HANDS ON

Log into basis2 (WUAT)

<http://erpdevapps21.city.phila.local:8025/>

Ravonne.Muhammed

training

# HANDS ON

[test-cap.phila.gov/csr](http://test-cap.phila.gov/csr)

<http://rev36vswebwbe01:10042/>

# TOOLS

## IWFE – Front End Application Website



## IWBE – Application Processing Software





# TAPHOLD DCRS IN BASIS2 (WUAT)

## TAP

000491772

000103213

000998352

000700578

000303637

000012166

000820167

## LONGSTD

000891384

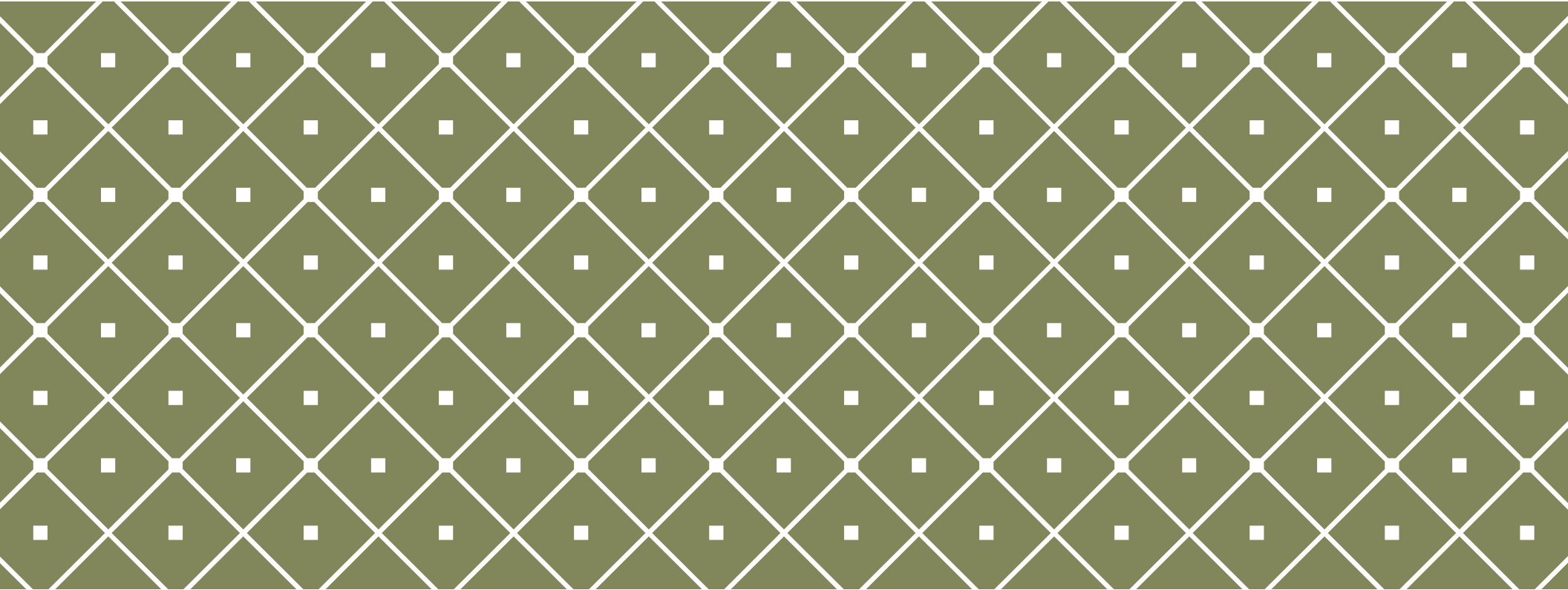
000669807

000353569

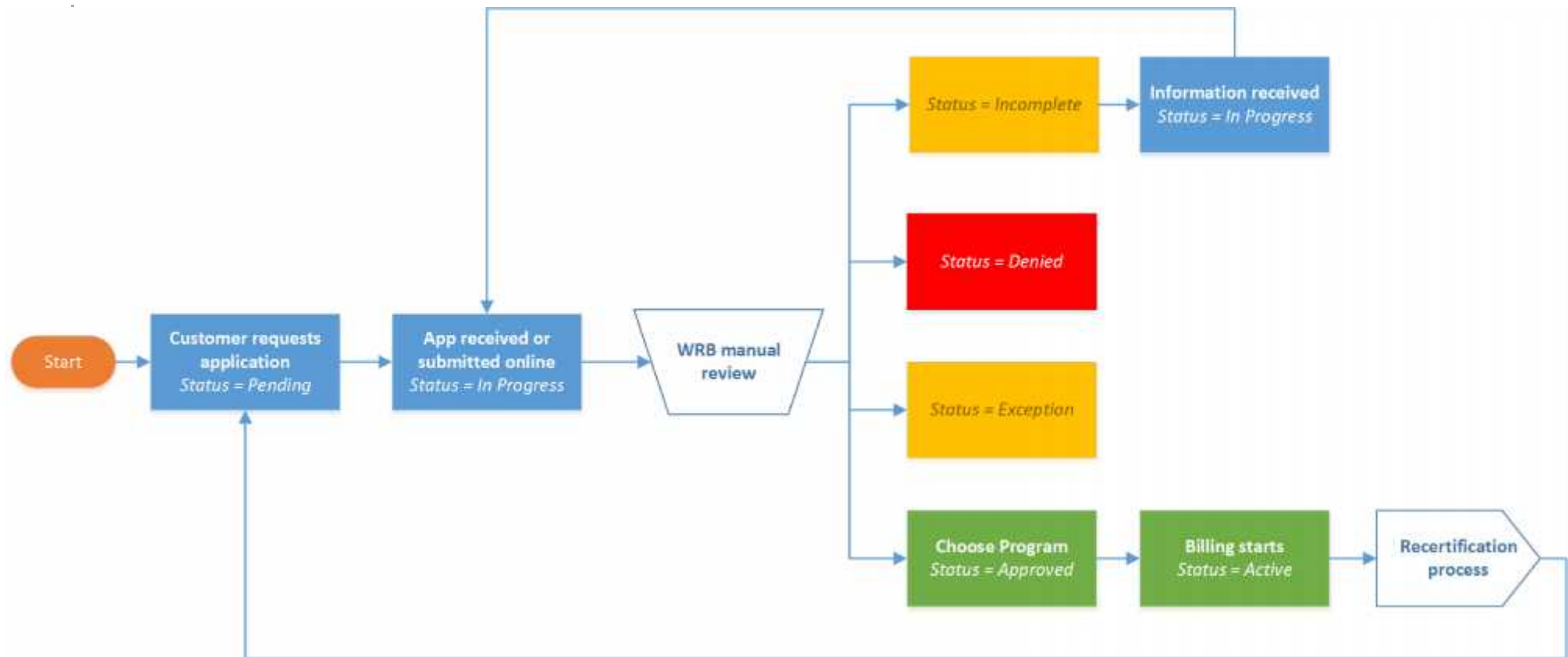
000013186

001007955

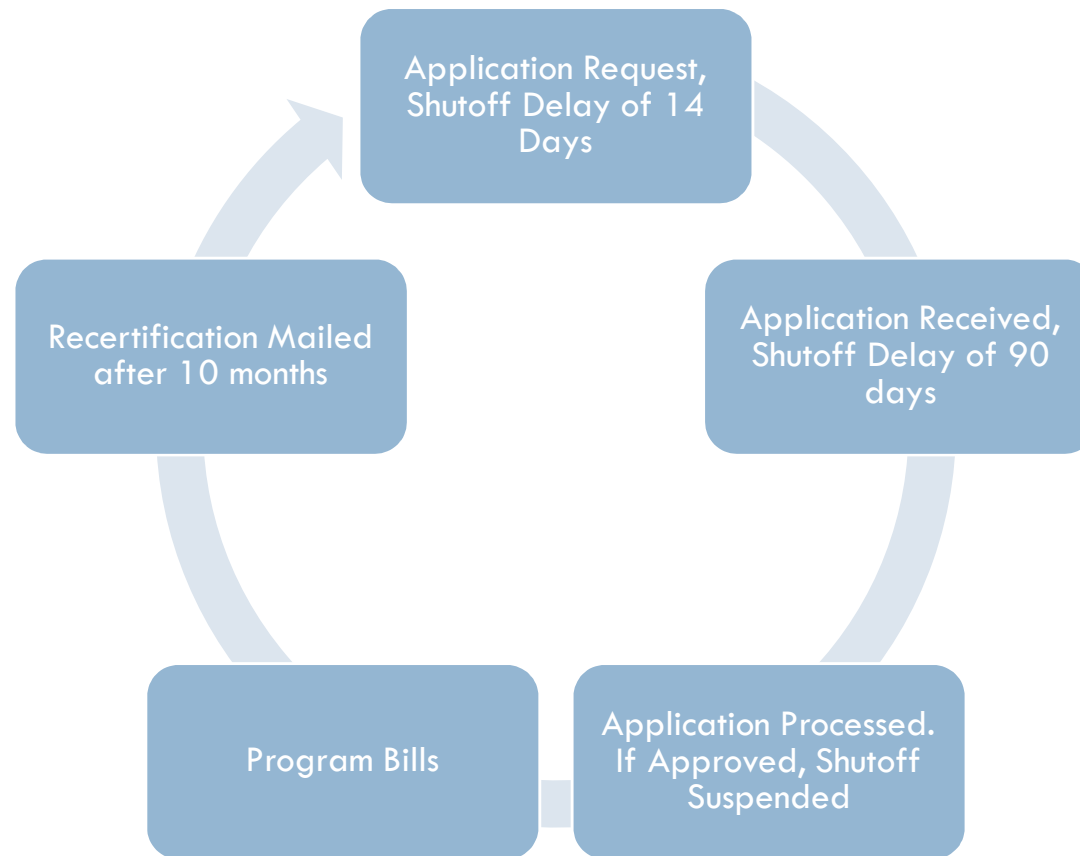
001054267



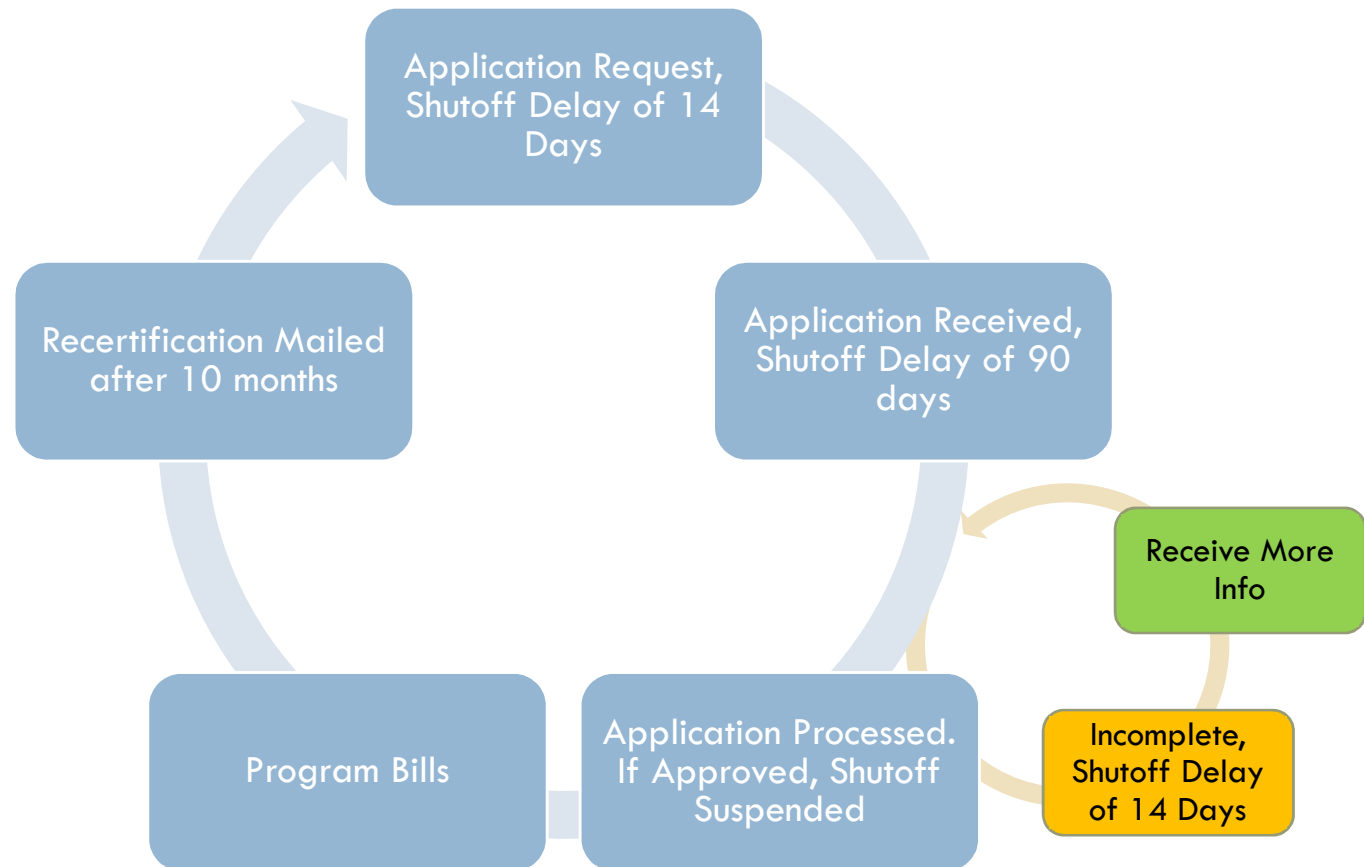
# APPLICATION LIFECYCLE



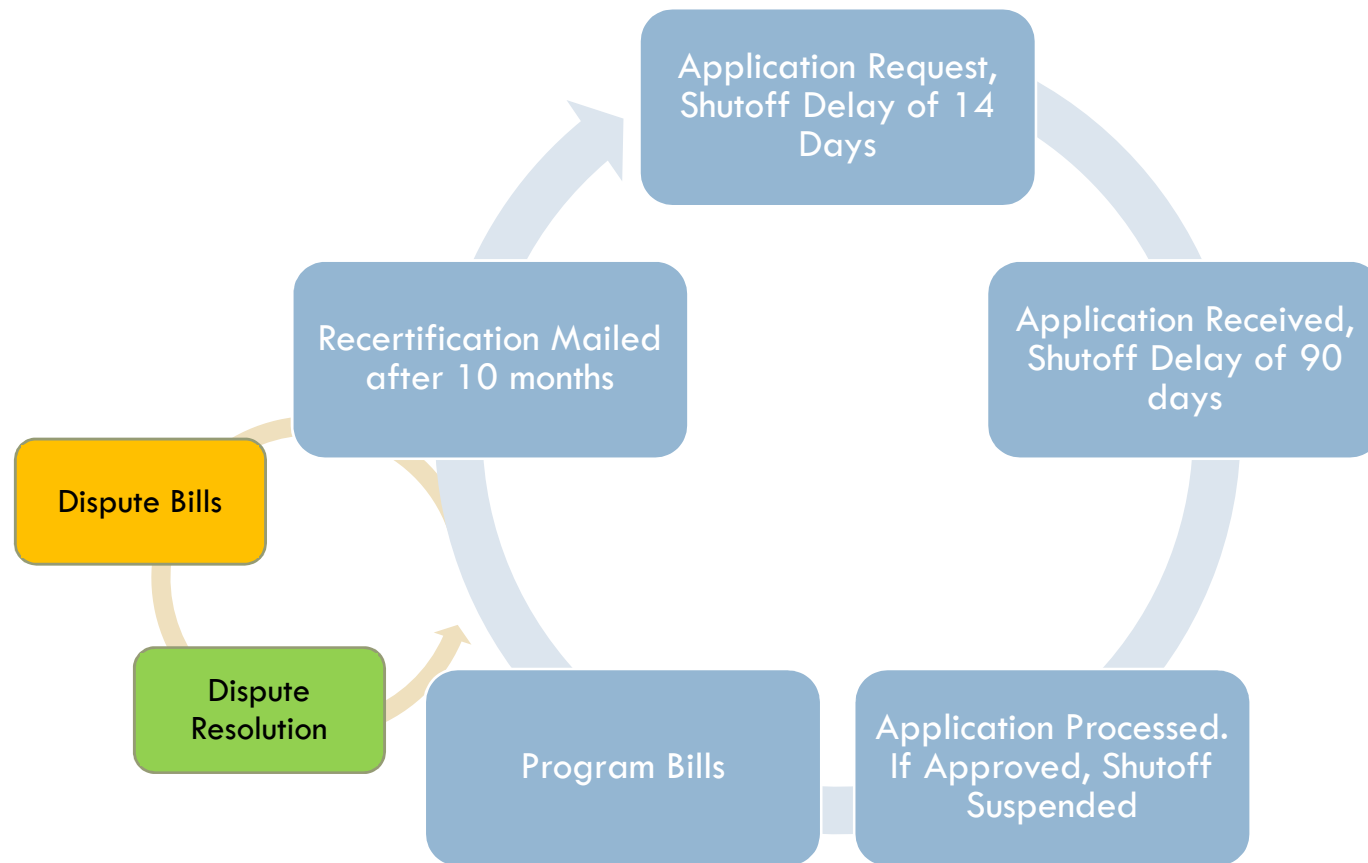
# TAP APPLICATION LIFECYCLE

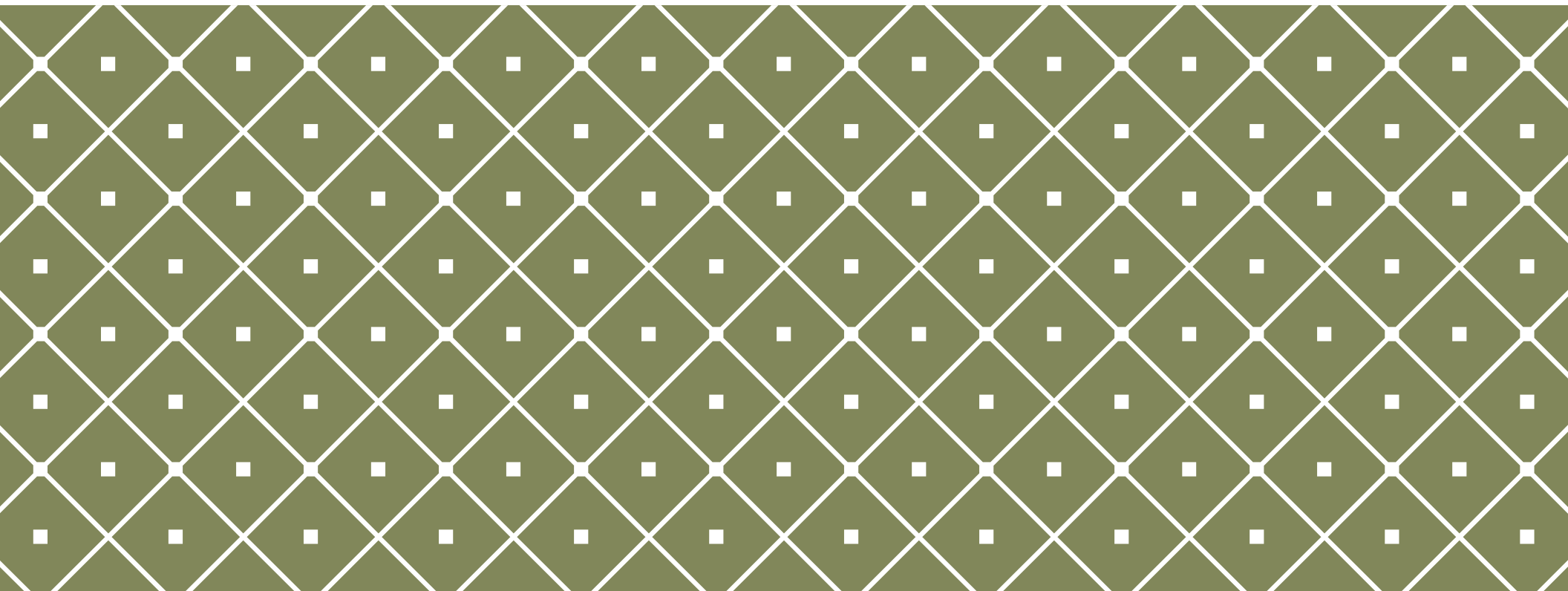


# TAP APPLICATION LIFECYCLE



# TAP APPLICATION LIFECYCLE





# COLLECTIONS

# PRIMARY ROLES

Managing debt collection records



# IWFE

Sign in

Print an application or

Send an application to the customer

 City of Philadelphia

## Water Revenue Bureau

Customer Assistance Application

Enter Your User Name

User Name	<input type="text"/>
Name	<input type="text"/>

\* Required

### Applicant Information

All information must be current.

Name of Applicant	IRONE & CATHERINE MA		
9-Digit Water Access Code	00001174		
Address of Property	2101 FRATT ST	Mailing Address	2101 FRATT ST
	PHILADELPHIA PA 19124		PHILADELPHIA PA 19124
<input checked="" type="checkbox"/> Mailing Address is Correct			
<div><input type="button" value="Print Now"/> <input type="button" value="Mail Me an Application"/> <input type="button" value="Apply Online"/></div>			



# IWBE

Look up customer application information


Manage

Dashboard

Reports

Tools

## Manage Application Assignments



Customer Name, Property Address, Water Access Code, Application ID

SEARCH

CLEAR

From Date:

To Date:

Status:

In Progress

Assigned To:

All

Priority Flag:

# WATER ACCESS CODE (BASIS2)

You can find WAC in the Customer Inquiry Screen



Call Center Inquiry

Customer	CU1008888	ENNA S PEEL	4	WOS		
Balance	1124.46	954 BELMONT AVE 19104 [C131676000954001] 062341900				
Account	Balance	Debit Card Balance	Installation	Inst Type	Supply	Status
000898314	1124.46	841.92	IN000352203	11	WATER	Current
Installation Address: 954 BELMONT AVE 19104 [C131676000954001] 062341900						

# IWBE

Find information on:

- Application status
- Household member information
- Submitted documents
- Missing application information
- Letters sent about the application

The screenshot displays the IWBE application portal interface. At the top, there is a blue header with the IWBE logo. Below the header, a navigation bar contains four tabs: 'Application Info', 'Household Members', 'Billing History', and 'Documents'. The 'Household Members' tab is currently selected and highlighted with a red border. Below the navigation bar, the 'Application Information' section is visible, containing a table of application details. Below this, the 'Child Support Information' section is visible, and at the bottom, the 'Customer Responsibilities' section is partially visible.

Application Information			
Signature:	None	Application Status Code:	In Progress
Application ID:	100007080	Application Entry Code:	
Water Access Code:	000150100	Daytime Phone:	9192170015
Applicant Name:	MARIA NA ORTE	Email Address:	TRASH OVER@GMAIL.COM
Property Address:	701 WARDEN ST. PHILADELPHIA PA 19130	Mailing Address:	
Application Status Date:	7/14/2019 2:08:10 PM	Ownership Status:	OWNERSHIP
Household Size:	1	Assigned To:	Unassigned
Children Under 18:	0	Manager Review Requested:	Yes
Language:	English	Reviewed:	No
Total Income:	\$20,000		
Account Balance:	\$1,000.00		

Child Support Information	
Receives Child Support:	No
Monthly Child Support Amount:	0.00

Customer Responsibilities	

## OPEN THESE WEBSITES:

test-cap.phila.gov/csr

http://rev36vswebwbe01:10042/

<http://erpdevapps21.city.phila.local:8025/>

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training

# CUSTOMER QUESTIONS



## EXPECTED QUESTIONS

What if customer already has an application in progress but they claim they haven't received it?

- Raise a call to TAP group for expiring application
- Note in call whether the customer will now be applying on-line, printing themselves or if they want us to mail one to them
- Tell the customer they can try again the following business day

## EXPECTED QUESTIONS

What if customer information on the pre-populated information is incorrect?

- They need to know what the options are for the customer



# ONLINE APPLICATION QUESTIONS

How do I find my water access code?

- on bill
- we can help!

# ONLINE APPLICATION QUESTIONS

## Which fields to complete?

- Age, income, and household member information are critical to application
- Supporting documentation required for backing up information on application

# ONLINE APPLICATION QUESTIONS

How long will it take to process?

- Once we receive a complete application, we expect to review it within 3-4 weeks.
- Your account will be protected from any enforcement action during that time
  - Official script to follow

# DOCUMENT QUESTIONS

Which documents should be included?

- Refer to application document

# DOCUMENT QUESTIONS

## How to attach documents?

- If you have digital copies, attach to online application through website.
- If you have paper copies, include them with a paper version of the application.

## STATUS QUESTIONS

Statuses: Pending, In Progress\*, Approved, **Denied**, Exception\*\*, Incomplete, Expired, Active, Active Recertify

- Add a table for status code, definition, customer communication
- More information on Incomplete letter in IWBE

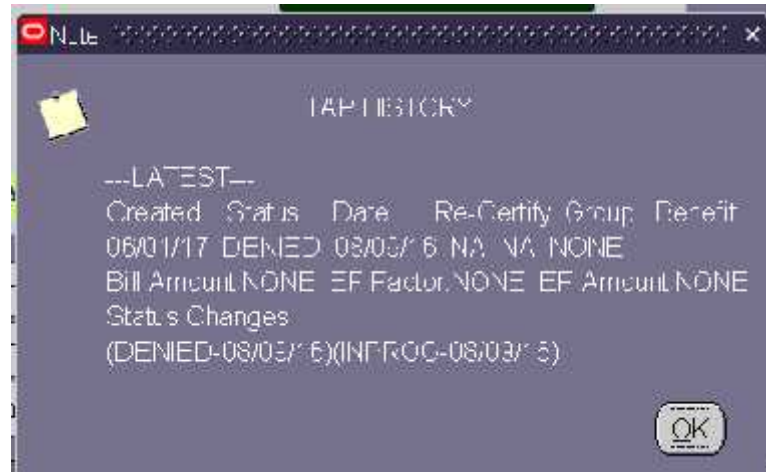
# STATUS QUESTIONS

What are the next steps?

# APPLICATION STATUSES

Status		
Pending	Approved	Dispute
In Progress	Denied	Closed
Exception	Active	Canceled
Incomplete	Active-R	
Expired	WRAP-R	





# CCR ROLE

## Thing to Say

Status DENIED: denial reasons only

Status IN PROGRESS: provide information on status, documents

## Things not to Say

Additional detail on denials

# SUPPORT FOR CUSTOMERS

Additional application assistance for customers is available from our partners:

Utility Emergency Services Fund (UESF)  
Community Legal Services (CLS)  
Neighborhood Energy Center (NEC).

# LETTER QUESTIONS

Who receives the letters?

What do the letters mean?

What if I don't get a letter?

# OTHER QUESTIONS THAT HAVE COME UP

Qs about becoming a customer.

- can apply for TAP right away

Customer representative.

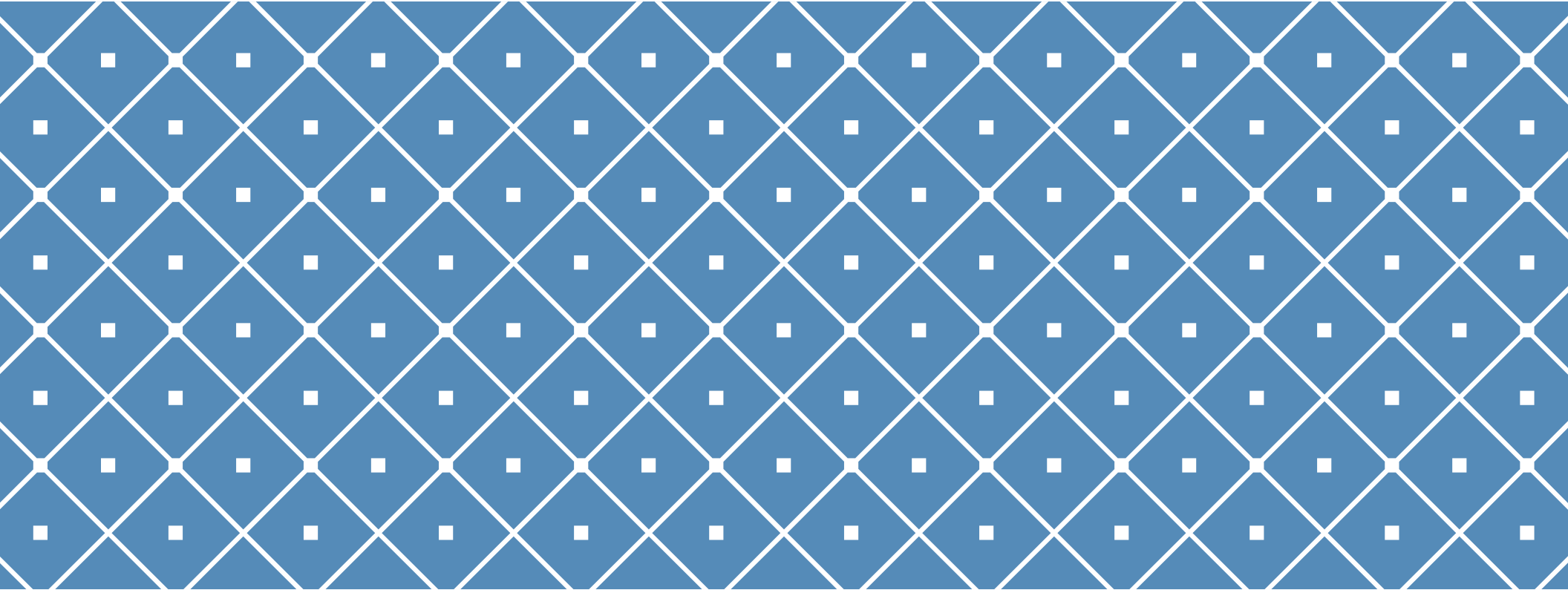
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# TAP & AAU

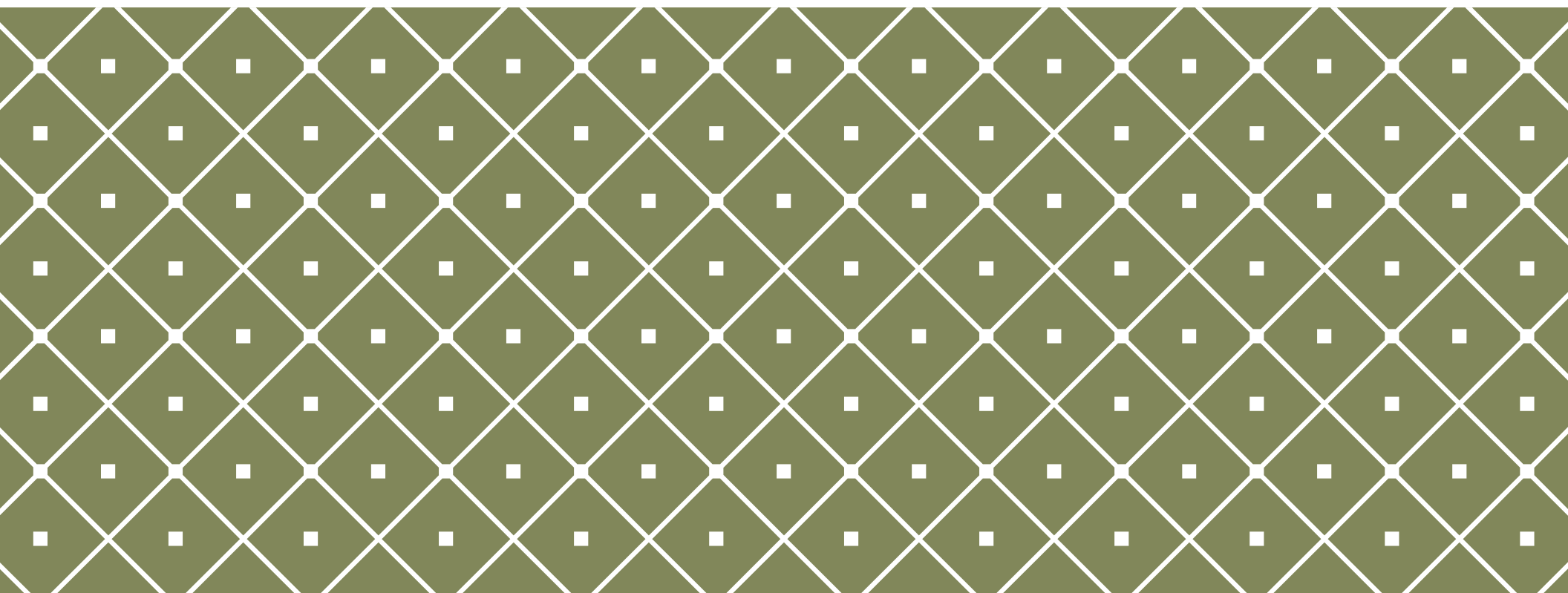
June 2017

# TRAINING AGENDA

Change to Customer Assistance Programs

TAP overview

AAU role



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS



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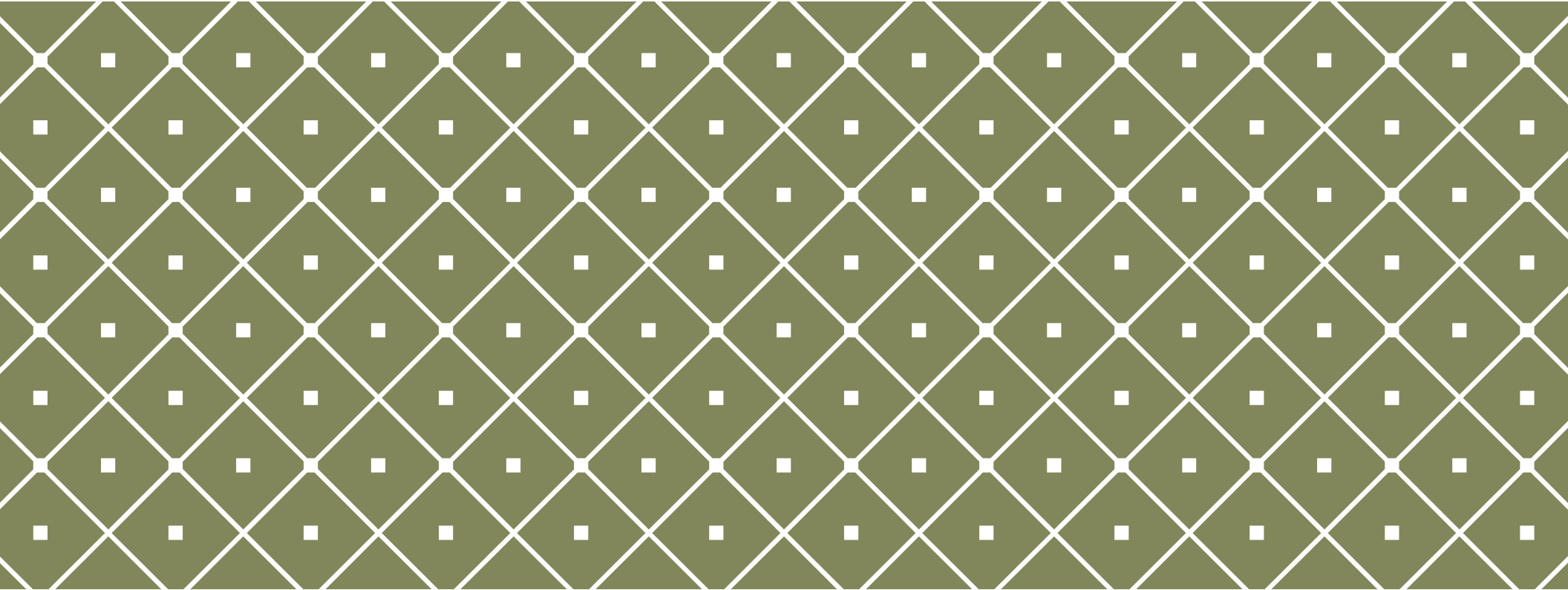
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New affordability program for customers that:

- Are low-income ( $\leq 150\%$  FPL), or
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- Special Hardship can be above 150% FPL
  - Death of primary wage earner, illness, expenses, new dependent, domestic violence

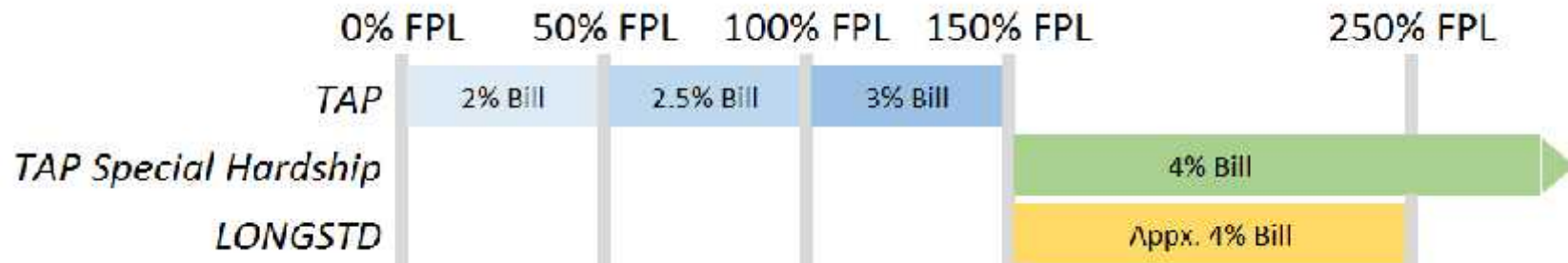
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# CUSTOMER ASSISTANCE PROGRAMS — LONG STANDARD PLAN

## Eligibility

## Benefits

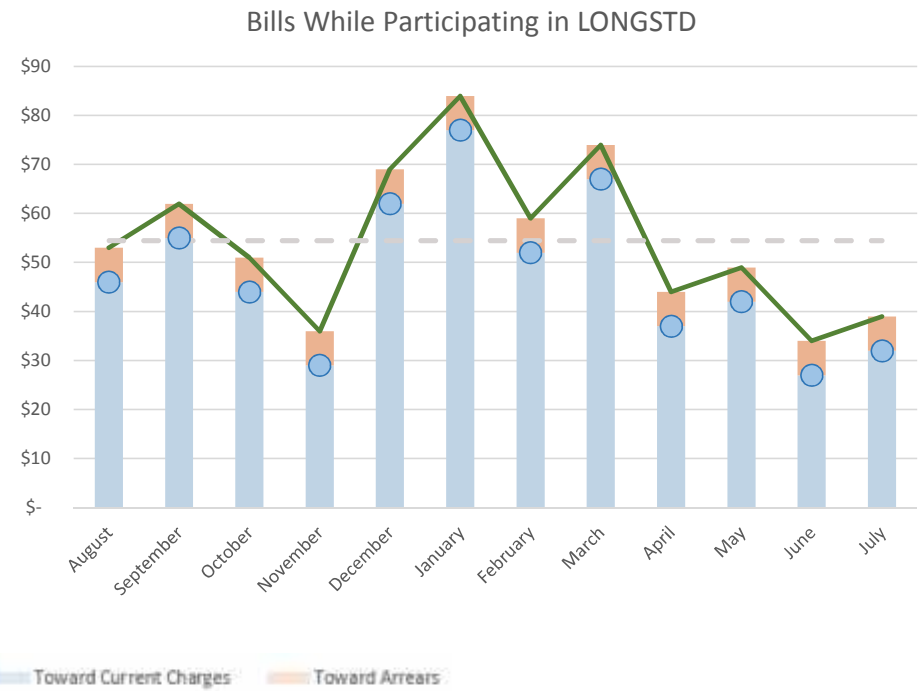
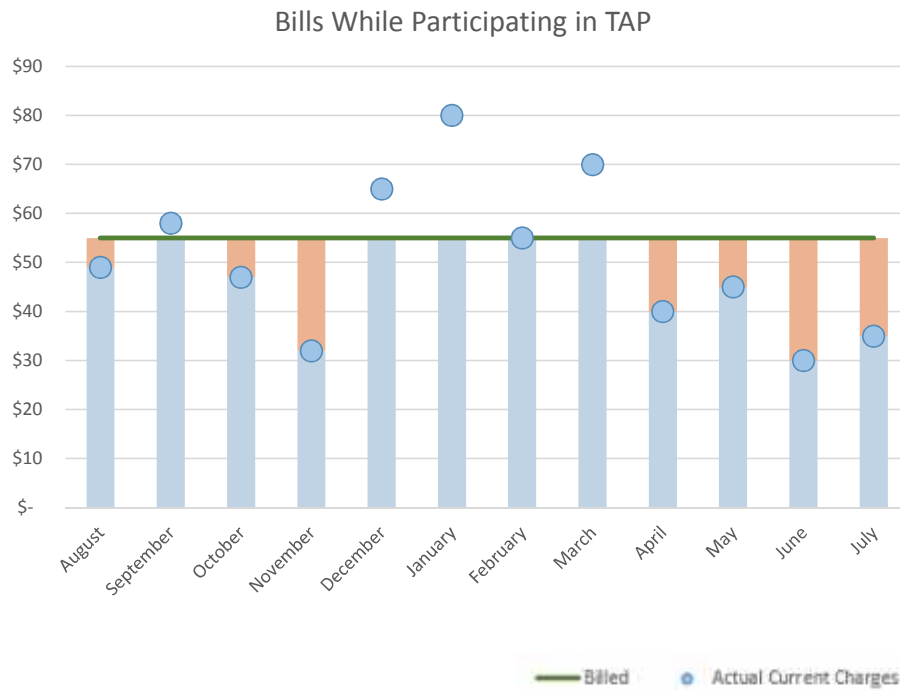


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For TAP and TAP Landlord Payment Agreement...

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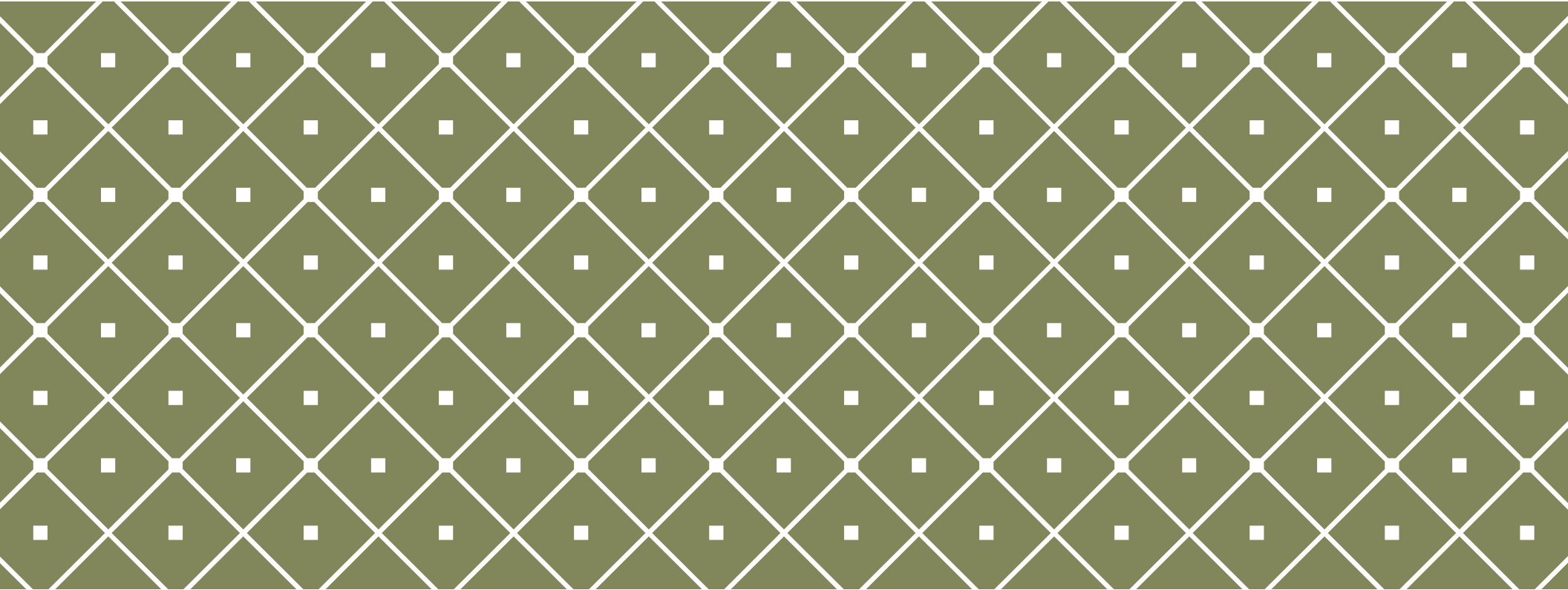
# NEW PROGRAM BILL PATTERNS





# PROGRAM COMPARISON

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# TAP & DEBT COLLECTION RECORDS

# TAPHOLD DEBT COLLECTION RECORD

When a customer is enrolled in TAP, debt will be linked to a new TAPHOLD debt collection record.

Prior to enrollment, debt must be unlinked from other DCRs

- can be done automatically through DCR status update or manually

Excludes:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN

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On the Debt Collection Screen, changing the Debt Collection Stage to **Closed** will auto unlink transactions for most paths. (see list of Auto Unlink stages in 'auto unlink dcr stages.docx').

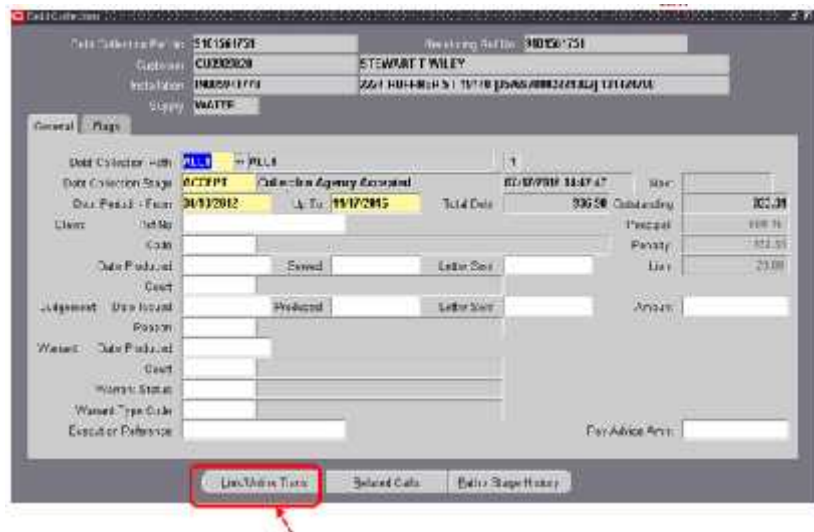
The screenshot shows the 'Debt Collection' screen with the following details:

- Debt Collection Ref No: 0101561751
- Customer: CUC935028
- Regulator: B085941770
- Supplier: WATER
- Debt Collection Path: ALL1
- Debt Collection Stage: **Closed** (highlighted with a red box and a red dashed arrow pointing to it from the text above)
- Card Period: From 04/11/2012 To 11/17/2012
- Total Debt: \$36.50
- Outstanding: \$11.81
- Principal: \$11.81
- Penalty: \$11.81
- Interest: \$11.81
- Amount: \$11.81

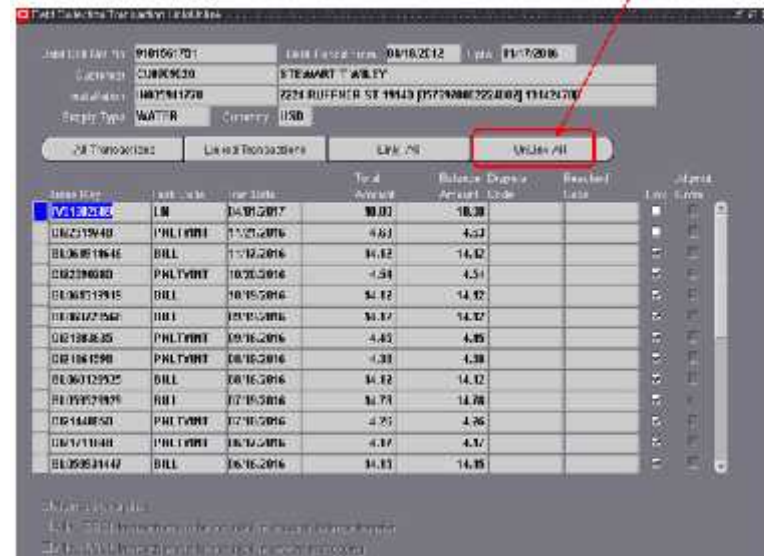
# AUTO UNLINKING BY UPDATING DCR STAGE

ALL1 - CLOSED	LINEBAR - CLOSED	OLD-BNKR - CLOSED	RCB10K - CLOSED
BNKRPT07 - DISMISSD	MUNICORT - REMOVE	OLD-WRAP - CLOSED	RDA - CLOSED
BNKRPT11 - DISMISSD	MUNICORT - DISMISSD	PENN - CLOSED	SH-WATER - CLOSED
BNKRPT13 - DISMISSD	MUNICORT - CLOSED	PHDC - CLOSED	TAGT1 - CLOSED
CACI - CLOSED	NCO - CLOSED	PRE10K - CLOSED	TAGT2 - CLOSED
GILA - CLOSED	OBE - CLOSED	PRO - CLOSED	TAPHLD - TAPCANCL
		RCB - CLOSED	TAPHLD - TAPCLOSE
			VACANT - CLOSED

# MANUAL UNLINKING



Otherwise, click on the **Link/Unlink Trans.** button, and then click on the **Unlink All** button to unlink transactions from the Debt Collection record.



# TAPHOLD DEBT COLLECTION RECORD

When a customer is enrolled in TAP, debt will be linked to a new TAPHOLD debt collection record.

Prior to enrollment, debt must be unlinked from other DCRs

- can be done automatically through DCR status update or manually

Excludes:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN

# TAPHOLD

When entering TAP, debt linked to TAPHOLD record

When bankruptcy dismissed (or discharged >0), debt linked to TAPHOLD record

- done by Collections



# TAP DISPUTES

## TAPADISP

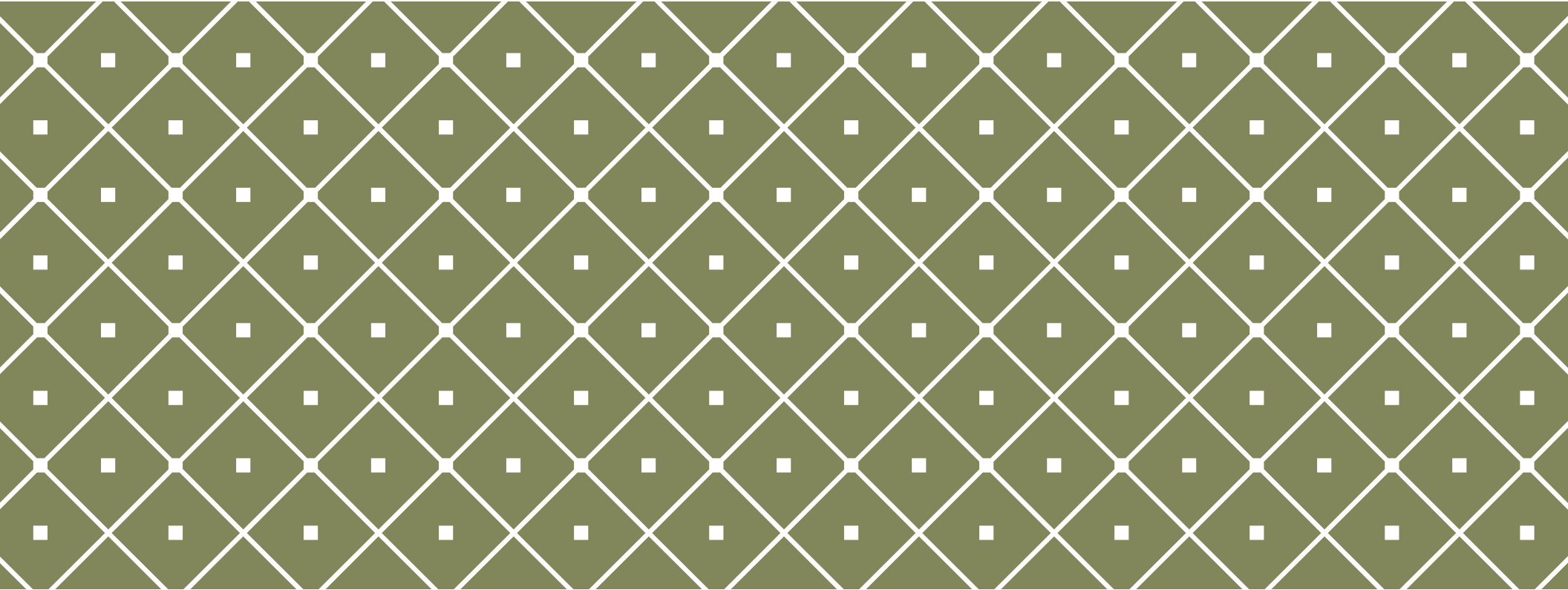
Disputing application decision

- may result in manual adjustment (AAU)

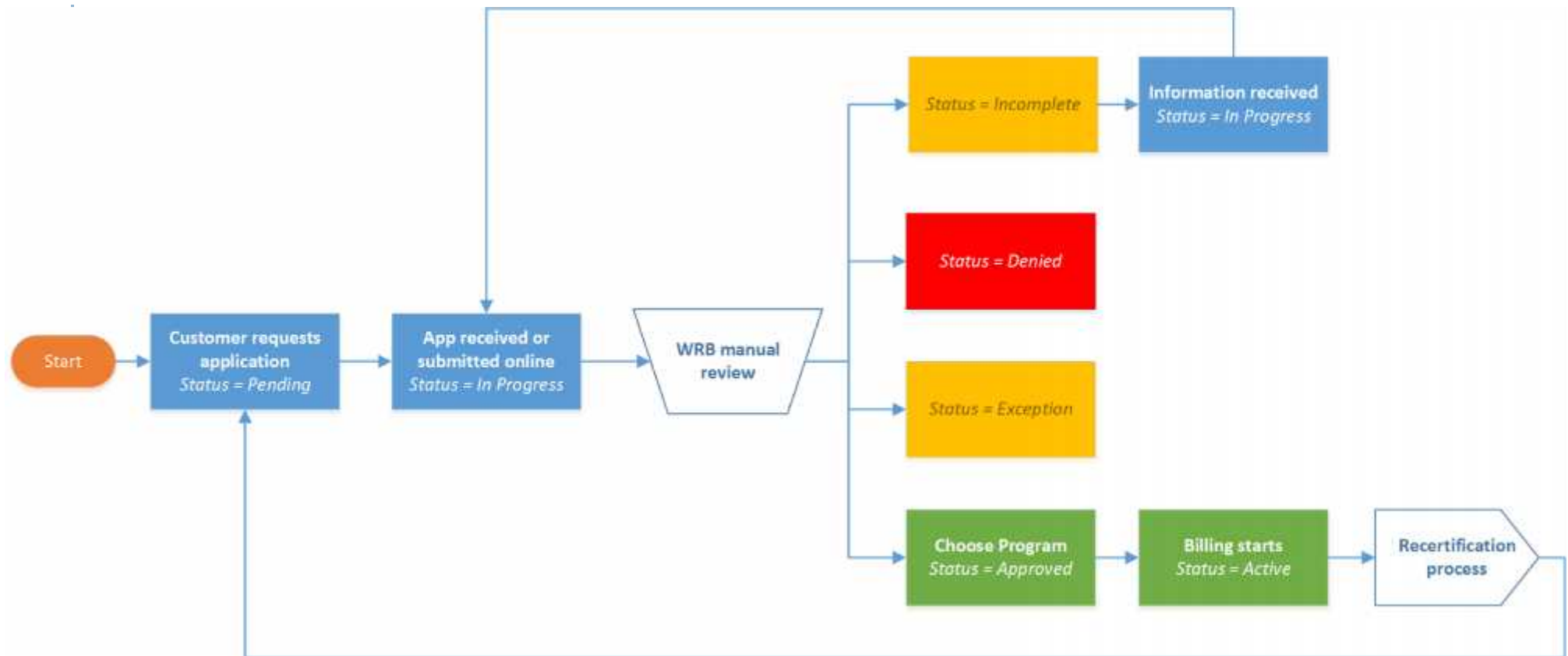
## TAPPDISP

Disputing plan precision

- reverse and rebill happens automatically



# APPLICATION LIFECYCLE



# TAP DISPUTES

## TAPADISP

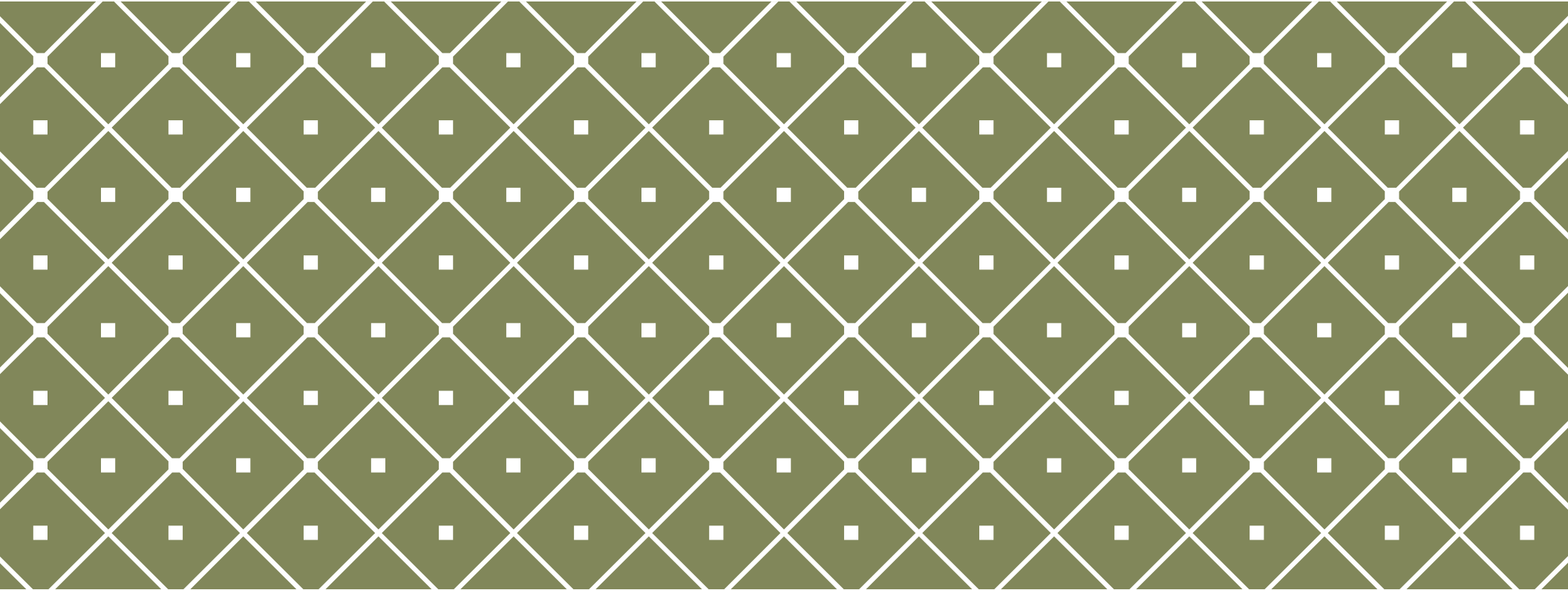
Disputing application decision

- may result in manual adjustment (AAU)

## TAPPDISP

Disputing plan precision

- reverse and rebill happens automatically



# TOOLS

# TOOLS

## IWFE – Front End Application Website



## IWBE – Application Processing Software



# HANDS ON

Log into basis2 (WUAT)

<http://erpdevapps21.city.phila.local:8025/>

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# HANDS ON

[test-cap.phila.gov/csr](http://test-cap.phila.gov/csr)

<http://rev36vswebwbe01:10042/>



# TAP PARTICIPANTS IN BASIS2 (WUAT)

## TAP

000491772

000103213

000998352

000700578

000303637

000012166

000820167

## LONGSTD

000891384

000669807

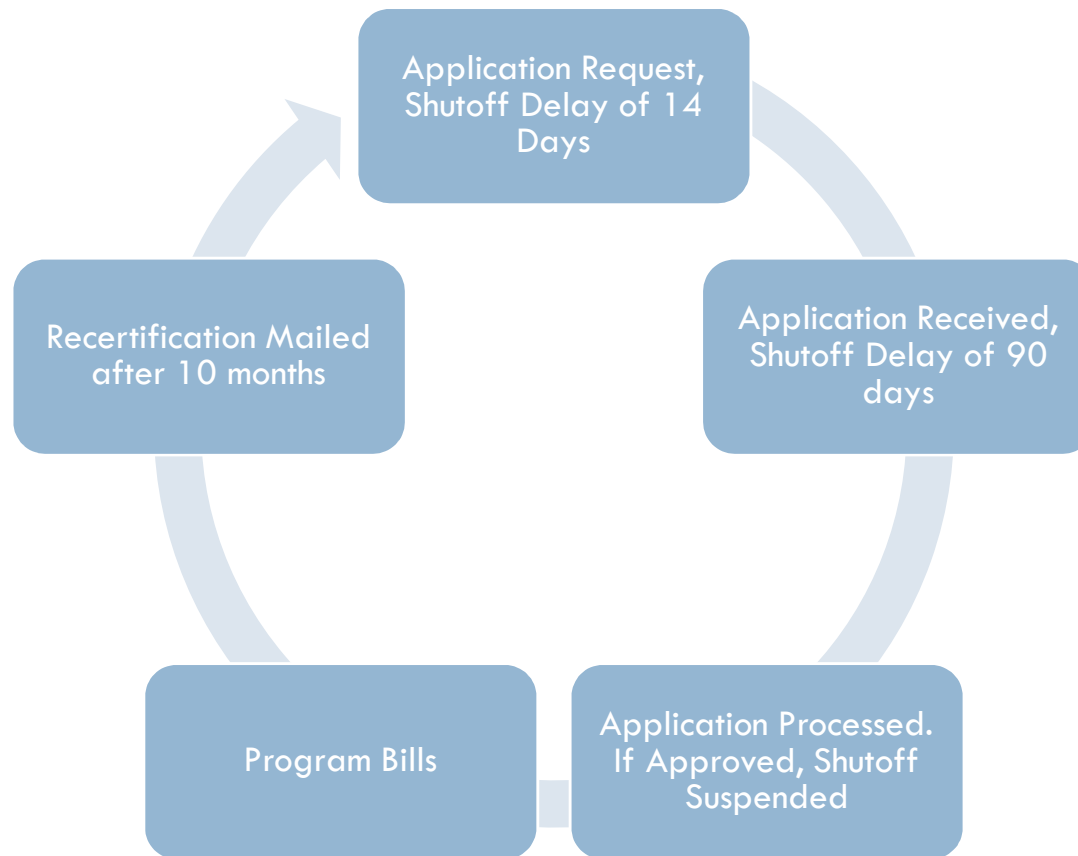
000353569

000013186

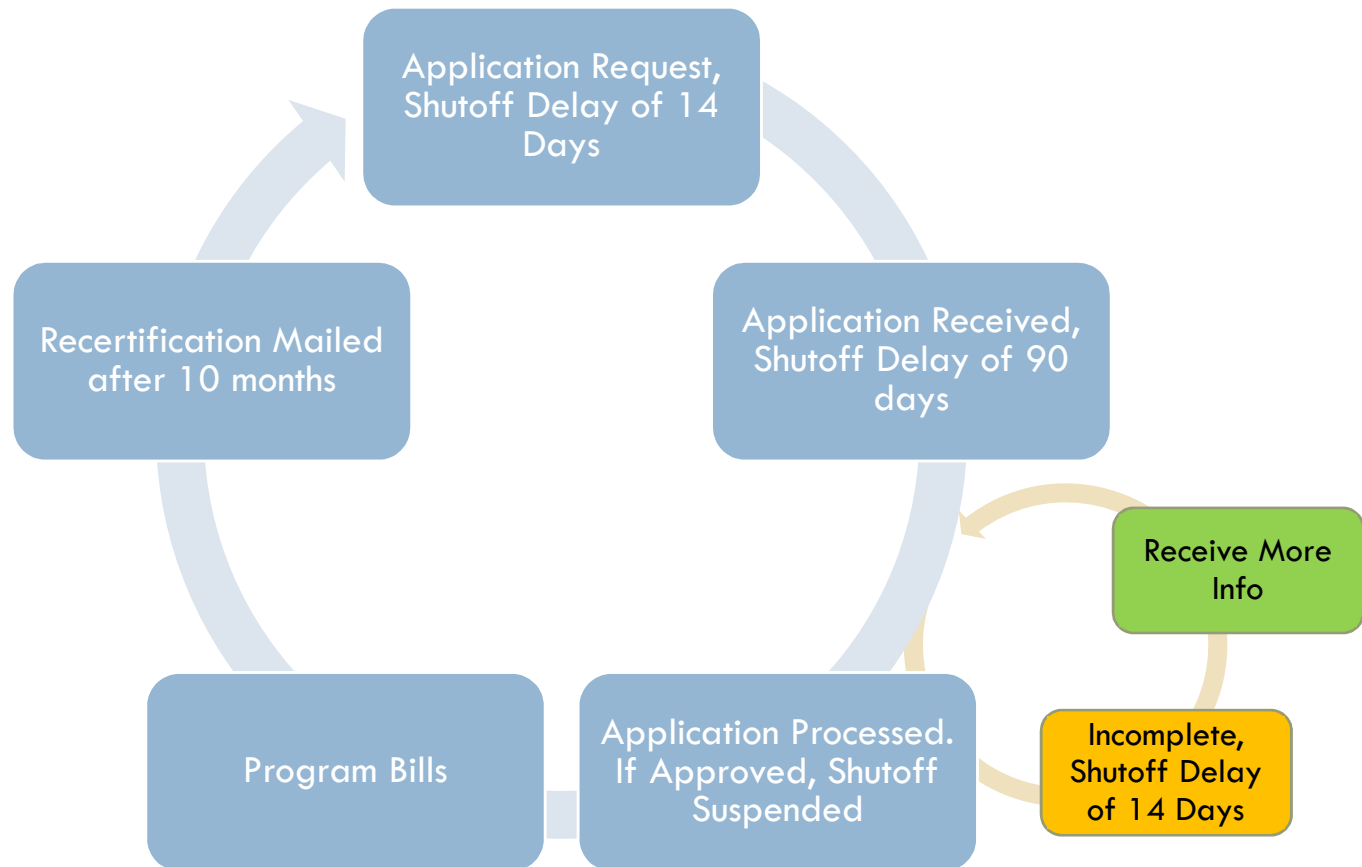
001007955

001054267

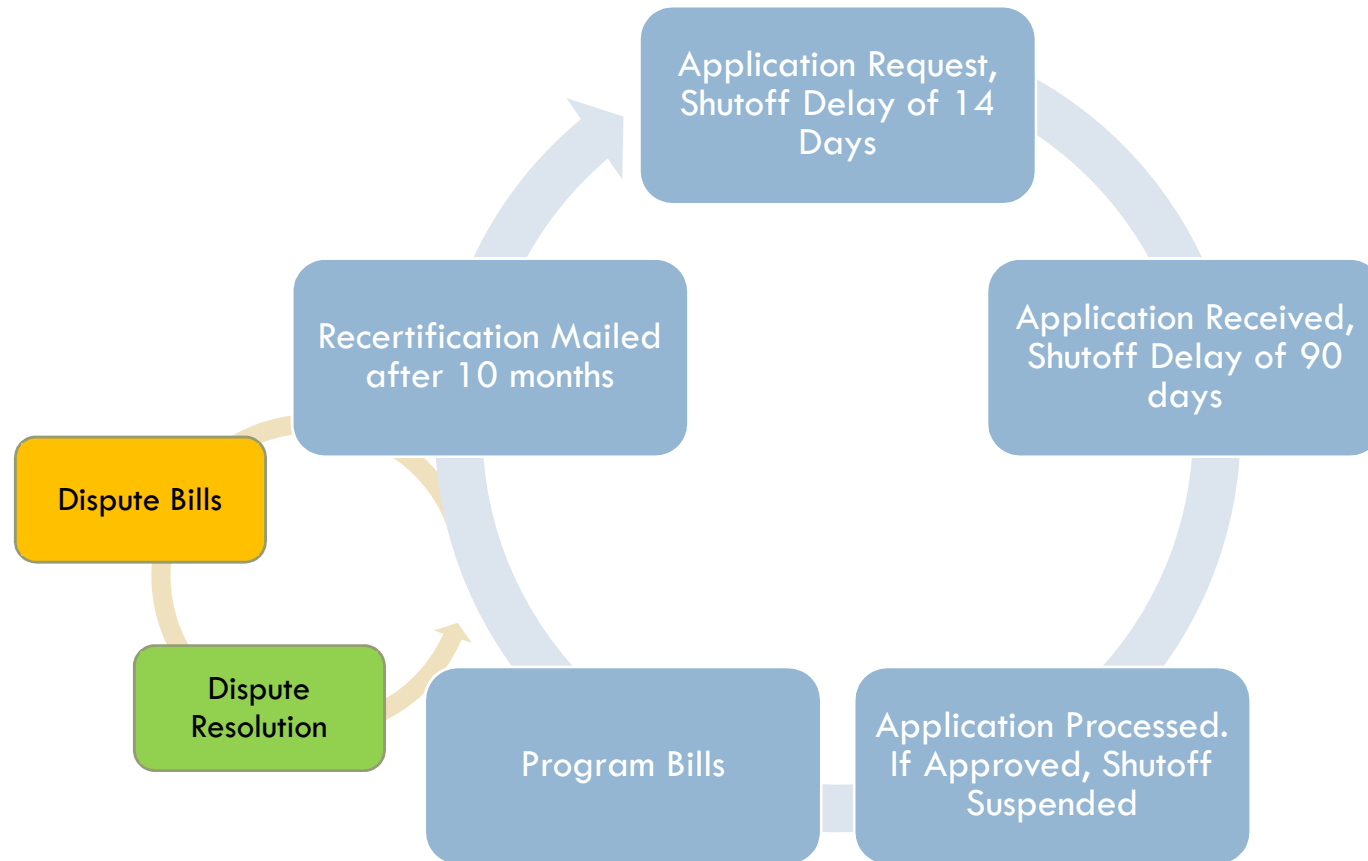
# TAP APPLICATION LIFECYCLE

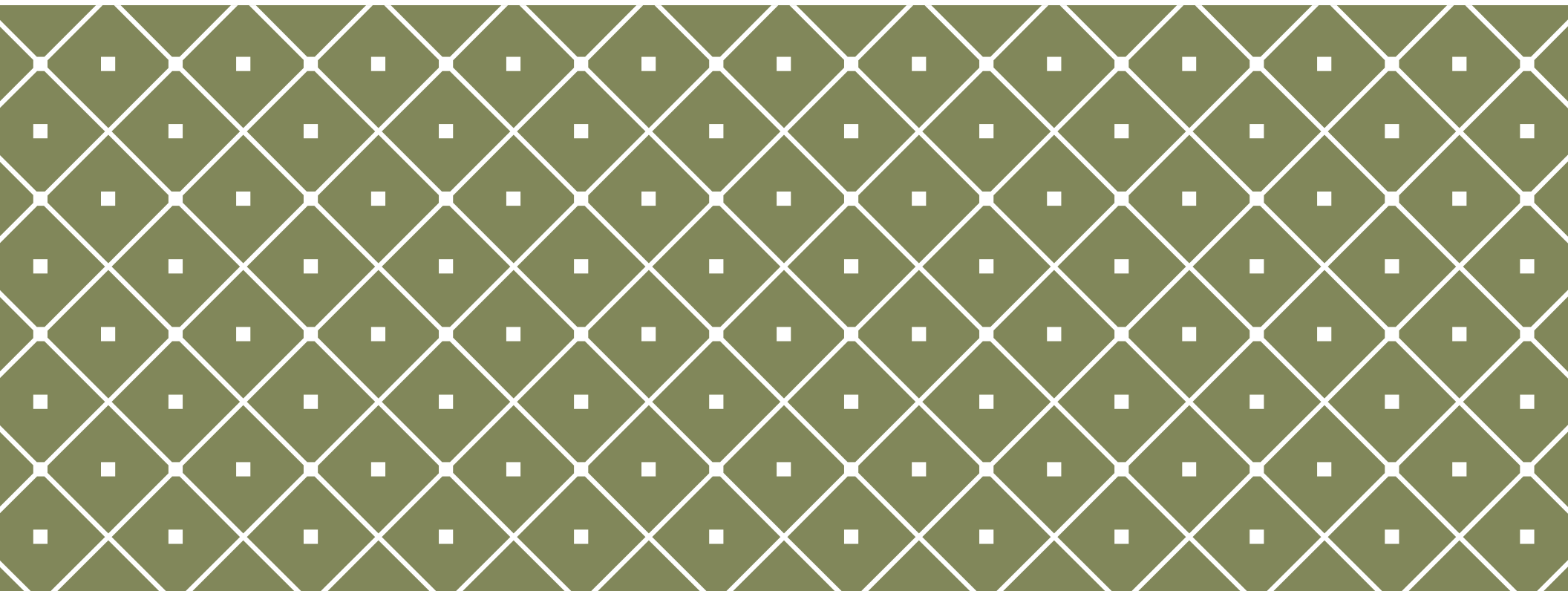


# TAP APPLICATION LIFECYCLE



# TAP APPLICATION LIFECYCLE





# COLLECTIONS

# IWFE

Sign in

Print an application or

Send an application to the customer

The screenshot shows the top of a web page for the City of Philadelphia. It features the city's logo and name. Below that is the title 'Water Revenue Bureau' and the subtitle 'Customer Assistance Application'. A section titled 'Enter Your User Name' contains two input fields labeled 'User Name' and 'Name'. A 'Submit' button is located at the bottom right of this section. A small red asterisk and the word 'Required' are visible next to the 'Name' field.

## Applicant Information

All information must be current.

The screenshot shows a form titled 'Applicant Information' with the instruction 'All information must be current.' The form contains several input fields: 'Name of Applicant' (IRONE & CATHERINE MA), '9-Digit Water Access Code' (00001174), 'Address of Property' (2101 FRATT ST, PHILADELPHIA PA 19124), and 'Mailing Address' (2101 FRATT ST, PHILADELPHIA PA 19124). A checkbox labeled 'Mailing Address is Correct' is checked. At the bottom of the form, there are three buttons: 'Print Now', 'Mail Me an Application', and 'Apply Online'.



# IWBE

Look up customer application information


Manage

Dashboard

Reports

Tools

## Manage Application Assignments



Customer Name, Property Address, Water Access Code, Application ID

SEARCH

CLEAR

From Date:

To Date:

Status:

In Progress

Assigned To:

All

Priority Flag:

All information provided is as of the specified time of use. Processes and documentation are subject to change.

# WATER ACCESS CODE (BASIS2)

You can find WAC in the Customer Inquiry Screen



Call Center Inquiry

Customer	CU1008888	ENNA S PEEL	4	WOS									
Balance	1124.46	954 BELMONT AVE 19104 [C131676000954001] 062341900											
Account	000898314	Balance	1124.46	Debit Card Balance	841.92	Installation	IN000352203	Inst Type	11	Supply	WATER	Status	Current
Installation Address: 954 BELMONT AVE 19104 [C131676000954001] 062341900													



# IWBE

Find information on:

- Application status
- Household member information
- Submitted documents
- Missing application information
- Letters sent about the application

The screenshot displays the IWBE application portal interface. At the top, there is a blue header with the IWBE logo. Below the header, a navigation bar contains four tabs: 'Application Info', 'Household Members', 'Billing History', and 'Documents'. The 'Household Members' tab is currently selected and highlighted with a red border. Below the navigation bar, the 'Application Information' section is visible, displaying various details about the application. The details are organized into two columns. The left column includes fields such as 'Signature', 'Application ID', 'Water Access Code', 'Applicant Name', 'Property Address', 'Application Status Date', 'Household Size', 'Children Under 18', 'Language', 'Total Income', and 'Account Number'. The right column includes fields such as 'Application Status Code', 'Application Entry Code', 'Daytime Phone', 'Email Address', 'Mailing Address', 'Ownership Status', 'Assigned To', 'Manager Review Requested', and 'Reviewed'. Below the 'Application Information' section, there is a 'Child Support Information' section with fields for 'Receives Child Support' and 'Monthly Child Support Amount'. At the bottom, there is a 'Customer Responsibilities' section.

Application Information			
Signature	None	Application Status Code	In Progress
Application ID	100007080	Application Entry Code	
Water Access Code	000150100	Daytime Phone	9192170015
Applicant Name	MARIA NA ORTE	Email Address	TRASH OVER@GMAIL.COM
Property Address	701 WARDEN ST. PHILADELPHIA PA 19130	Mailing Address	
Application Status Date	7/14/2019 2:08:10 PM	Ownership Status	OWNERSHIP
Household Size	1	Assigned To	Unassigned
Children Under 18	0	Manager Review Requested	Yes
Language	English	Reviewed	No
Total Income	\$20,000		
Account Number	547710		

Child Support Information	
Receives Child Support	No
Monthly Child Support Amount	0.00

Customer Responsibilities	

## OPEN THESE WEBSITES:

test-cap.phila.gov/csr

http://rev36vswebwbe01:10042/

<http://erpdevapps21.city.phila.local:8025/>

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training

# CUSTOMER QUESTIONS



## EXPECTED QUESTIONS

What if customer already has an application in progress but they claim they haven't received it?

- Raise a call to TAP group for expiring application
- Note in call whether the customer will now be applying on-line, printing themselves or if they want us to mail one to them
- Tell the customer they can try again the following business day

## EXPECTED QUESTIONS

What if customer information on the pre-populated information is incorrect?

- They need to know what the options are for the customer

# ONLINE APPLICATION QUESTIONS

How do I find my water access code?

- on bill
- we can help!

# ONLINE APPLICATION QUESTIONS

## Which fields to complete?

- Age, income, and household member information are critical to application
- Supporting documentation required for backing up information on application

# ONLINE APPLICATION QUESTIONS

How long will it take to process?

- Once we receive a complete application, we expect to review it within 3-4 weeks.
- Your account will be protected from any enforcement action during that time
  - Official script to follow



# DOCUMENT QUESTIONS

Which documents should be included?

- Refer to application document

# DOCUMENT QUESTIONS

## How to attach documents?

- If you have digital copies, attach to online application through website.
- If you have paper copies, include them with a paper version of the application.

## STATUS QUESTIONS

Statuses: Pending, In Progress\*, Approved, **Denied**, Exception\*\*, Incomplete, Expired, Active, Active Recertify

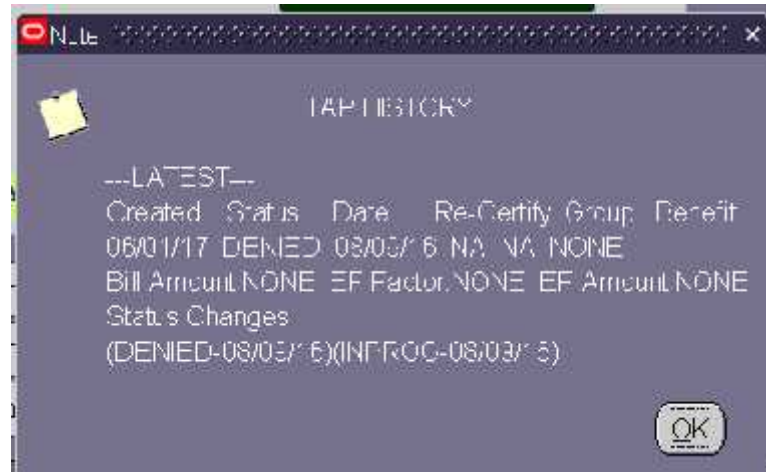
- Add a table for status code, definition, customer communication
- More information on Incomplete letter in IWBE

# STATUS QUESTIONS

What are the next steps?

# APPLICATION STATUSES

Status		
Pending	Approved	Dispute
In Progress	Denied	Closed
Exception	Active	Canceled
Incomplete	Active-R	
Expired	WRAP-R	



# CCR ROLE

## Thing to Say

Status DENIED: denial reasons only

Status IN PROGRESS: provide information on status, documents

## Things not to Say

Additional detail on denials

# SUPPORT FOR CUSTOMERS

Additional application assistance for customers is available from our partners:

Utility Emergency Services Fund (UESF)  
Community Legal Services (CLS)  
Neighborhood Energy Center (NEC).



# LETTER QUESTIONS

Who receives the letters?

What do the letters mean?

What if I don't get a letter?

# OTHER QUESTIONS THAT HAVE COME UP

Qs about becoming a customer.

- can apply for TAP right away

Customer representative.

Stays of enforcement.

Zero usage, SPIN

Restores at application

Zero Income

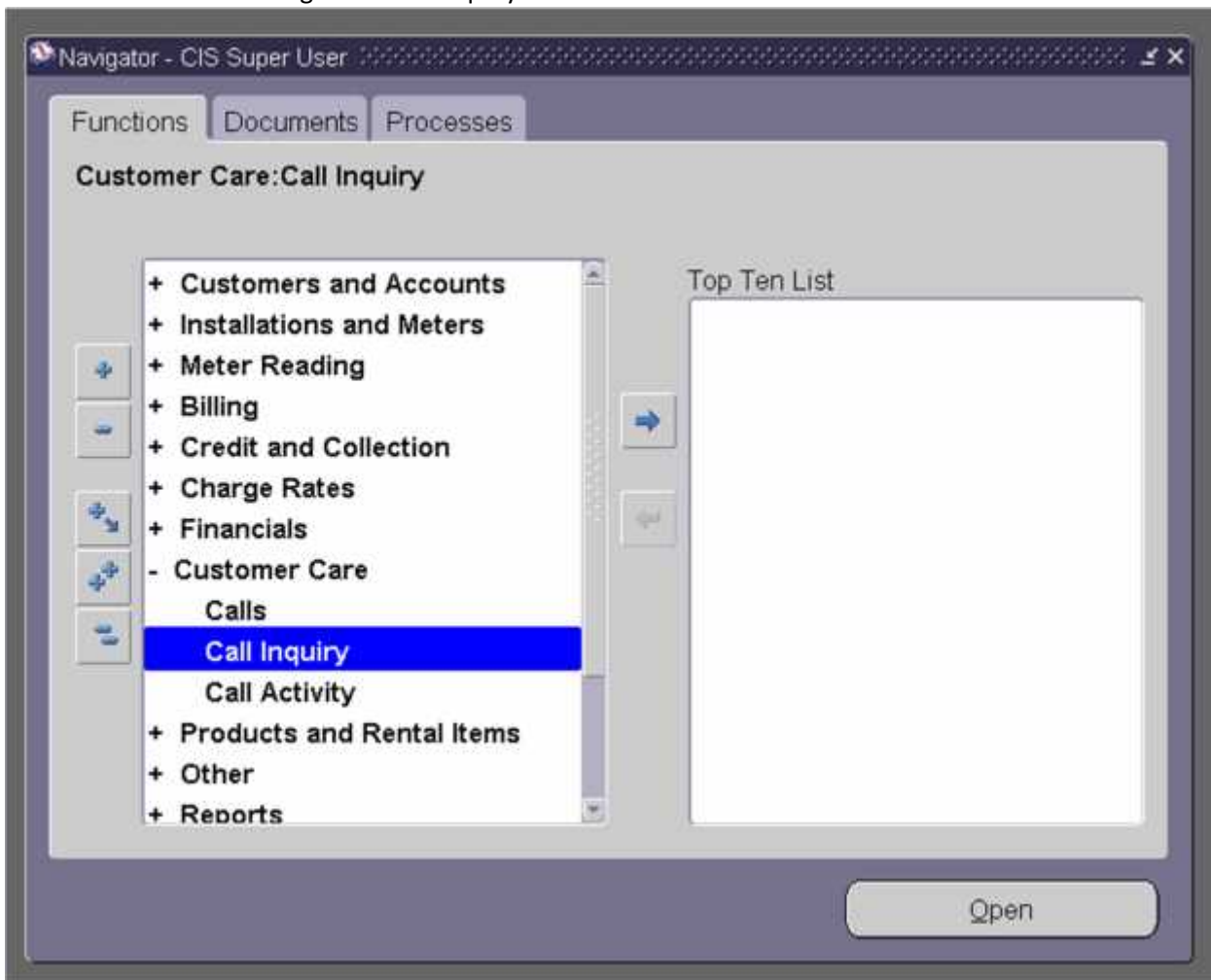
Business vs. Natural Person

Call Center Trainings

-10/7

-6/24

From Customer Care navigate to Call Inquiry:



If not taken to the Find Customer screen right away, click the flashlight icon at the top left corner of the page:



Enter the Water Access Code in the Account No field and click Return or Enter:

**Find Customers**

Selection Details For **Installation Address**

Customer No.

Customer Name

Contact Phone No. / email / etc

Account No. **000490656**

☐ Include Discontinued Accounts?

Transaction Reference

Installation No.

External Organization

Supply Point Key

Meter

**Address** **Continued...**

Address Format **STREET** **Street Address Format**

Unit Number

House Number

Direction

Street Name

City

Zip Code

Water1 Account

**Clear** **Find**

Now you have the account populated in the Call Center Inquiry screen:

Call Center Inquiry

Customer: CU0499640 VALARIE DAVIS 4

Balance: 0.00 6536 WALNUT PARK DR 19120-1032

Account	Balance	Debt Col Balance	Installation	Inst Type	Supply	Status	Call Refund
000490656	0.00		IN004964559	11	WATER	Current	

Installation Address: 546 W WYOMING AVE 19140 [0218504000546001] 491050600

General | Arrears | Debt Col | Aged Debt | Tax | Payment | Billing | Deposit | Consumption | Contacts

Occupation Date: 02/29/1972 Leaving Date: Next Bill: 08/01/2016

Metering: Metered Sell Code:

Bill: B0188349361 Normal Rdg/Bill: 03/23/2011 Chronic Bad Check: On 0 check

Payment: REC0008267247 PAYMENT: 11/02/2009 Vacant: No

Work Order:

Special Rdg/Bill:

Payment Plan:

TAP: (PENDING-08/05/16)

# IWFE Messages

Definition	Notes
Be very careful if you are on a public computer. This application involves exchange of private information of the applicant. Do not proceed if you are not sure about the safety and security of this computer or the network connection.	
Your Water Access Code and Zip Code search was a success! Please choose One of the following selections below to continue: Print Now, Mail Me an Application or Apply Online.	Customer may proceed with application.
This combination of Water Access Code and ZIP code was not found. Please enter the information again. If you have questions, please call the Water Revenue Bureau at 215-686-6880.	WAC and ZIP combination entered by customer does not match what WRB has on file.
An application for this account is currently under review. Duplicate applications cannot be submitted.	WRB already has a copy of the application or is awaiting a Pending application. If the customer misplaced a Pending application, you can set it to Expired and print or mail them a new application or have them try again online.
There was a communications error while retrieving information from the server. Make sure that you have a connection to the internet before trying again.	The customer's internet service is malfunctioning.
There was an internal server error processing your request.	Website error. Advise the customer to wait and try again later.
Changing your address will <b>not</b> automatically update your mailing address for your water bills. To correct or update the address for your water bills please call the Water Revenue Bureau at 215-686-6880.	For "Send" option only: where should the application be mailed?
Prove that you are not a robot.	Use the box to enter the characters you see in the image.
<p>You will not be able to save a partially completed application and retrieve it to complete it later. If you close your session before submitting your application all data entered will be lost.</p> <p>Completing the online application could take up to an hour, so please be sure you have enough time to answer all questions and upload all supporting documents. Incomplete applications will delay your approval and could result in rejecting the application.</p> <p>The application requires you to upload proof of residency, proof of income for yourself and other household members and proof of hardship if applicable. Please ensure you have all documents ready to upload before starting the online form.</p>	

Date	Time	Group	Topic
6/6 SESSION 1	8:30 am – 10:00 am	PWD Call Center (3) WRB Call Center (5-6)	- program overview - getting applications
6/6 SESSION 2	10:15 am – 11:45 am	PWD Call Center (3) WRB Call Center (5-6) Intake (2)	- program overview - getting applications -
6/6 SESSION 3	12:00 noon – 1:30 pm	PWD Call Center (3) WRB Call Center (5-6) Intake (2)	- program overview - getting applications
6/6 SESSION 4	2:15 pm – 3:45 pm	PWD Call Center (3) WRB Call Center (5-6) Intake (2)	- program overview - getting applications
6/6 SESSION 5	4:00 pm – 5:30 pm	Partner Organizations <i>Option 2</i>	- program overview - getting applications - completing applications
6/7 SESSION 6	8:30 am – 10:00 am	PWD Call Center (3) WRB Call Center (5-6) Intake (2)	- program overview - getting applications
6/7 SESSION 7	10:15 am – 11:45 am	PWD Call Center (3) WRB Call Center (5-6) Intake (2)	- program overview - getting applications -
6/7 SESSION 8	12:00 noon – 1:30 pm	PWD Call Center (3) WRB Call Center (5-6) Intake (2)	- program overview - getting applications
6/7 SESSION 9	2:15 pm – 3:45 pm	WRB Call Center (5-6) Intake (2)	- program overview - getting applications
6/7 SESSION 10	4:00 pm – 5:30 pm	Partner Organizations <i>Option 2</i>	- program overview - getting applications - completing applications
6/8 SESSION XX	8:30 am – 10:00 am	Collections	- program overview - debt records and collections
6/8 SESSION 11	12:00 noon – 1:30 pm	Collections	- program overview - debt records and collections
6/8 SESSION 12	2:15 pm – 3:45 pm	TRB Unit	- Application and Plan disputes and resolution
6/9 SESSION 13	8:30 am – 10:00 am	Accounting (17)	- program overview - adjustments, rebills
6/9 SESSION 14	10:30 am – 12:00 noon	Accounting (17)	- program overview - new payment agreements and debt collection records



6/9 <b>SESSION 15</b>	2:00 pm – 3:30 pm	Acct Analysis (as needed)	<ul style="list-style-type: none"> <li>- program overview</li> <li>- analysis related to TAP</li> </ul>
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Date	Time	Group	Topic
6/12/17	9:00 am – 11:30 am	TAP Group 1	- TAP Program Overview
6/12/17	1:00 pm – 4:00 pm	TAP Group 1	- IWFE & IWBE Guided Walkthrough
6/13/17	9:00 am – 12:00 noon	TAP Group 1	- SOPs and Example Applications
6/13/17	1:00 pm – 3:30 pm	TAP Group 2	- TAP Program Overview
6/14/17	9:00 am – 12:00 noon	TAP Group 2	- IWFE & IWBE Guided Walkthrough
6/14/17	1:00 pm – 4:00 pm	TAP Group 2	- SOPs and Example Applications
6/15/17	10:00 am – 12:00 noon	ECA	<ul style="list-style-type: none"> <li>- Tap Program Overview</li> <li>- IWFE Walkthrough</li> </ul>
6/15/17	12:30 pm – 1:45 pm	Law	- Tap Program Overview
6/15/17	2:00 pm – 4:00 pm	Clerical	<ul style="list-style-type: none"> <li>- TAP Program Overview</li> <li>- Clerical Staff duties</li> </ul>

# CALL CENTER & INTAKE

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Training #3

# Agenda

Topic	Time
Introduction, Call Center & Intake Roles	10 minutes
Helping Customers Obtain an Application	30 minutes
Answering Questions about the Website	15 minutes
Application Status Requests	50 minutes
Questions	10 minutes
-- break --	
Disputes	5 minutes
Setting up a TAPBACK Plan	15 minutes
What's on a TAP Bill?	20 minutes
Questions	10 minutes

# INTRODUCTION

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# Call Center and Intake Roles

- Helping customers obtain an application
- Answering fundamental website questions
- Referring complex website questions
- Responding to application status requests
- Addressing letter questions
- Explaining TAP bills
- Directing disputes
- Setting up TAPBACK agreements (when needed)

# HELPING CUSTOMERS OBTAIN AN APPLICATION

---

# Finding a Water Access Code

Call Center Inquiry

Customer: **CU0499640** VALARIE DAVIS 4  
 Balance: 0.00 6536 WALNUT PARK DR 19120-1032

Access Code	Balance	Debt Coll Balance	Installation	Inst Type	Supply	Status	Calls	Refund
<b>000490656</b>	0.00		IN004864559	11	WATER	Current		

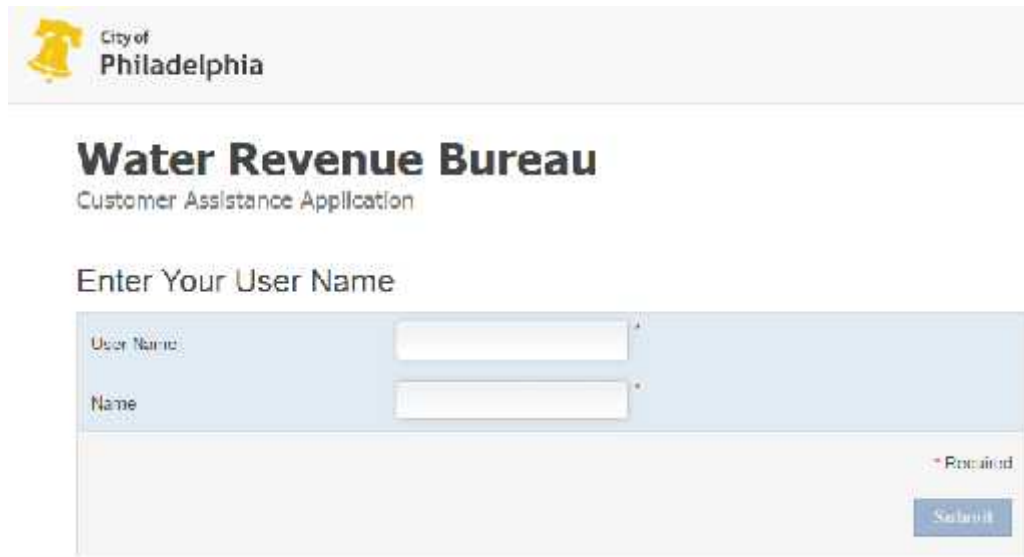
Installation Address: 546 W WYOMING AVE 19140 [0218504000546001] 491050600

General | Arrears | Debt Coll | Aged Debt | Tax | Payment | Billing | Deposit | Consumption | Contacts

Occupation Date: 02/29/1972 Leaving Date: Next Bill: 08/01/2016  
 Metering: Metered Sell Code:  
 Bill: B0188349361 Normal Rdg/Bill: 03/23/2011 Chronic Bad Check: On 0 check  
 Payment: REC0008267247 PAYMENT 11/02/2009 Vacant: No  
 Work Order:  
 Special Rdg/Bill:  
 Payment Plan:

TAP: (PENDING-08/05/16)

# Mailing or Printing an Application



The screenshot shows the City of Philadelphia Water Revenue Bureau Customer Assistance Application form. At the top, there is a header with the City of Philadelphia logo and name. Below this, the title "Water Revenue Bureau" is displayed in a large, bold font, followed by "Customer Assistance Application" in a smaller font. The main section of the form is titled "Enter Your User Name" and contains two input fields: "User Name" and "Name". A "Submit" button is located at the bottom right of the form. A small red asterisk and the word "Required" are visible next to the "Name" field, indicating it is a mandatory field.

City of Philadelphia

**Water Revenue Bureau**  
Customer Assistance Application

Enter Your User Name

User Name

Name

\* Required

Submit



# Mailing or Printing an Application

We have conducted an audit of your account. The audit has found that you are not paying the correct amount for your water service. Please contact us at (800) 455-1234 for more information.

**Water Revenue Bureau**  
Customer Assistance Application

Find your Water Account

8 Digit Water Account Code:  Your 8 Digit Water Account Code is based on your last 4 digits of your phone number.

5 Digit ZIP Code:

Account type (residential, commercial, industrial):

☐ Print Application ☐ Email Application

Applicant Information

All information must be accurate.

Name of Applicant:

Address:

City:  State:  ZIP:

Phone Number:  E-mail Address:

☐ I am the owner of the account.

## Hands On!

- Log into the application website.

[test-cap.phila.gov/csr](https://test-cap.phila.gov/csr)

- Mail an application to the account on your sheet labeled “Send”
- Print an application for the account on your sheet labeled “Print”

# ANSWERING QUESTIONS ABOUT THE WEBSITE

---

# Website Planned Error Messages

- Water Access Code and Zip Code combination not found
- Applications will not be generated for accounts with an application:
  - Pending
  - In Progress
  - Dispute
- Applications only be generated for accounts with the following installation types:
  - 08,11, 12, 13

# Changing customer information in basis2

- Address changes will show up in website immediately.

# IT Assistance

- New Call Type: **TAPIT**, Action Department: b2support
- Leave call as “to be reviewed”
- Include:
  - Customer First & Last Name
  - Phone number
  - Email
  - WAC
  - Web Browser: (IE11, IE7, IE6, Chrome, Firefox, Safari, Edge)
  - Brief description of Issue
  - Date and time of issue reported (may differ from date and time of the call)

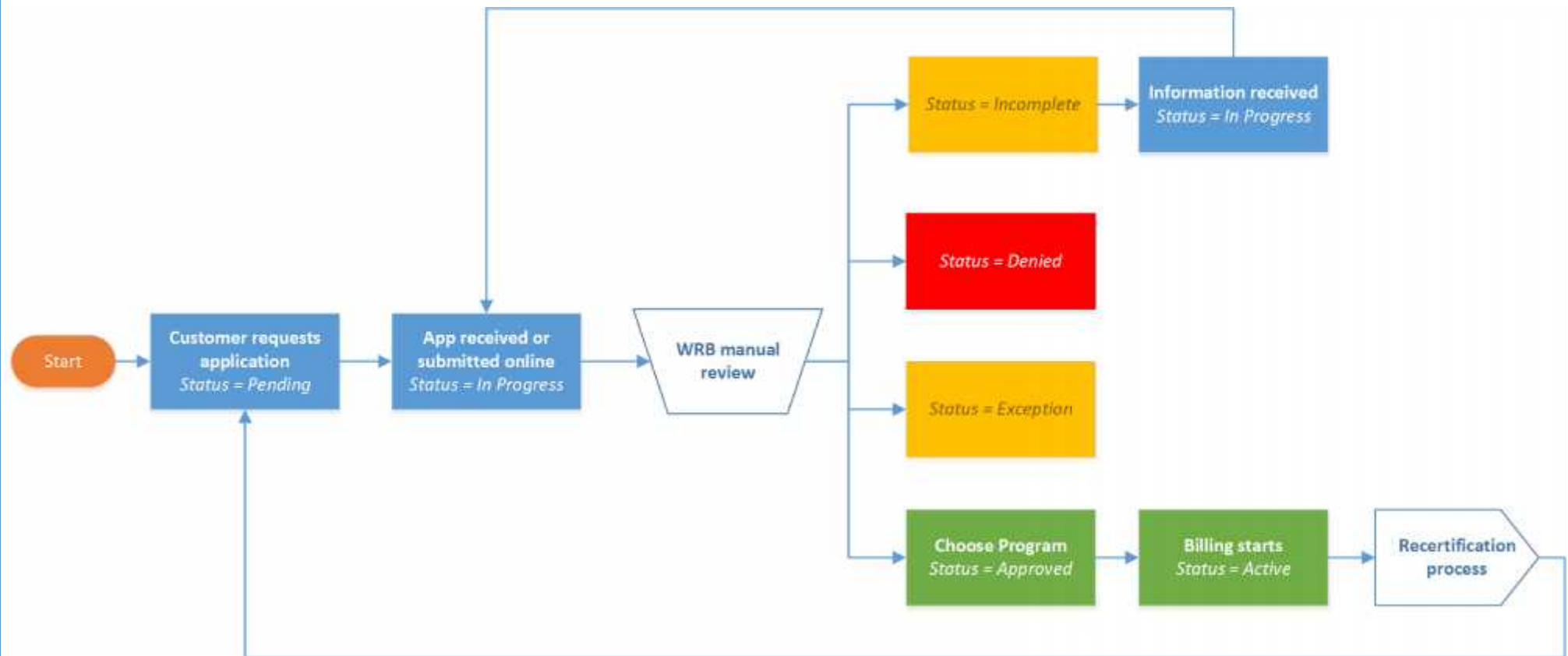
## Other Questions

- New Call Type: **TAPOPTO**, Action Department: LIU
- New Call Type: **TAPRTWR**, Action Department: LIU
- New Call Type: **TAPCALL**, Action Department: LIU
- **For all – leave call as “to be reviewed”**
- Include:
  - Customer First & Last Name
  - Telephone number
  - Email address
  - WAC
  - Description of Question

# APPLICATION STATUS REQUESTS

---





# Stays of Enforcement

- When a customer requests an application, he or she gets a stay of enforcement for 14 days.
- When a customer sends in an application, he or she gets a stay of enforcement while the application is reviewed.
- When a customer's application is determined to be incomplete, he or she has 14 days to return completed information or he or she will be denied.

# Groups

- Group 1: TAP Income
- Group 2: TAP Special Hardship
- Group 3: LONGSTD
- Group 4: SCD
- Group 5: Landlord
- Group 6: WRAP

# Finding Status in basis2

Call Center Inquiry

Customer: **CU0499640** VALARIE DAVIS 4  
 Balance: 0.00 6536 WALNUT PARK DR 19120-1032

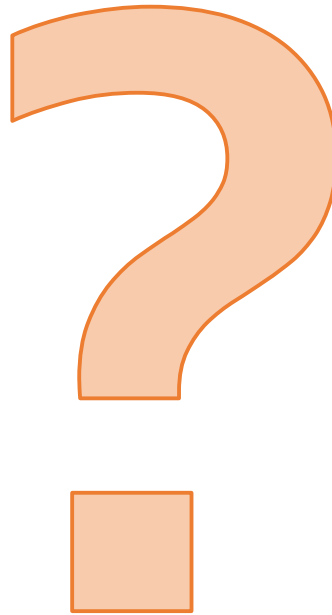
Account	Balance	Debt Coll Balance	Installation	Inst Type	Supply	Status	Calls	Refund
000490656	0.00		IN004864559	11	WATER	Current		

Installation Address: 546 W WYOMING AVE 19140 [0218504000546001] 491060600

General | Arrears | Debt Coll | Aged Debt | Tax | Payment | Billing | Deposit | Consumption | Contacts

Occupation Date: 02/29/1972 Leaving Date: Next Bill: 08/01/2016  
 Metering: Metered Sell Code:  
 Bill: B0188349361 Normal Rdg/Bill: 03/23/2011 Chronic Bad Check: On 0 check  
 Payment: REC0008267247 PAYMENT 11/02/2009 Vacant: No  
 Work Order:  
 Special Rdg/Bill:  
 Payment Plan:

TAP:(PENDING-08/05/16)



# Hands On!



WUAT

- Ravonne.Muhammed
- training

# Hands On!

- Search for the application(s) you just created, those on your sheet labeled “Send” or “Print”
- Under REP/ENQ1:
- Create a **TAPIT** call, direct it to the b2support Action Dept

# Hands On!

- Search for the application(s) you just created, those on your sheet labeled “Send” or “Print”
- Search for the applications on your sheet labeled:
  - “INPROG”
  - “EXPIRED”
  - “DISPUTE”
  - “ACTIVE”
  - “INCMPLT”
  - “DENIED” – Incomplete
  - “DENIED” – Reg Better
  - “APPROVED” – Group 1 (TAP Income)
  - “APPROVED” – Group 2 (TAP Special Hardship)
  - “APPROVED” – Group 3 (LONGSTD)
  - “APPROVED” – Group 4 (SCD)



# Letters

- Application Receipt
- Approval
- Denial
- Incomplete



OBERLTON JUANETTA  
543 E CHELTEN AVE  
PHILADELPHIA PA 19144

## Customer Assistance Application Denied

June 7, 2017

Dear Customer:

We have reviewed your application for a customer assistance program. We regret to inform you that at this time you do not meet the eligibility criteria for any of our assistance programs based on the information provided in your application (income, residency, or age). You are ineligible for the Tiered Assistance Program (TAP) for the following reason(s):

Application was submitted without required proof of income for one or more household members and with invalid proof of residency for the applicant.

We encourage you to re-apply if your circumstances change.

You have the right to dispute this decision 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: [http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html)

If you have questions, please call the Water Revenue Bureau at 215 686 6880. We are also partnering with the Utility Emergency Services Fund (UESF), Community Legal Services (CLS) and your local Neighborhood Energy Center (NEC).



Questions:

[www.phila.gov](http://www.phila.gov)

(215) 686 6880

Monday-Friday, 8am-5pm

**Water Access Code:**  
000079084

**Account Number:**  
020-22560-00543-001

**Service Address:**  
543 E CHELTEN AVE  
PHILADELPHIA PA 19144

# More information in Incomplete and Denied

- Incomplete Applications
  - Letter available in CAMP
  - Can view and reprint *if needed*
- Denied Applications
  - Reason available in CAMP
  - Only give description, no further explanation

# More information on Denied

Reason Code	Description
Income does not meet TAP guidelines.	Household income is above 150% FPL and no special hardship was claimed
No proof of income.	Application was submitted without proof of income for one or more household members
Invalid or outdated proof of income.	Proof of income is invalid or outdated for one or more household members
Inadequate documentation for TAP SH.	Application did not include adequate documentation to qualify for special hardship
Residency does not meet guidelines	Application did not provide sufficient or valid proof of residency at service location.
No proof of residency	Application was submitted without required proof of residency for the applicant.
Missing POI and POR	Application was submitted without required proof of income for one or more household members and without proof of residency for the applicant.
Missing POI and invalid POR	Application was submitted without required proof of income for one or more household members and with invalid proof of residency for the applicant.
Invalid POI and Missing POR	Application was submitted with invalid proof of income for one or more household members and without proof of residency for the applicant.
Income and residency do not meet guidelines	Household income is above 150% FPL and no special hardship was claimed and application did not provide sufficient or valid proof of residency at service location.
Installation code is ineligible for customer assistance programs	Application was submitted for a property type, such as commercial business, that is not eligible for customer assistance programs
Missing information in form not submitted	Application was submitted with incomplete or missing fields and the requested information to complete the form was not received.

# More information in Incomplete and Denied



TAP

# More information in Incomplete and Denied

- Search for the applications on your sheet labeled:
  - "INCMPLT"
  - "DENIED" – Incomplete
  - "DENIED" – Reg Better

# DISPUTES

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# Disputes

- Managed directly through TRB
- No informal hearings

You have the right to dispute this decision 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: [http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html).

# SETTING UP A TAPBACK PLAN

---



# TAPBACK Plan

- A payment agreement for unpaid TAP Bills
- Hands On!
  - Search for account **000183198** for a TAPBACK agreement
  - Create a TAPBACK agreement for the account n your sheet labeled "TAPBACK"

# WHAT'S ON A TAP BILL?

---

## Your Account

Water/Sewer/Stormwater balance at last bill	\$99.99
You last paid on 05/20/2016 - thank you	\$0.00
<b>Account Balance</b>	<b>\$99.99</b>

### This Bill

Usage Charge (2ccf, see page 2 for details)	\$14.33
Service Charge	\$13.75
Stormwater Charge	\$14.12
Senior Citizens Discount	\$0.00
TAP Discount	-\$8.87
TAP Charge	\$33.33
Repair Charge (Inv # 1001110001)	\$125.00
Payment Agreement	\$8.33
<b>Total Current Charges</b>	<b>\$166.66</b>
<b>TOTAL Account Balance</b>	<b>\$258.32</b>
<b>Please Pay</b>	<b>\$166.66</b>

### Payment Agreement

This bill is covered by a payment agreement. Please pay \$166.66.

### Payment Types

[www.phila.gov](http://www.phila.gov). Select water bill from pay menu options.  
Pay by phone (877) 309-3709; credit card or e-check

See back for more information and contact details.

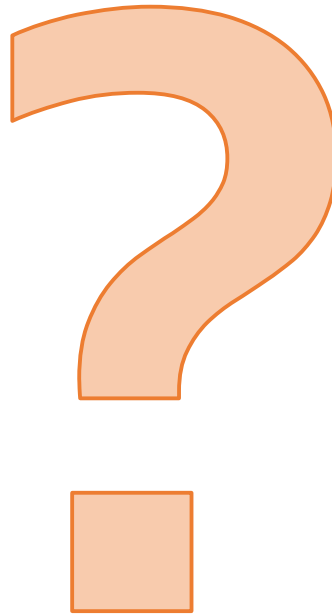
## Your TAP History

Total actual usage and service charges <sup>1</sup>	\$255.76
Total TAP charges	\$199.98
Total amount you've saved	\$55.78
Total amount you've paid towards past due bills	\$15.00
Earned penalty forgiveness counter <sup>2</sup>	3

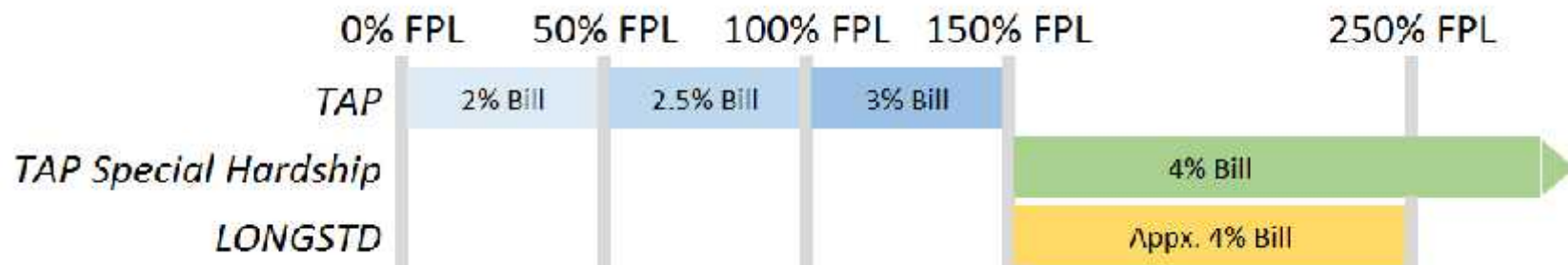
<sup>1</sup>Includes usage, service, sewer, and stormwater charges

<sup>2</sup>Number of full payments. Penalties forgiven after 24 full payments.

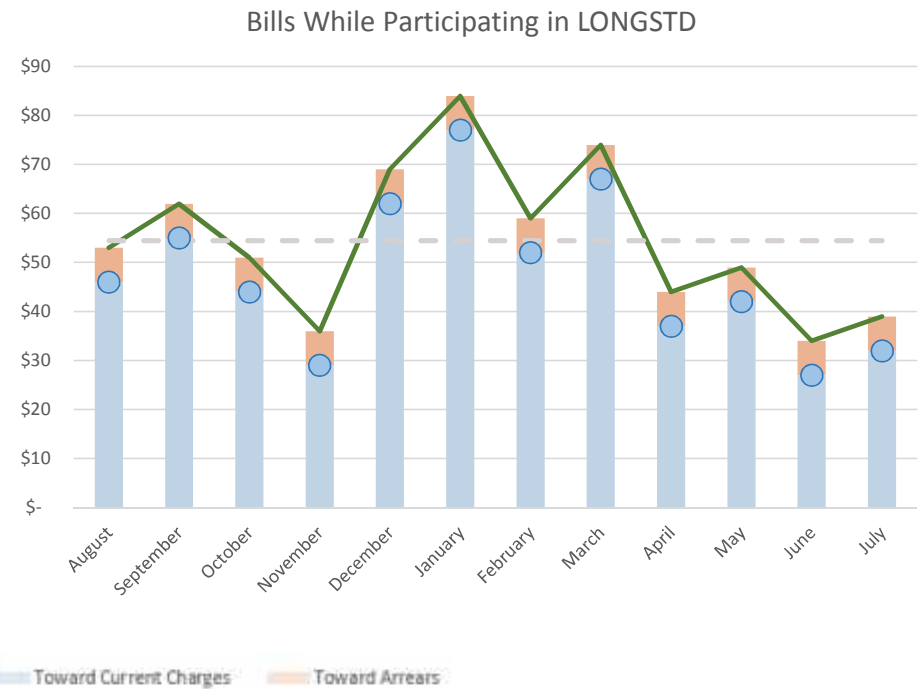
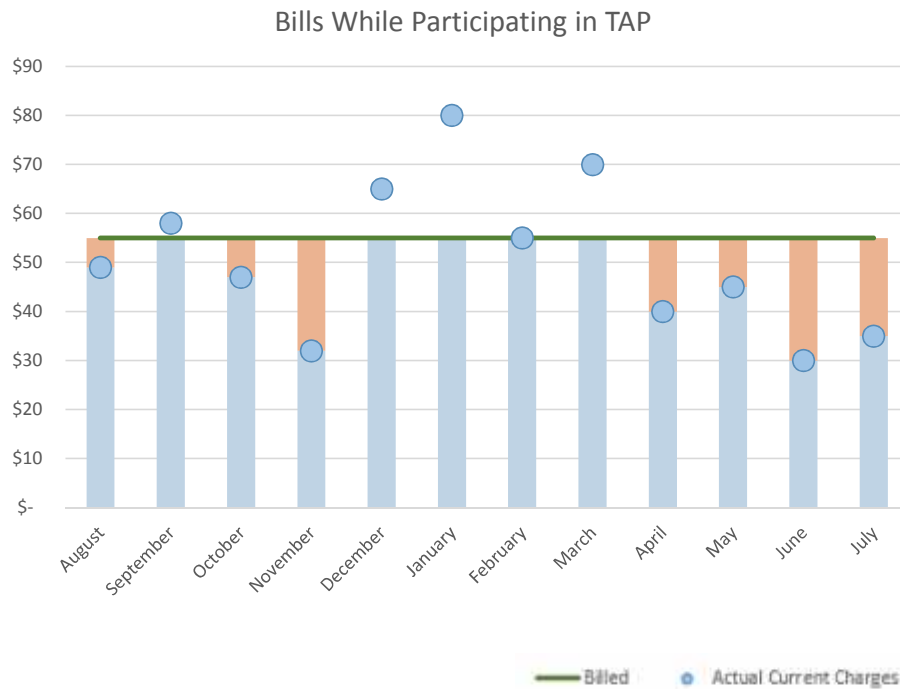
You are able to recertify no earlier than November 1, 2018



# Income Eligibility



# New Program bill patterns



# Application Status Codes

Status	Definition	Notes
<b>Pending</b>	Application has been sent to or printed by customer.	Customer will not be able to get another application if one is Pending.
<b>In Progress</b>	Application has been received and is under review.	Customer will not be able to get another application if one is In Progress.
<b>Exception</b>	Application requires additional processing.	Available only in IWBE; <b>not to be shared with customer.</b>
<b>Incomplete</b>	Customer has been sent a letter detailing missing information. It cannot be processed until that information is provided. Information must be received within <b>14 days</b> of the letter date.	Customers will only get one Incomplete letter. It can be viewed in IWBE.
<b>Expired</b>	Application was Pending or WRAP-R for <b>60 days</b> . We are no longer awaiting its return.	If it is returned, we can still process it.
<b>Approved</b>	Application has been approved for a program.	Details available in IWBE and Basis2.
<b>Denied</b>	Has been denied for a specific reason or because regular charges were better than any program.	Reason Codes will allow you to see what was in the customer's letter. <b>Do not explain denials in more detail.</b>
<b>Active</b>	Customer is currently participating in a program and has been billed at the program rate.	TAP amount will show on bills.
<b>Active-R</b>	Customer is currently participating in a program, and has been sent a recertification package.	A new Pending record is created for the customer to recertify and is linked to the Active-R record.
<b>WRAP-R</b>	Customer was previously participating in WRAP, and a recertification application has been sent to the customer.	This is parallel to Pending. It is also linked to an Active-R application record.
<b>Dispute</b>	Customer has disputed their TAP application decision or plan amount.	
<b>Closed</b>	TAP participation has ended, or customer has opted out of TAP.	
<b>Canceled</b>	Customers are removed from TAP.	The status Cancel is limited to TAP participation only.

### **Intake and Call center**

Tue, June 6

Wed, June 7

Sat, June 24

### **WRAU TAP**

Tue, June 6

Wed, June 7

WAP Program Overview & CAMP (IWBE) Guided Walkthrough

SOP Review

Example Application (IWFE) Walkthrough

### **Collections, Law, Accounting, TRB, AAU, Clerical**

Thu, June 8

Fri, June 9

Thu, June 15

Fri, June 23





# TAP TRAINING

OCTOBER 7, 2017



# AGENDA

Topic	Time	Reference Materials
<b>Customer Assistance Programs Review</b>	10 minutes	Handout Page 1
<b>CAMP Navigation, Finding Letters</b>	15 minutes	Handout Pages 2-4
<b>Incomplete Letters &amp; Application Completeness</b>	20 minutes	Handout Pages 5-9
<b>Approval Letters</b>	15 minutes	Handout Pages 10-14
-- 5 minute break --		
<b>Denial Letters</b>	10 minutes	Handout Pages 15-16
<b>TAP Billing</b>	15 minutes	Handout Pages 17-22
<b>Questions</b>	30 minutes	



# CUSTOMER ASSISTANCE PROGRAM REVIEW

HANDOUT PAGE I



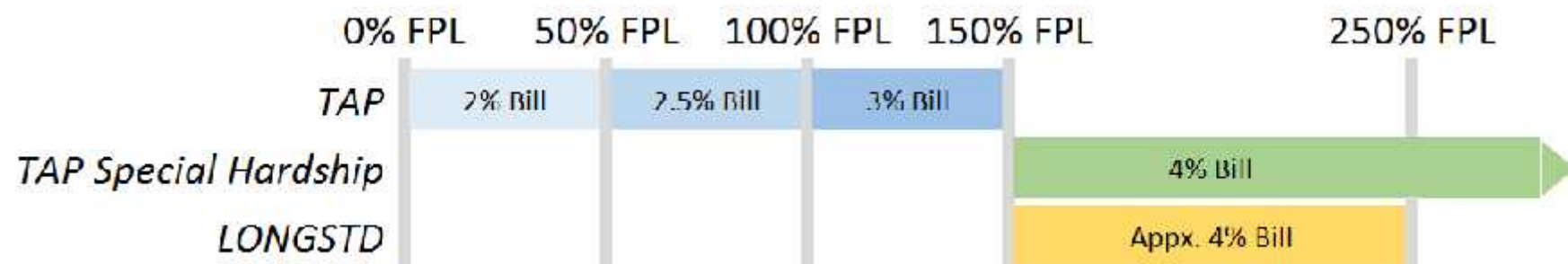
## UPDATE ON PROGRAM ROLL-OUT

- Mass Mailing: end of June
- TAP Approvals: beginning in July
- Incomplete Letters: beginning in August
- Two-Step Review: beginning in October

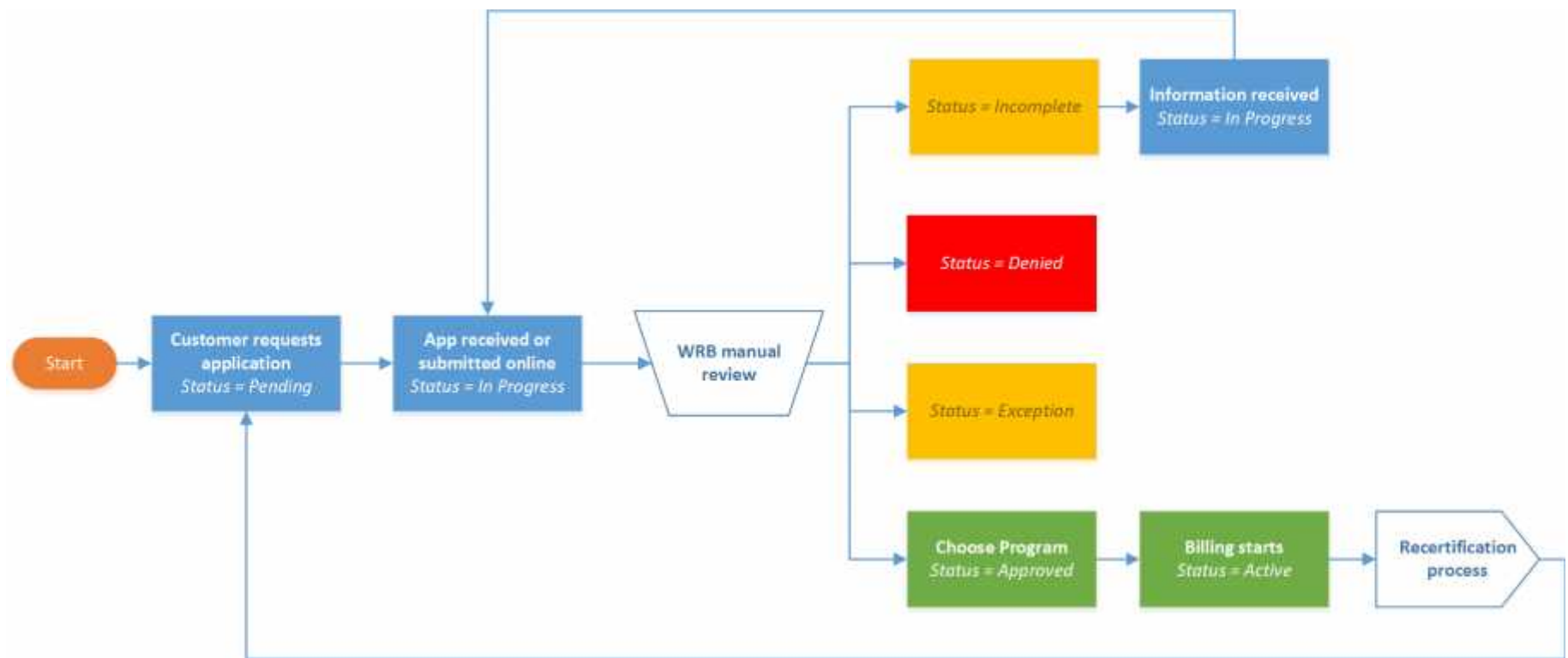
## PROGRAMS CONSIDERED

- Regular Bill (plus standard payment agreement, if needed)
- TAP- Income or Special Hardship
- Senior Citizen Discount (plus standard payment agreement, if needed)
- Long Standard Agreement
- Senior Citizen Discount + Long Standard Agreement

## NEW PROGRAMS



# PROCESS





# CAMP NAVIGATION, FINDING LETTERS

HANDOUT PAGES 2-4







# INCOMPLETE LETTERS & APPLICATION COMPLETENESS

HANDOUT PAGES 5-9





# APPROVAL LETTERS

HANDOUT PAGES 10-14



## Customer Assistance Application Approved

September 20, 2017

Dear Customer:

We have reviewed your application for our Customer Assistance Programs and have placed you in the Tiered Assistance Program (TAP) because it provides you with the lowest expected monthly bill. As a result, your monthly bill for regular service and usage charges under TAP will be \$67.50. If you are responsible for other additional fees, such as repair charges, a HELP Loan or bad check fees, they will be added to this amount.

We reviewed your projected bills under each of the billing options for which you were potentially eligible. Your expected monthly bills under each of these billing options were calculated to be:

Average Monthly Bill: \$96.71

TAP Bill: \$67.50

Senior Citizen Discount: Not Eligible

**We are pleased to be able to offer you a TAP bill of \$67.50 per month. As stated above, this will be your total monthly bill for regular service.**

To avoid interruption of your water service, you must make your payment in full and by the due date each month. You have the right to dispute this decision 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: [http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html).

For more information about TAP and our Customer Assistance Programs, you can go online to [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help) or contact our call centers at (215) 686-6300 or (215) 686-6880.

Thank you.

**Water Access Code:**  
000791273

**Account Number:**  
C01-59720-05811-001

**Service Address:**  
5811 NEWTOWN AVE  
PHILADELPHIA PA 19120

## Customer Assistance Application Approved

September 20, 2017

Dear Customer:

### Decision

We have reviewed your application for our Customer Assistance Programs and have placed you in the Tiered Assistance Program (TAP) because it provides you with the lowest expected monthly bill. As a result, your monthly bill for regular service and usage charges under TAP will be \$67.50. If you are responsible for other additional fees, such as repair charges, a HELP Loan or bad check fees, they will be added to this amount.

We reviewed your projected bills under each of the billing options for which you were potentially eligible. Your expected monthly bills under each of these billing options were calculated to be:

### Considered

Average Monthly Bill: \$96.71  
TAP Bill: \$67.50  
Senior Citizen Discount: Not Eligible

### Summary

**We are pleased to be able to offer you a TAP bill of \$67.50 per month. As stated above, this will be your total monthly bill for regular service.**

To avoid interruption of your water service, you must make your payment in full and by the due date each month. You have the right to dispute this decision 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: [http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html).

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Thank you.

**Water Access Code:**  
000791273

**Account Number:**  
C01-59720-05811-001

**Service Address:**  
5811 NEWTOWN AVE  
PHILADELPHIA PA 19120



# DENIAL LETTERS

HANDOUT PAGES 15-16



# DENIAL LETTERS

## Customer Assistance Application Denied

July 7, 2017

Dear Customer:

We have reviewed your application for a customer assistance program. We regret to inform you that at this time you do not meet the eligibility criteria for any of our assistance programs based on the information provided in your application (income, residency, and/or age).

You are ineligible for the Tiered Assistance Program (TAP) and for an extended payment agreement for the following reason(s):

Application was submitted without required proof of income for one or more household members and without proof of residency for the applicant.

**We encourage you to apply again if your circumstances change.**

You have the right to dispute this decision 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: [http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html).

For more information about TAP and our Customer Assistance Programs, you can go online to [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help) or contact our call centers at 215-685-6300 or 215-686-6880.

Thank you.

Water Access Code:  
WaterAccessCode

Account Number:  
ACCT\_KEY

Service Address:  
SERV\_ADDRESS  
SERV\_ADDRESS2  
SERV\_ADDRESS3

---

## DENIAL REASONS

- Inst Type Not Eligible
- Income Guidelines
- Residency Guidelines
- Income and Residency Guidelines
- Missing POI and Missing POR
- Missing POI and Invalid POR
- Invalid POI and Missing POR
- Invalid POI and Invalid POR
- Missing Proof of Income
- Invalid Proof of income
- Special Hardship
- Missing Proof of Residency
- Invalid Proof of Residency
- Missing Information not Submitted



# TAP BILLING

HANDOUT PAGES 17-22





# TAP BILLS

## Your Account

Water/Sewer/Stormwater balance at last bill	\$739.84
You last paid on 09/05/17 - thank you	-\$75.00
<b>Unpaid Balance</b>	<b>\$664.84</b>

## This Bill

Usage Charge (4 ccf, see page 2 for details)	\$30.21
Service Charge	\$14.02
Stormwater Charge	\$14.71
Senior Citizen Discount	\$0.00
TAP Discount	-\$40.57
TAP Charge	\$18.37
<b>Total Current Charges</b>	<b>\$18.37</b>
<b>Total Account Balance</b>	<b>\$683.21</b>
<b>Please Pay Now</b>	<b>\$18.37</b>

## Your TAP History

Total actual usage and service charges <sup>1</sup>	\$95.23
Total TAP charges	\$36.74
Total amount you've saved	\$58.49
Total amount you've paid towards past due bills	\$56.63
Earned penalty forgiveness counter <sup>2</sup>	1

<sup>1</sup> Includes usage, service, sewer, and stormwater charges.

<sup>2</sup> Number of full payments. Penalties forgiven after 24 full payments.

You are able to recertify no earlier than 08/01/18

## TAP BILL LINES IN BASIS2

Lines1	Lines2	Rdg1	Rdg2	Meters	Amnts	Tax	ChrgCodes	Misc1	Misc2	GL	Rebates	Refund
Ln	Scnd											
No	Type	Charge Desc	Period From	Period Up To	No of Days	Days Factor	Unit of Measure	Qty	Transaction Amount			
1	Reading	Water Usage Cha	08/11/2017	09/17/2017	38	1.2333	CCF	4	17.23			
2	Shadow Read	Sewer Usage Cha	08/11/2017	09/17/2017	38	1.2333	CCF	4	12.98			
3	Agreed Cons	Stormwater Usag	08/19/2017	09/18/2017	31	1		1471	14.71			
4	Service Chrg	Water Service	08/14/2017	09/13/2017	31	1			6.61			
5	Service Chrg	Sewer Service	08/14/2017	09/13/2017	31	1			7.41			
6	Oncost	TAP Discount	08/14/2017	09/13/2017					-40.57			

Allocation Details

## TAP BILLING – CASE I

- Customer's TAP bill is lower than their regular or senior citizen discounted current charges (customer may or may not have an account balance)
  - Customer will be asked to pay their full TAP amount, and the difference between the regular or senior citizen discounted current charges and the TAP amount will be written off, not added to the account balance.
  - Any payment above the TAP amount will be put toward the account balance or carried as a credit on the account.

## TAP BILLING – CASE 2

- Customer's TAP bill is higher than their regular or senior citizen discounted current charges (customer has an account balance)
  - Customer will be asked to pay their full TAP amount, but the difference between the TAP amount and regular or senior citizen discounted current charges will go toward offsetting the account balance.
  - Any payment above the TAP amount will be put toward the account balance or carried as a credit on the account.

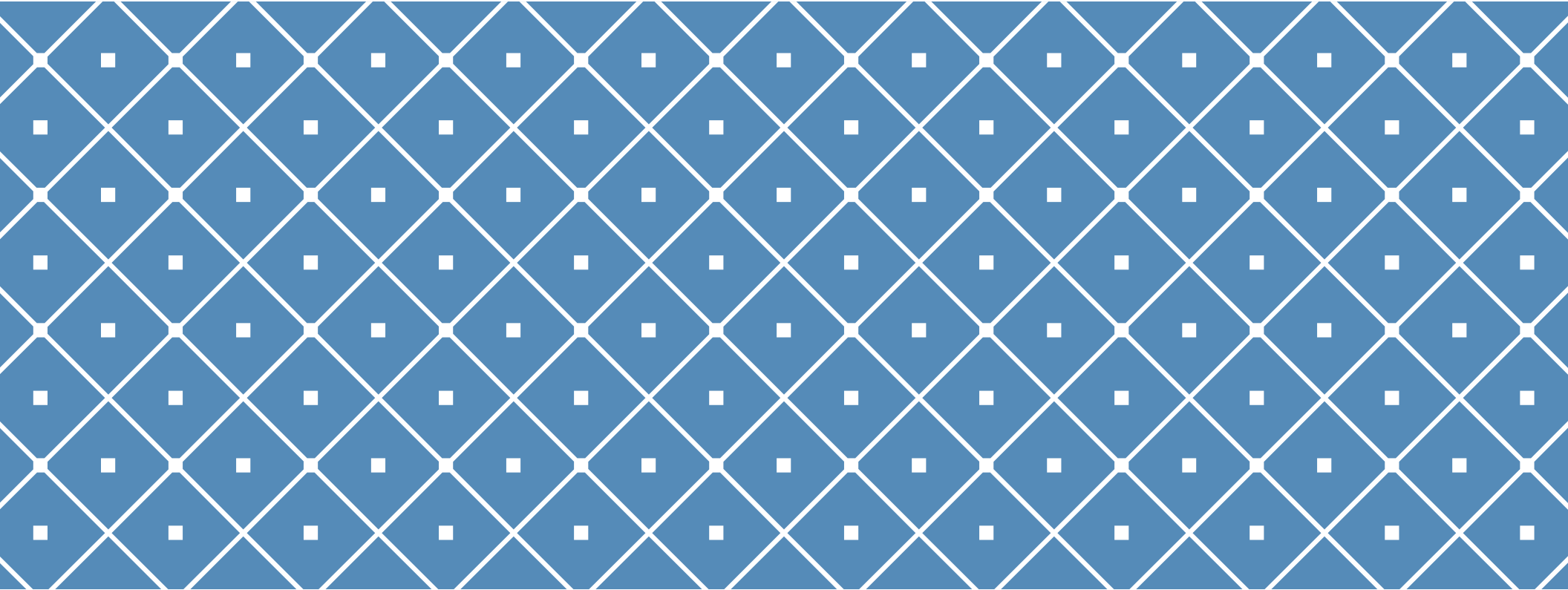
## TAP BILLING – CASE 3

- Customer's TAP bill is higher than their regular or senior citizen discounted current charges (customer does not have an account balance)
  - Customer will be asked to pay only their regular or senior citizen discounted current charges
  - Any payment above the TAP amount will be carried as a credit on the account.



# QUESTIONS?





# TAP GROUP TRAINING 1

June 2017

# AGENDA

## Part One

- TAP Overview
- Break
- Walkthrough of IWFE
- Walkthrough of IWBE
- Test access and view data

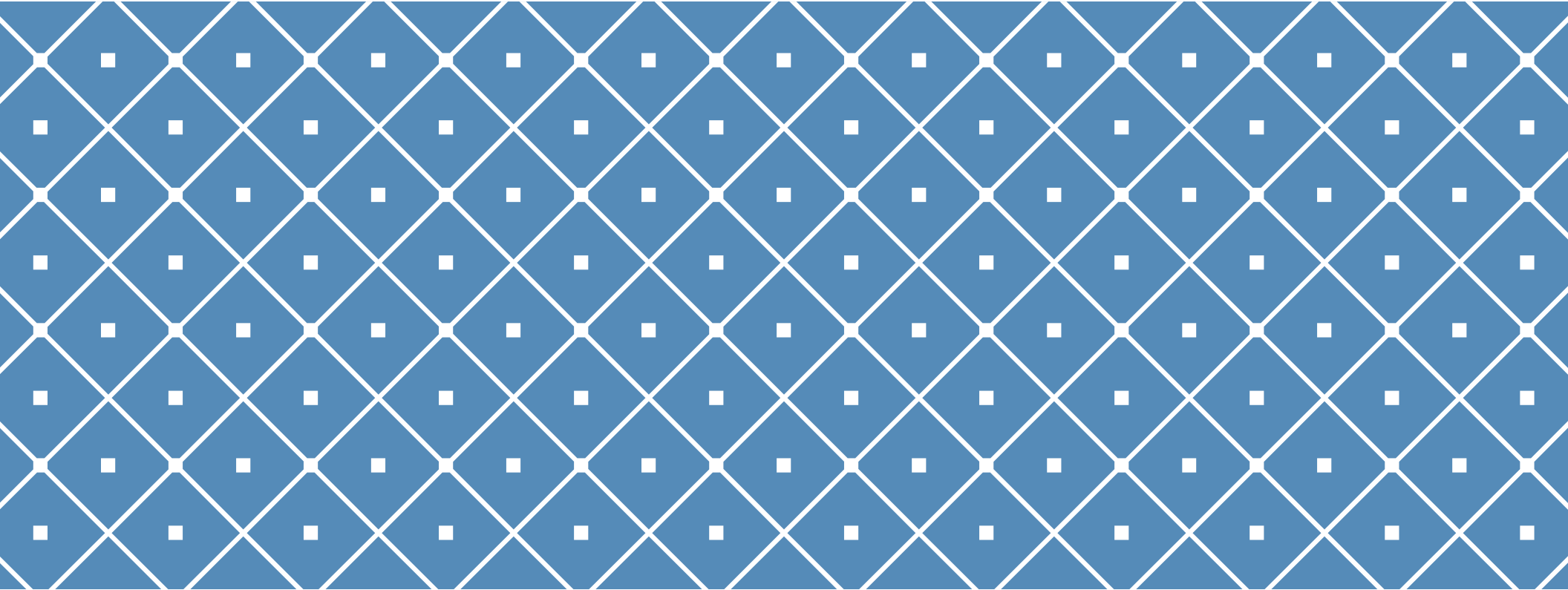
## Part Two

- Detailed review of SOPs

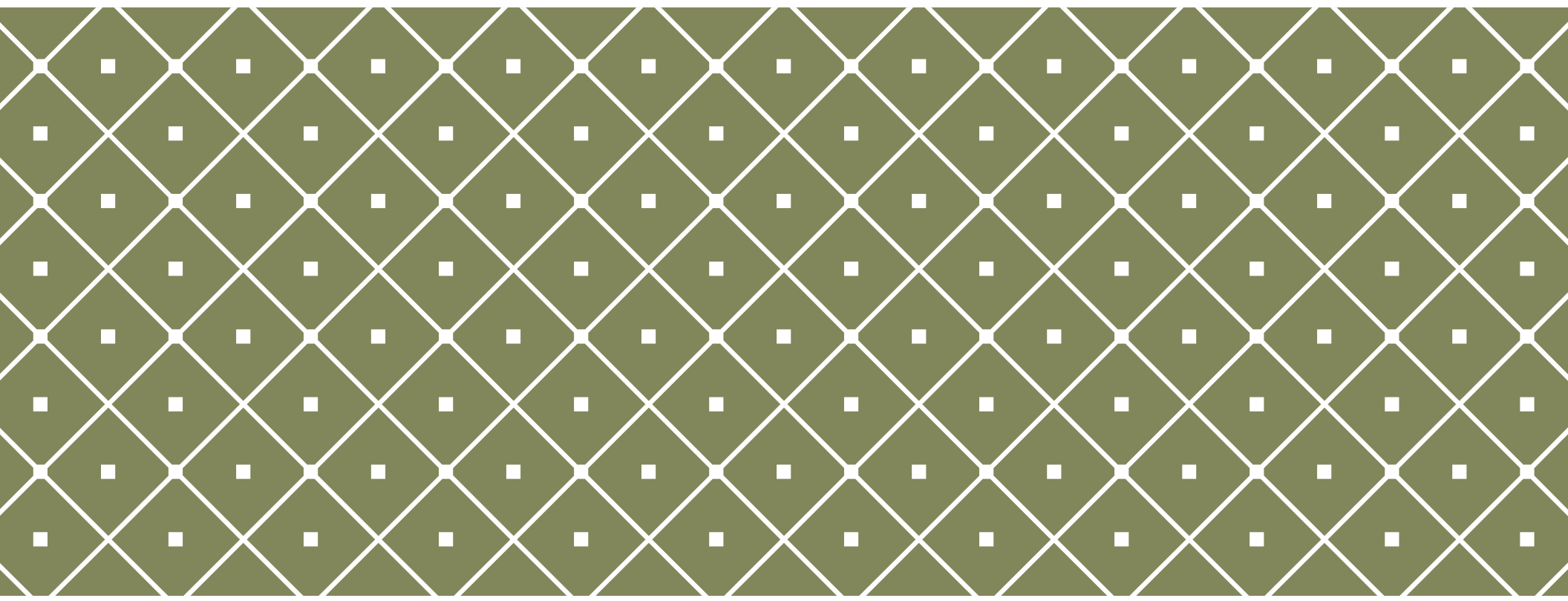
## Part Three

- Fill out and review sample applications





# PART ONE



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE

# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

Payment agreements:

- 1STD
- 2STD
- TENFIVE

## New programs

TAP

WRBCC

- Only for currently enrolled customers
- No City grant

SCD

Payment agreements:

- 1STD
- 2STD
- TENFIVE
  - No new TENFIVE agreements
- LONGSTD
- TAPBACK

# TIERED ASSISTANCE PROGRAM (TAP)

New affordability program for customers that:

- Are low-income ( $\leq 150\%$  FPL), or
- Have a special hardship

TAP provides customers significant savings on the customer's monthly water bill by offering a consistent bill based on the customer's income.

# CUSTOMER ASSISTANCE PROGRAMS - TAP

## Eligibility

- Do not have to be delinquent
- At or below 150% of FPL
- Special Hardship above 150% FPL
  - Death of primary wage earner, illness, expenses, new dependent, domestic violence, loss of job

## Benefits

- Consistent bills at a flat rate
- No additional payment toward arrears is required
- **Water** account balance is protected from collection
- Forgiveness of penalties after 24 months of full payment

# CUSTOMER ASSISTANCE PROGRAMS — LONG STANDARD PLAN

## Eligibility

- 151- 250% of FPL

## Benefits

- Total bill is at affordable level

# CUSTOMER ASSISTANCE PROGRAMS - WRBCC

## Eligibility

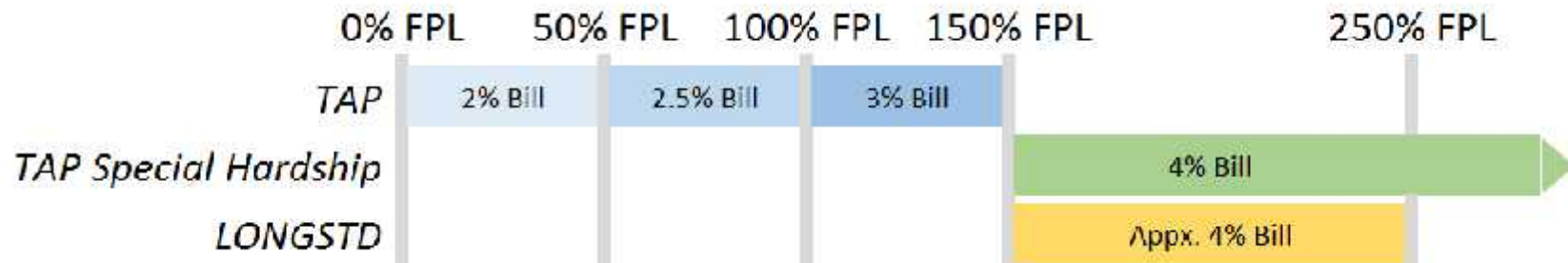
- Only if already certified

## Benefits

- Consistent bills at a flat rate
- No City Grant



# INCOME ELIGIBILITY

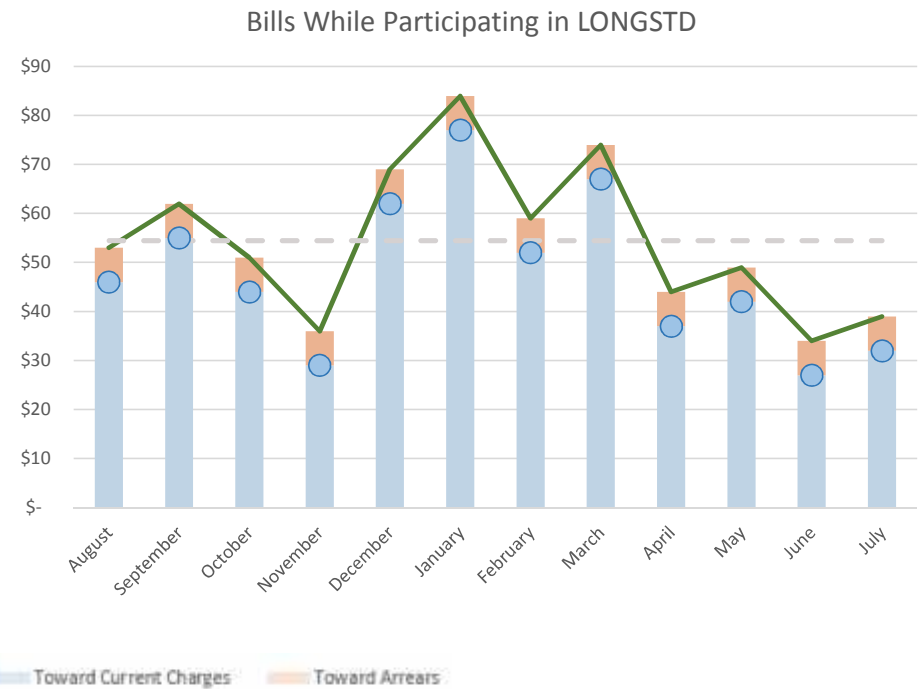
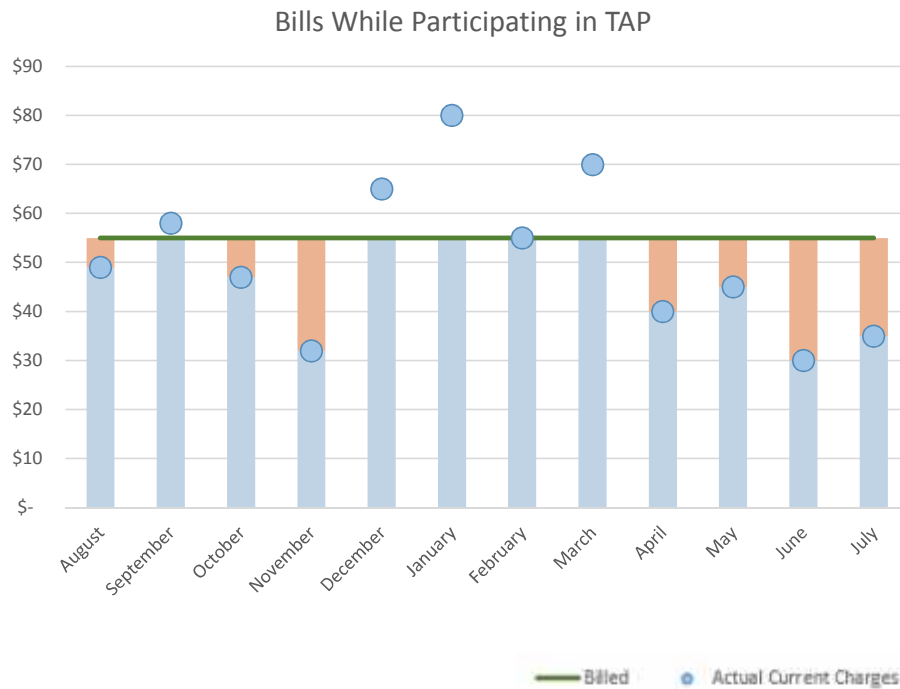


# TAP BILL AMOUNTS

For TAP and TAP Landlord Payment Agreement...

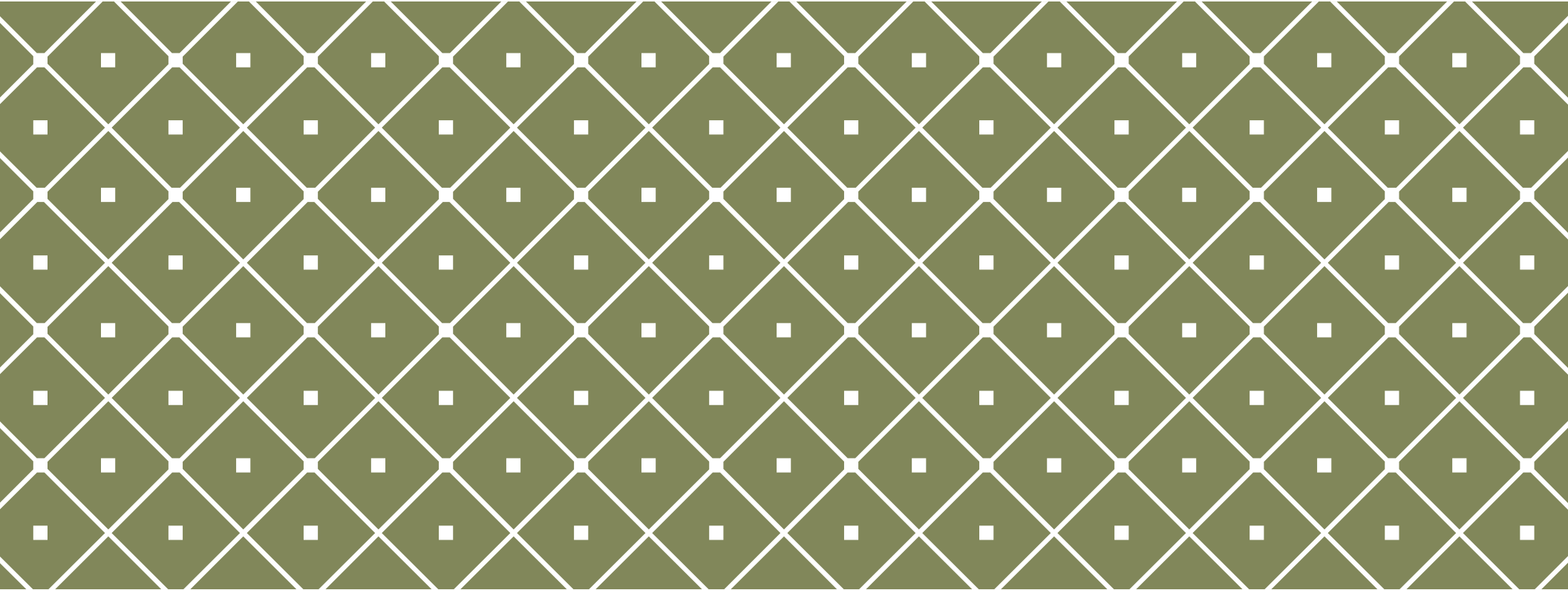
If your household income is this % of FPL:	Your bill is equal to:
< 50%	2% of household monthly income
> 50% and ≤100%	2.5% of household monthly income
> 100% and ≤150%	3% of household monthly income
> 150% (special hardship only)	4% of household monthly income

# NEW PROGRAM BILL PATTERNS

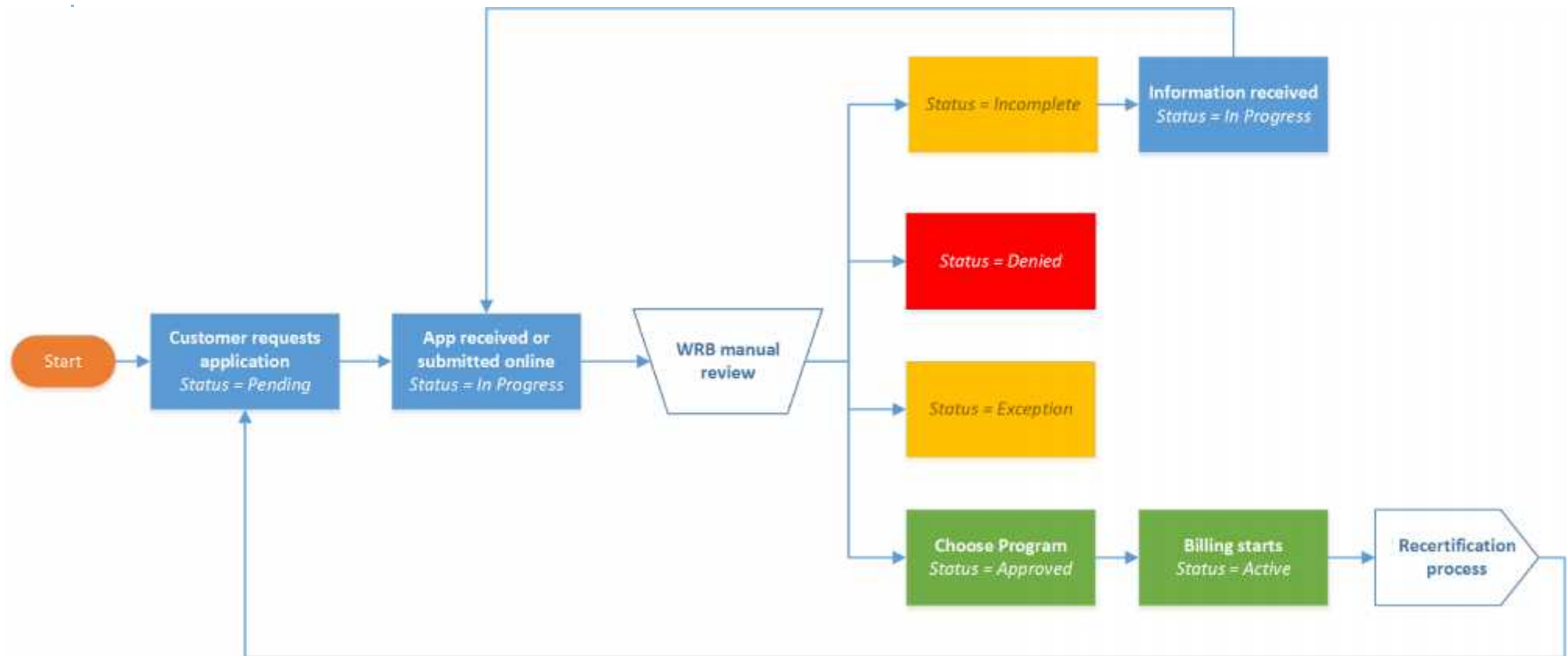


# PROGRAM COMPARISON

	<b>TAP Participation</b>	<b>WRBCC Agreement</b>	<b>Standard Agreement</b>	<b>LONGSTD Agreement</b>
<b>Timing</b>	) Recertify annually	) Recertify annually	) Agreement lasts up to 12 months	) Agreement lasts beyond 1 year
<b>Enrollment</b>	) First-time applications and recertifications through single Customer Assistance application	) Recertifications through single Customer Assistance application	) Enroll through current WRB process	) For 151-250% FPL, can apply through Customer Assistance application. ) For others, enroll through current WRB process
<b>Agreement</b>	) Consistent ) Covers current charges and payment toward arrears ) Pre-TAP Arrears are protected from enforcement	) Consistent ) Covers current charges ) Pre-WRBCC arrears are protected ) No enforcement	) Consistent amount on top of current charges ) No enforcement unless customer breaches	) Consistent amount on top of current charges ) No enforcement unless customer breaches
<b>Nonpayment</b>	) Enforcement (shut-off, visit or restore fee) ) Plan required for unpaid TAP bills ) Pre-TAP arrears remain protected regardless of non-payment	) No enforcement ) At the end of the plan, eligible for WRBCC recertification if unpaid amount is cured, or eligible for TAP	) Enforcement ) Customer can cure the breach by paying the unpaid amount ) Customer can renegotiate the agreement prior to nonpayment	) Enforcement ) Customer can cure the breach by paying the unpaid amount ) Customer can renegotiate the agreement prior to nonpayment



# APPLICATION LIFECYCLE



# THIRD PARTY VENDOR: VANGUARD

## Application Mailing

When requested by customer or staff via website

When requested by TAP Group for recertification

Mass mailings (WRBCC, Senior)

## Application Scanning

Receive in the mail (from customers and WRB)

- completed applications
- missing information

Create images of all documents

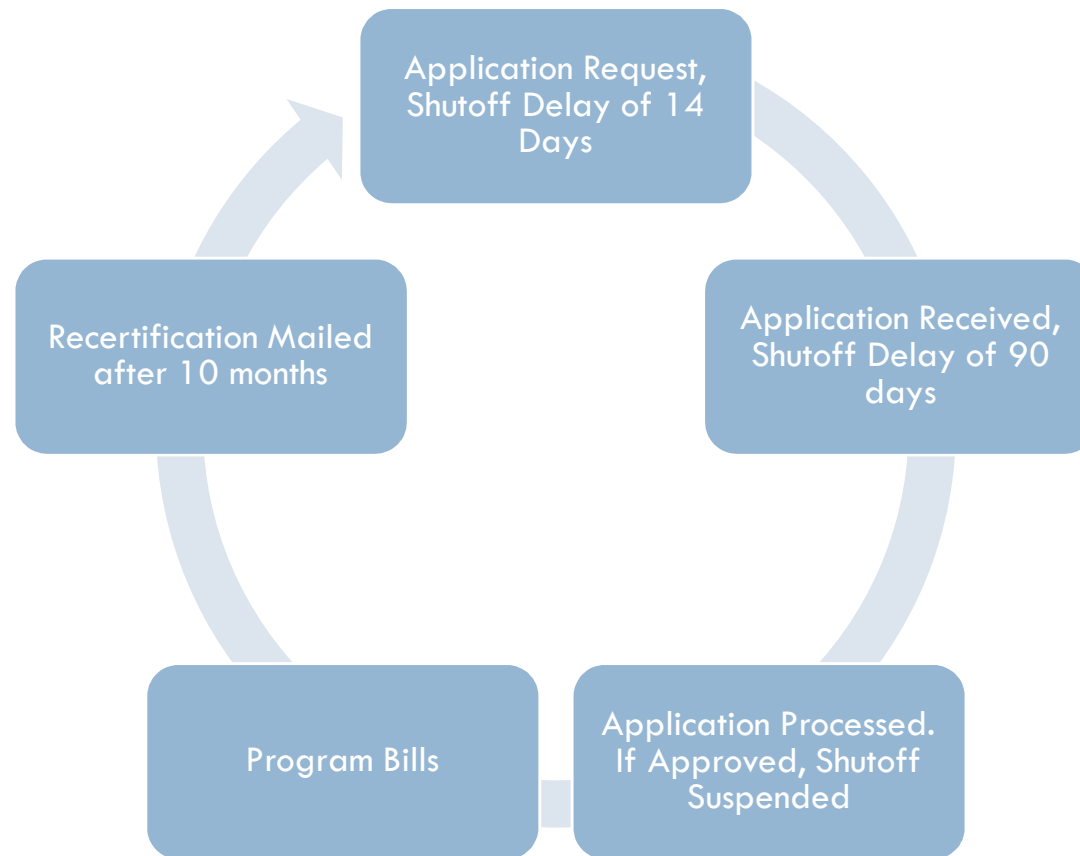
Data enter information from original applications

## IWFE Maintenance

Maintain IWFE website

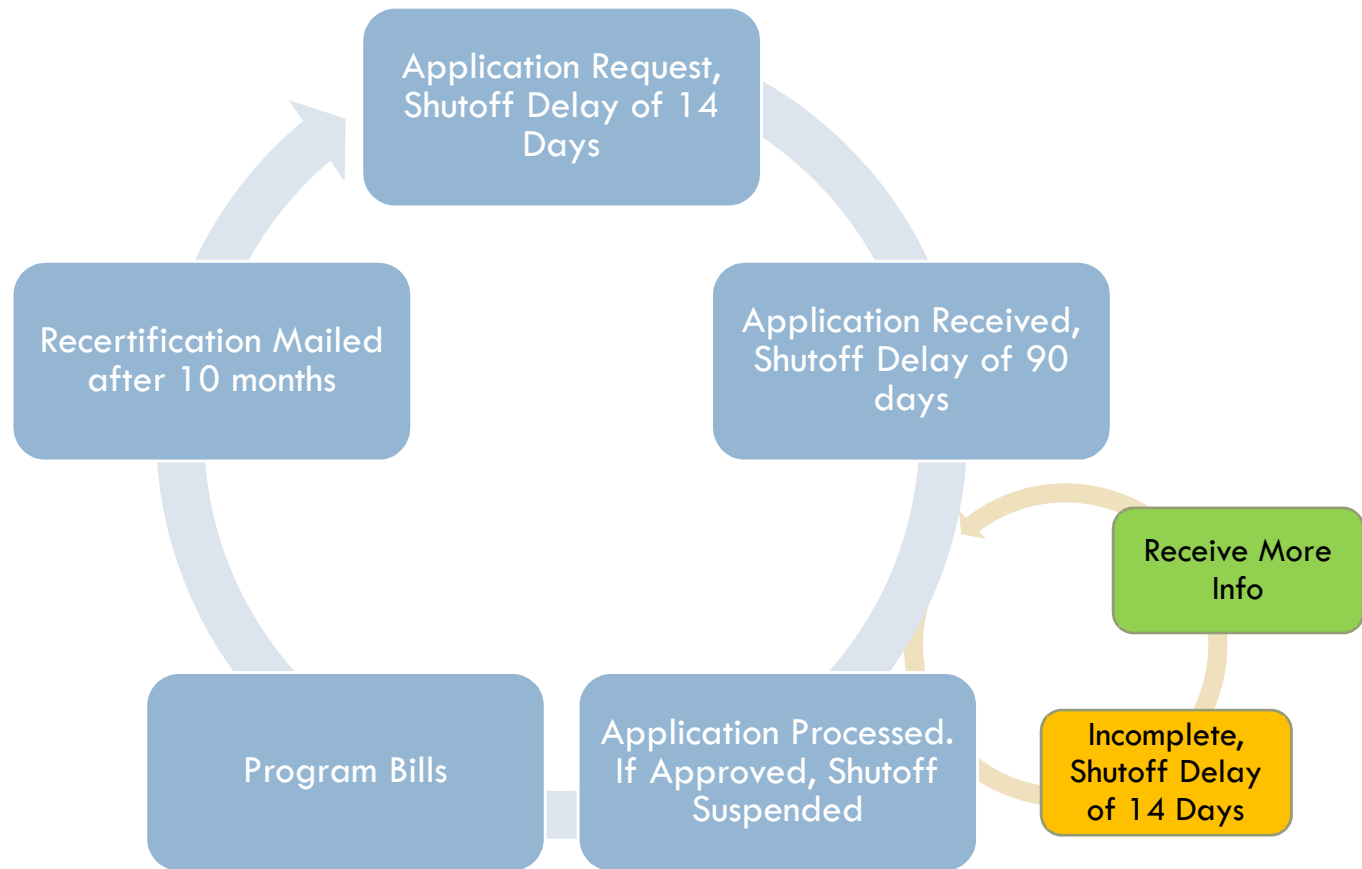
Write data to IWBE database

# TAP APPLICATION LIFECYCLE

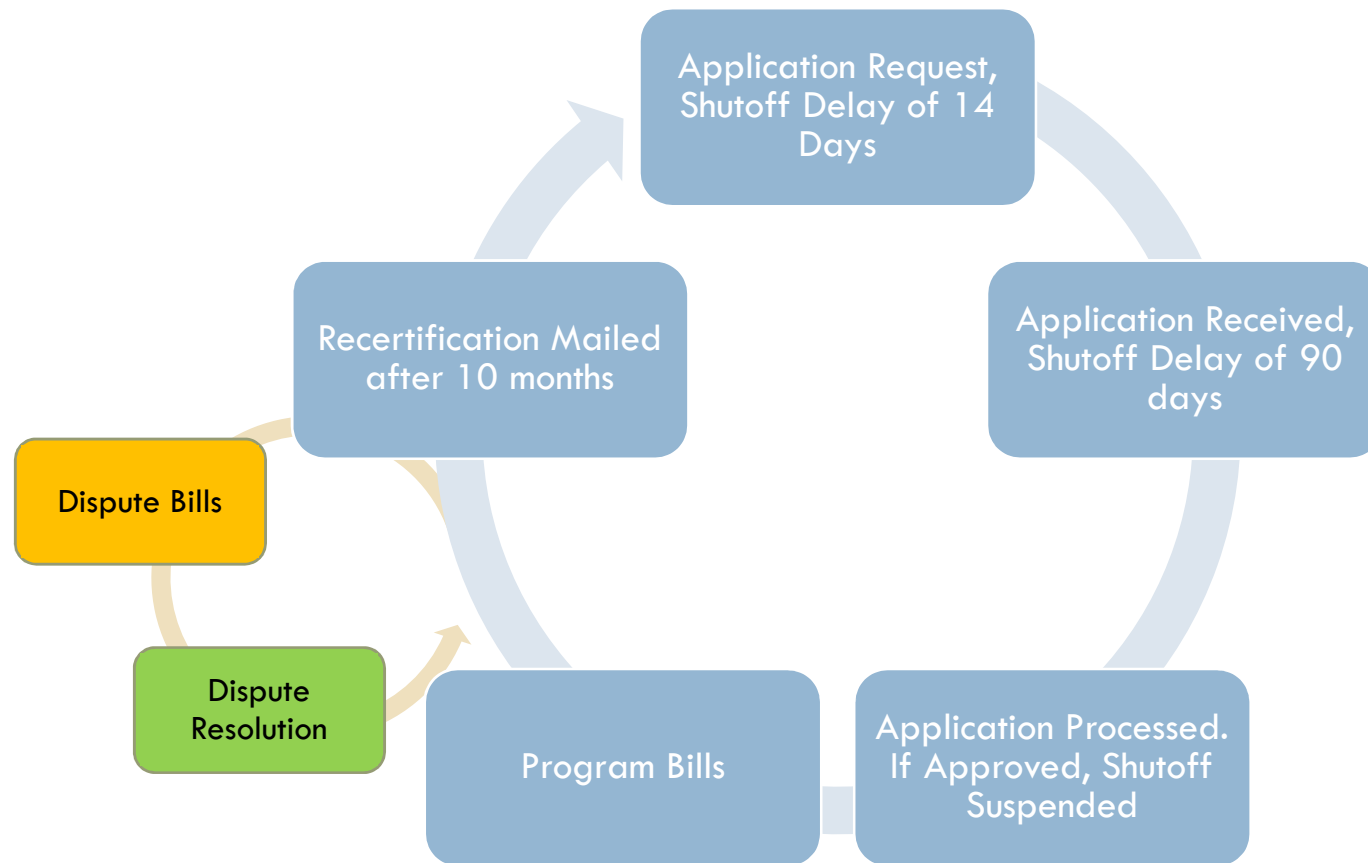


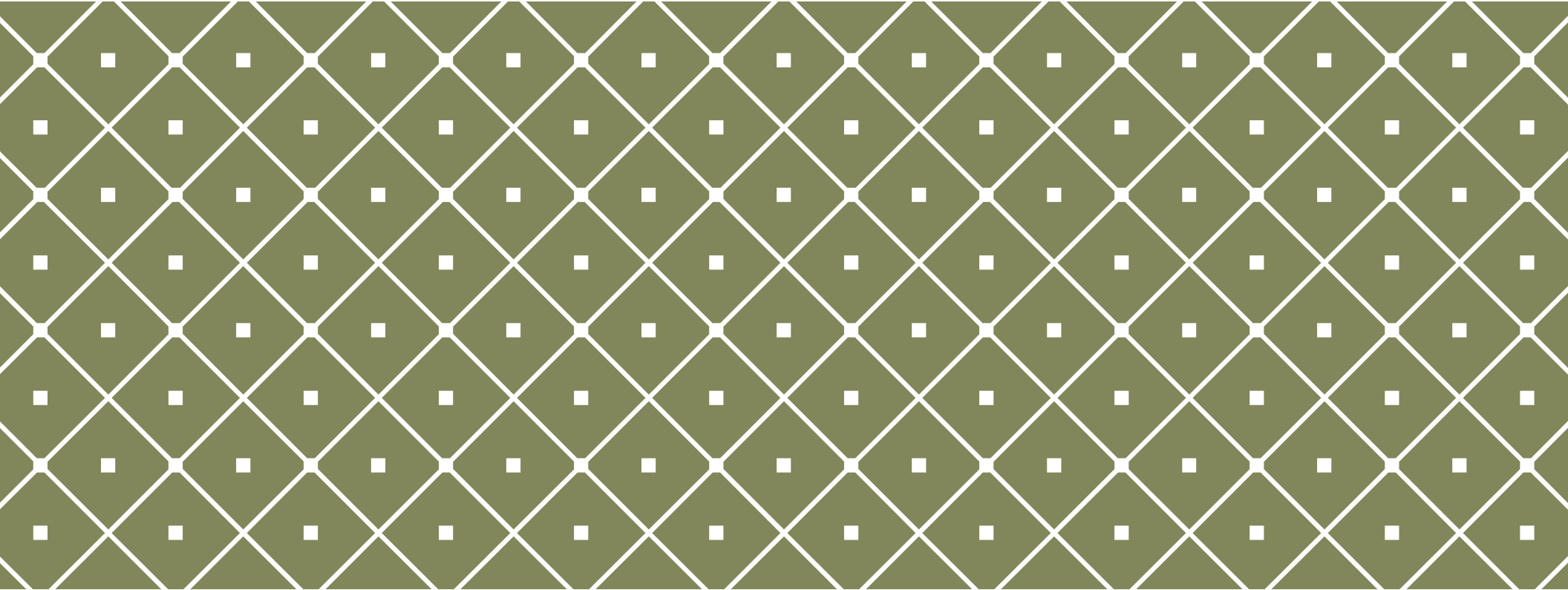


# TAP APPLICATION LIFECYCLE



# TAP APPLICATION LIFECYCLE





# MANAGEMENT OF PRE-TAP ACCOUNT BALANCE

# TAPHLD DEBT COLLECTION RECORD

When a customer is enrolled in TAP, debt will be linked to a new TAPHLD debt collection record.

Prior to enrollment, debt must be unlinked from other DCRs

- can be done automatically through DCR status update or manually

Excludes:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN

# AUTO UNLINKING BY UPDATING DCR STAGE

On the Debt Collection Screen, changing the Debt Collection Stage to **Closed** will auto unlink transactions for most paths. (see list of Auto Unlink stages in 'auto unlink dcr stages.docx').

The screenshot shows the 'Debt Collection' screen for account 0101561751, customer CUC935028, and negotiator B085941770. The 'Debt Collection Stage' dropdown menu is highlighted with a red box, and the 'Closed' option is selected. A red arrow points from the text above to the 'Closed' option. The screen also displays various financial details such as 'Total Debt', 'Outstanding', 'Principal', 'Penalty', and 'Over'.

Field	Value
Debt Collection Ref No	0101561751
Customer	CUC935028
Negotiator	B085941770
Supplier	WATER
Debt Collection Path	ALL 1
Debt Collection Stage	Closed
Card Period - From	04/01/2012
Card Period - Up To	11/17/2016
Total Debt	936.50
Outstanding	811.81
Principal	400.70
Penalty	10.00
Over	30.00

# AUTO UNLINKING BY UPDATING DCR STAGE

ALL1 - CLOSED	LINEBAR - CLOSED	OLD-BNKR - CLOSED	RCB10K - CLOSED
BNKRPT07 - DISMISSD	MUNICORT - REMOVE	OLD-WRAP - CLOSED	RDA - CLOSED
BNKRPT11 - DISMISSD	MUNICORT - DISMISSD	PENN - CLOSED	SH-WATER - CLOSED
BNKRPT13 - DISMISSD	MUNICORT - CLOSED	PHDC - CLOSED	TAGT1 - CLOSED
CACI - CLOSED	NCO - CLOSED	PRE10K - CLOSED	TAGT2 - CLOSED
GILA - CLOSED	OBE - CLOSED	PRO - CLOSED	TAPHLD - TAPCANCL
		RCB - CLOSED	TAPHLD - TAPCLOSE
			VACANT - CLOSED

# MANUAL UNLINKING

The screenshot shows the 'Debt Collection System' interface. At the bottom, there are three buttons: 'Link/Unlink Trans', 'Balance Calc', and 'Batch Stage History'. The 'Link/Unlink Trans' button is highlighted with a red box, and a red arrow points to it from below.

Otherwise, click on the Link/Unlink Trans button, and then click on the Unlink All button to unlink transactions from the Debt Collection record.

The screenshot shows the 'Debt Collection System' interface with a table of transactions. At the top, there are buttons for 'Link/Unlink Trans', 'Balance Calc', and 'Batch Stage History'. The 'Unlink All' button is highlighted with a red box, and a red arrow points to it from above.

Trans ID	Link Code	Link Date	Total Amount	Balance Amount	Drags Code	Reached Date	Link Code	Link Date
00000000	LN	04/01/2017	10.00	10.00				
00000001	PNLT	11/01/2016	4.63	4.63				
00000002	BILL	11/01/2016	14.12	14.12				
00000003	PNLT	10/01/2016	4.54	4.54				
00000004	BILL	10/01/2016	14.12	14.12				
00000005	BILL	10/01/2016	14.12	14.12				
00000006	PNLT	09/01/2016	4.43	4.43				
00000007	PNLT	08/01/2016	4.38	4.38				
00000008	BILL	08/01/2016	14.12	14.12				
00000009	BILL	07/01/2016	14.12	14.12				
00000010	PNLT	07/01/2016	4.26	4.26				
00000011	PNLT	06/01/2016	4.17	4.17				
00000012	BILL	06/01/2016	14.12	14.12				

# TAPHLD

When entering TAP, debt automatically linked to TAPHLD record

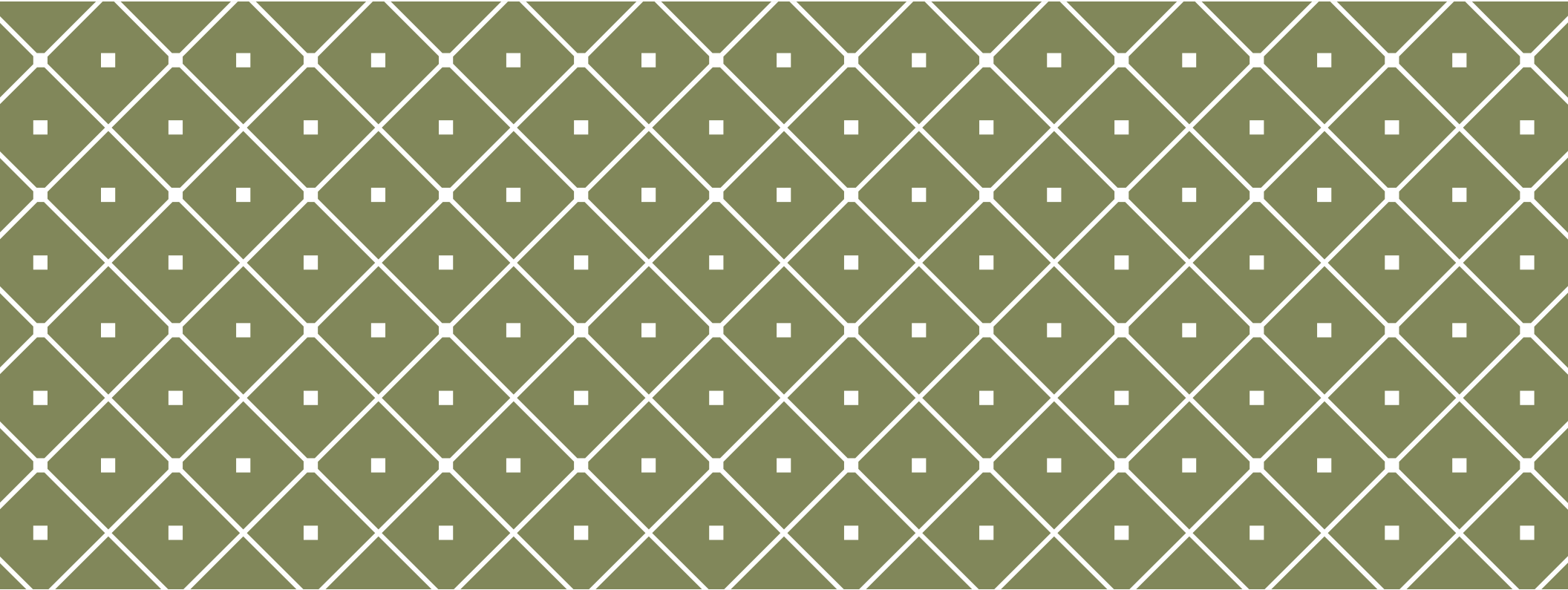
Again, except:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN

When bankruptcy dismissed (or discharged >0), debt linked to TAPHLD record

- done by Collections





# TAP DISPUTES

# LETTERS

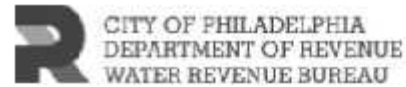
Customers will receive letters upon:

- Submitting an application
- Incomplete determination
- Approval
- Denial

# DISPUTES

Customers can dispute any decision made on their application.

- Denial
- Plan selection
- TAP plan amount
- Incomplete designation



DIANE E BROCKWAY  
9235 EXETER RD  
PHILADELPHIA PA 19114

Questions:

[www.phila.gov](http://www.phila.gov)

**(215) 686 6880**  
Monday-Friday, 8am-5pm

### Customer Assistance Application Denied

June 6, 2017

Dear Customer:

We have reviewed your application for a customer assistance program. We regret to inform you that at this time you do not meet the eligibility criteria for any of our assistance programs based on the information provided in your application (income, residency, or age).

You are ineligible for the Tiered Assistance Program (TAP) for the following reason(s):

Residency or customer status does not meet guidelines.

We encourage you to re-apply if your circumstances change.

You have the right to dispute this decision 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:

[http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html)

If you have questions, please call the Water Revenue Bureau at 215-686-6880. We are also partnering with the Utility Emergency Services Fund (UESF), Community Legal Services (CLS) and your local Neighborhood Energy Center (NEC).

Thank you.

**Water Access Code:**  
**000141646**

**Account Number:**  
—

**Service Address:**  
**9235 EXETER RD**  
**PHILADELPHIA PA 19114**

EXAMPLE

# TAP DISPUTES

Call Key: [ ] Entered: 06/08/2017 13:28:26 Updated: [ ]

Rep/Enq 1: DISPUTE

Type: [ ] Status: To be Reviewed

Source: [ ]

Contact: [ ]

Description: Find TAP%

Reply: [ ]

Keys:

Call Type	Description	Key 1	Key 2
TAPADISP	TAP Application Dispute	Account	Installation
TAPBDISP	TAP Plan Breach Dispute	Account	Installation
TAPPDISP	TAP Participation Dispute	Account	Installation

Custom: [ ]

Installation: [ ]

Account: [ ]

Application: [ ]

Met: [ ]

# TAP DISPUTES

## TAPADISP

Disputing application decision

- may result in manual adjustment

## TAPPDISP

Disputing plan participation decision

- reverse and rebill happens automatically for Group 1 or Group 2 with a different amount

# TAPC-CCE

The screenshot displays a software interface with a 'Call Details' dialog box open over a 'TAPC-CCE' event record. The background interface includes a table with columns: Keys, Works, Assign Event, Completion Event, Description, Reply, and Contacts. The 'Description' column contains the text 'TAPC-CCE TAP Dispute resolved in favor of the Customer'. The 'Call Details' dialog box has the following fields:

- TAP New Group Number
- TAP New Bill Amount
- TAP Representative

At the bottom of the dialog box are buttons: OK, Cancel, Filter, and Help. Below the dialog box, a grid of buttons is visible, including: Customer, Installation, Account, Specification, Disposition, PayPlan, Change Plan, Spec Plan, Meter/Rate, Supply Agreement, Dispute Tran, Bill Reversal, Cust Interact, Debt Collect, and Reading History.

# TAPW-CCE

Keys	Wdris	/Assign Event	Completion Event	Description	Reply
Type	TAPW-CCE TAP Dispute resolved in favor of WRE				
Id					
Action 1	-				
2	-				
3	-				
4	-				
Action Req'd					
Report Req'd					
	1				

Customer	Installation	Account	Application	Disposition
City/Plan	Charge Ext	Spec Read	Meter/Work	Supply Agreement
Dispute Tran	Bill Reversal	Cust Interact	Debt Collect	Reading History



# TAPX-CCE

Keys	Work	Assign Event	Completion Event	Description	Reply
Type:	TAPX-CCE -- TAP Dispute Withdrawn by Customer				
Int					
Action 1:					
2:					
3:					
4:					
Action Req'd					
Report Req'd					
	<input type="checkbox"/>				
Customer	Installation	Account	Application	Disposition	
Pay Plan	Charge Ext	Spec Read	Meter Work	Supply Agreement	
Dispute Tran	Bill Reversal	Cust Interest	Debt Collect	Reading History	

# TAP GROUPS

Group 1: TAP Income

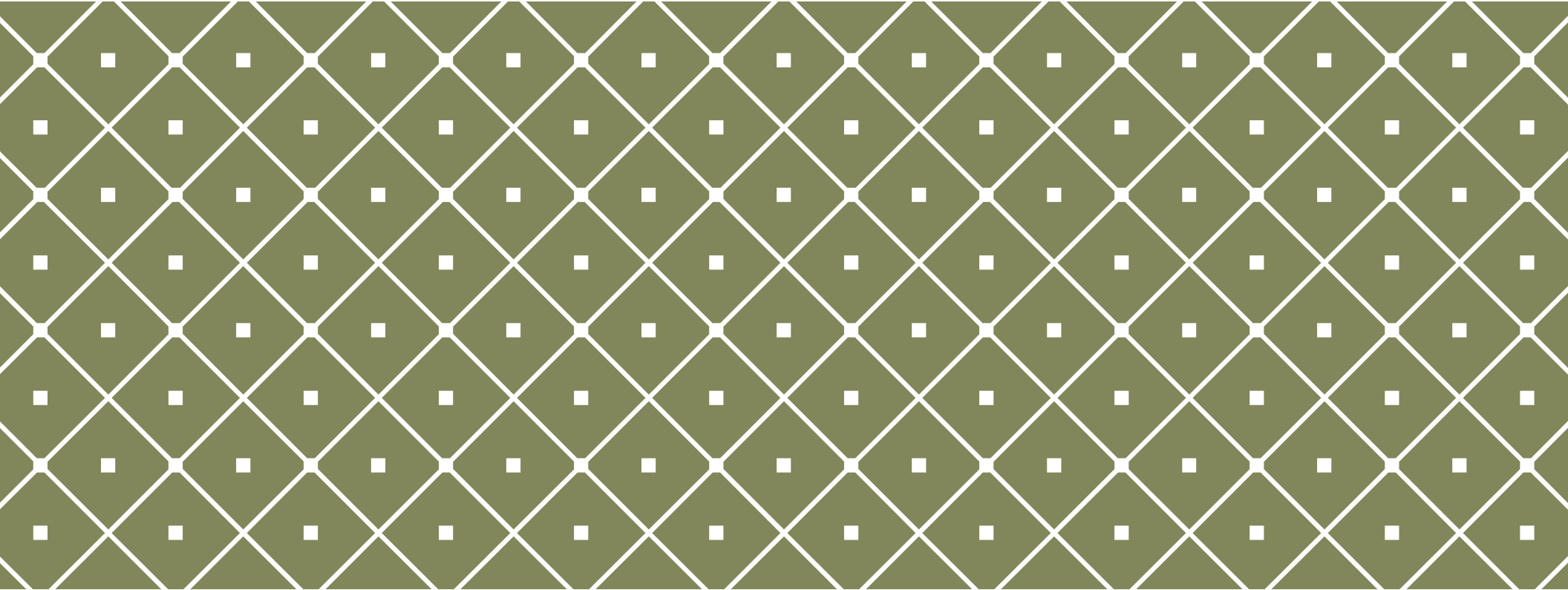
Group 2: TAP Special Hardship

Group 3: LONGSTD

Group 4: SCD

Group 5: Landlord

Group 6: WRAP



## ROLES OF EACH GROUP

# CALL CENTER AND INTAKE

Help customer obtain application

Answer customer questions related to application status

Process customer information updates

Address application website notices

# COLLECTIONS

Receive information about debts being unlinked and linked to TAPHLD

Link to TAPHLD when bankruptcy dismissed or discharged

# TRB

Update information about disputes decided by TRB

# AAU

Discuss TAP bills with customers

Help customer obtain application

Answer customer questions related to application status

Process customer information updates

# ACCOUNTING

Discuss TAP bills with customers

Understand TAP discounts and program accounting



## TAP GROUP!

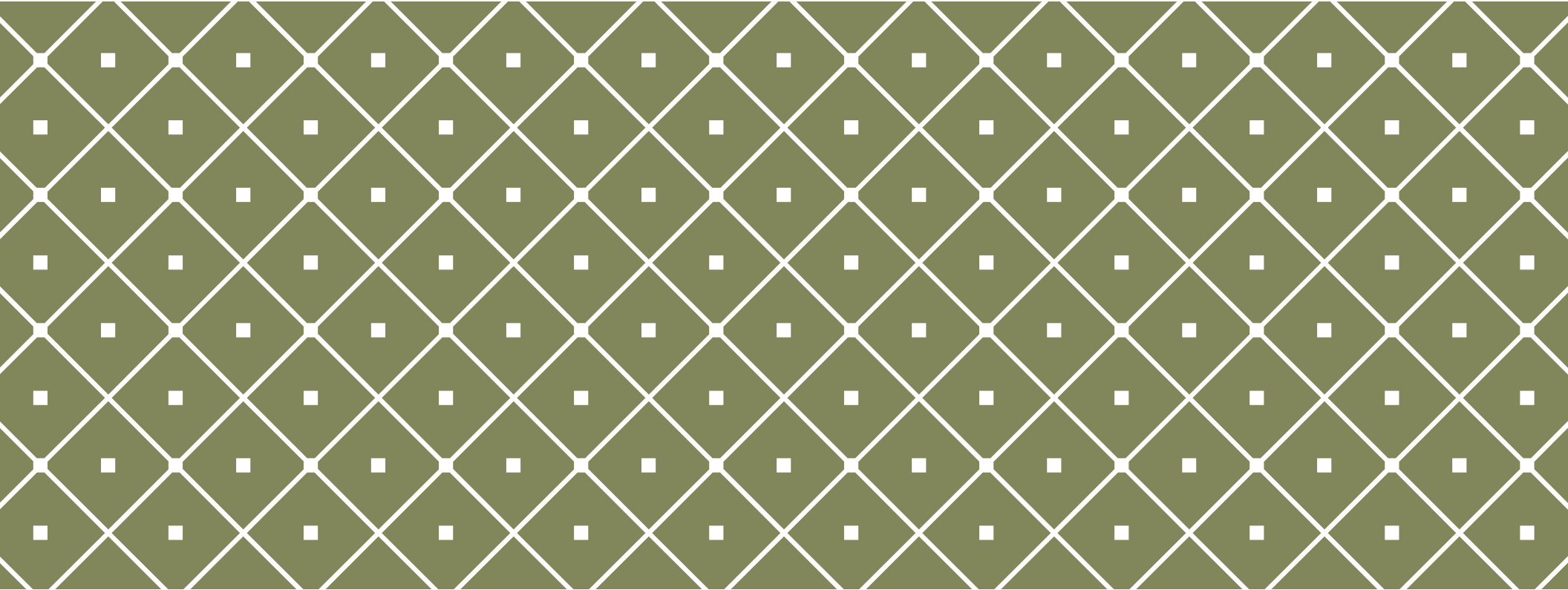
Review customer applications

Communicate with customers re: missing information

Make final determination on program enrollment or denial

Initial Quality Assurance

Manage customer application access



# COMMUNICATION THROUGH BASIS2 CALLS

## NEW CALL TYPE: TAPCALL

Call Key  Entered **06/12/2017 08:14:27** Updated

Rep/Enq 1

Type **TAPCALL** TAP Question  Status **To be Reviewed**

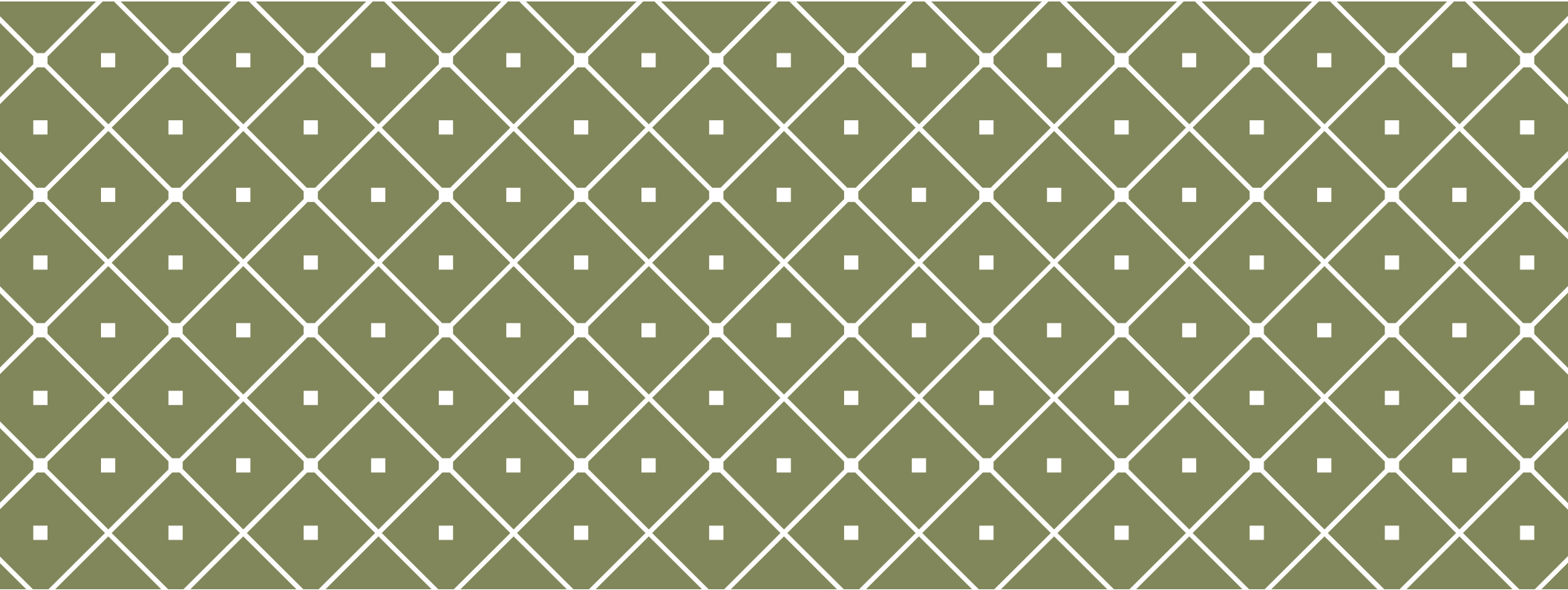
Source

Contact **CU0653945** Name  Tel/Email **215-546-4353**

Description  Fault

Reply

Keys Works Assign Event Completion Event Description Reply

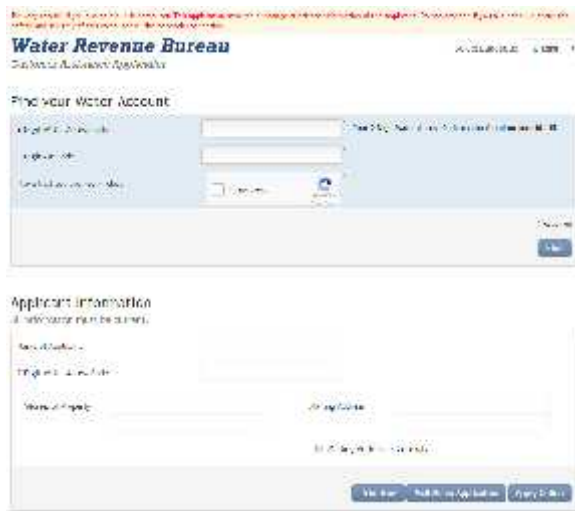


# TOOLS

IWFE  
&  
IWBE

# TOOLS

## IWFE – Front End Application Website



## IWBE – Application Processing Software



# IWFE



City of  
**Philadelphia**

## Water Revenue Bureau

Customer Assistance Application

Enter Your User Name

User Name	<input type="text"/>	*
Name	<input type="text"/>	*
		* Required
		<input type="submit" value="Submit"/>

# IWFE

## Applicant Information

All information must be current.

Name of Applicant	IRENE & CATHERINE MAI		
9-Digit Water Access Code	000831174		
Address of Property	2131 PRATT ST	Mailing Address	2131 PRATT ST
	PHILADELPHIA PA 19124		PHILADELPHIA PA 19124
<input checked="" type="checkbox"/> Mailing Address is Correct			
<div><a href="#">Print Now</a><a href="#">Mail Me an Application</a><a href="#">Apply Online</a></div>			



# IWBE

Look up customer application information



Manage

Dashboard

Reports

Tools

## Manage Application Assignments



SEARCH

CLEAR

From Date:

To Date:

Status:

In Progress

▼

Assigned To:

All

▼

Priority Flag:

▼



# WATER ACCESS CODE (BASIS2)

WAC is the basis2 account number




Cal Center Inquiry

Customer	CU1008888	ENNA S PEEL	4	WOS
Balance	1124.46	954 BELMONT AVE 19104 [C131676000954001] 062341900		
Account	000898314	Balance	1124.46	Debit Crd Balance
			841.92	Installation
			IN000352203	Inst Type
			11	Supply
				WATER
				Status
				Current
Installation Address	954 BELMONT AVE 19104 [C131676000954001] 062341900			


# IWBE

## Manage information on:


- Application status
- Household member information
- Submitted documents
- Missing application information
- Letters sent about the application


City of Philadelphia


Application Info	Household Members	Billing History	Documents
Choose Program	Letters	Logs	Audit

 Application Information

Signature:	No	Application Status Code:	In Progress
Application ID:	100000089	Application Letter Code:	
Water Access Code:	000156133	Daytime Phone:	9792776589
Applicant Name:	MARIA VALORET	Email Address:	TEXASLOVE@GMAIL.COM
Property Address:	714 WALKER ST, PHILADELPHIA PA 19135	Mailing Address:	
Application Status Date:	4/4/2017 2:39:16 PM	Ownership Status:	TENANT/OCCUPANT
Household Size:	2	Assigned To:	Unassigned
Children Under 18:	0	Manager Review Requested?	Yes
Language:	English	Reviewed?	No
Total Income:	\$50.00		
Account Balance:	\$742.75		

 Child Support Information

Receives Child Support?	No	Monthly Child Support Amount:	0.00
-------------------------	----	-------------------------------	------

 Customer Responsibilities

# HANDS ON

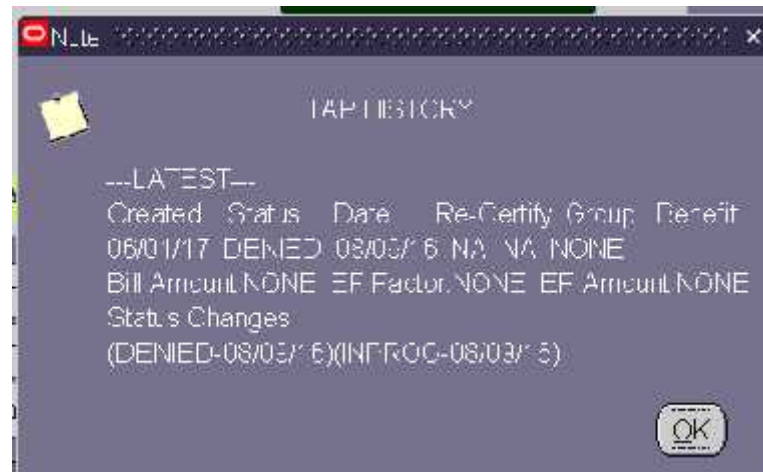
IWFE: test-cap.phila.gov/csr

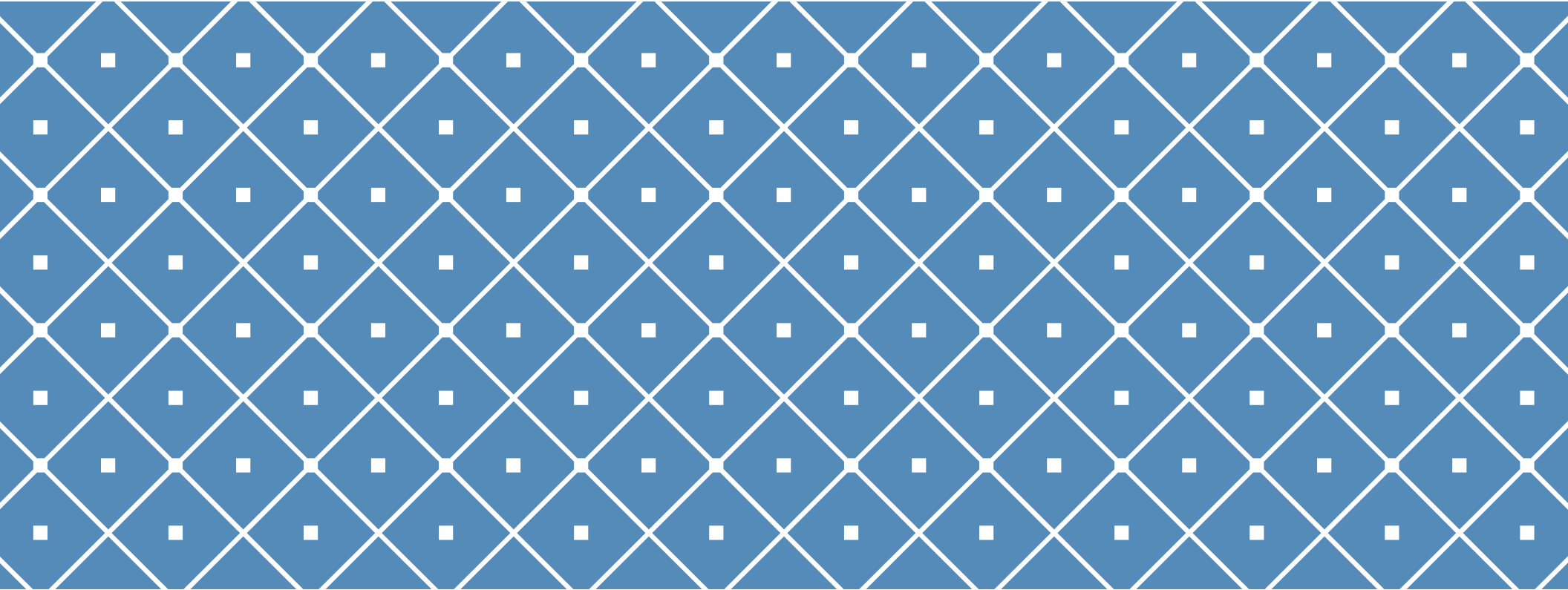
IWBE: http://rev36vswebwbe01:10042/

Basis2 WUAT:

<http://erpdevapps21.city.phila.local:8025/>

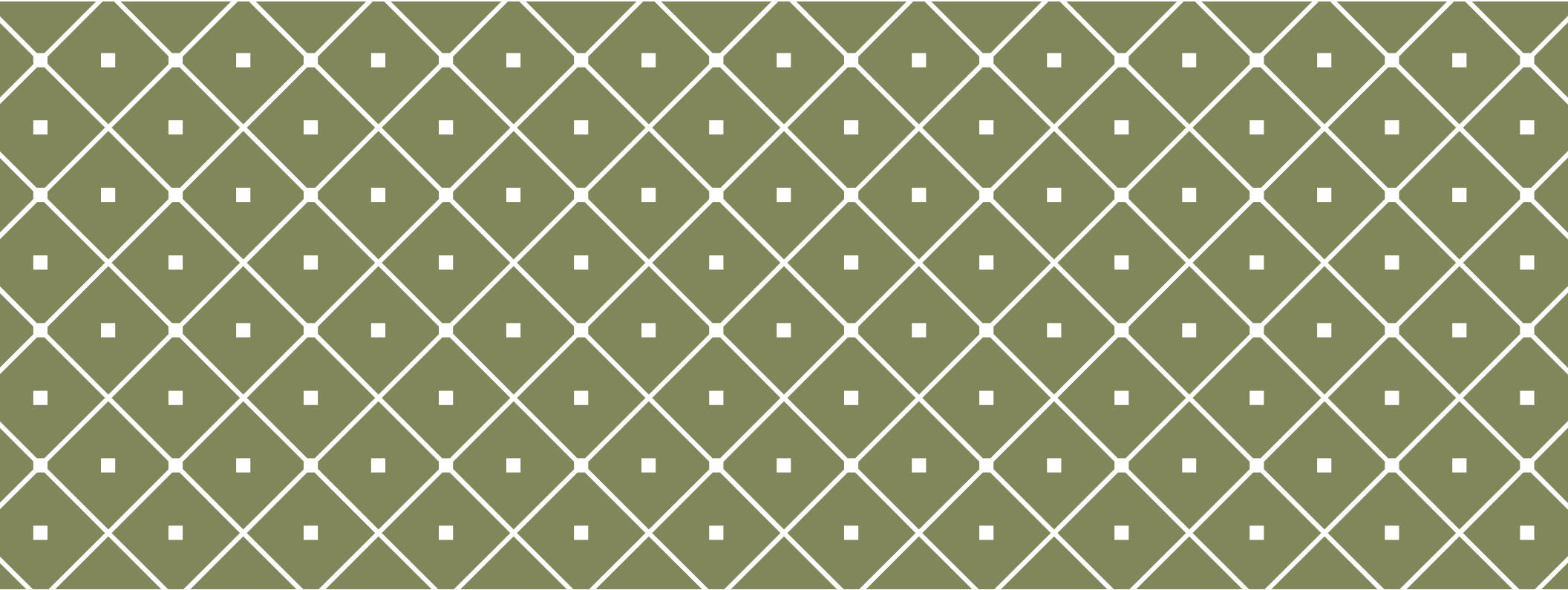
- Ravonne.Muhammed
- training





# TAP TRAINING

June 2017



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE

## New programs

TAP

WRBCC

- Only for currently enrolled customers
- No City grant

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE
  - No new TENFIVE agreements
- LONGSTD
- TAPBACK

# TIERED ASSISTANCE PROGRAM (TAP)

New affordability program for customers that:

- Are low-income ( $\leq 150\%$  FPL), or
- Have a special hardship

TAP provides customers significant savings on the customer's monthly water bill by offering a consistent bill based on the customer's income.



# CUSTOMER ASSISTANCE PROGRAMS - TAP

## Eligibility

- Do not have to be delinquent
- At or below 150% of FPL
- Special Hardship above 150% FPL
  - Death of primary wage earner, illness, expenses, new dependent, domestic violence, loss of job

## Benefits

- Consistent bills at a flat rate
- No additional payment toward arrears is required
- **Water** account balance is protected from collection
- Forgiveness of penalties after 24 months of full payment

# CUSTOMER ASSISTANCE PROGRAMS — LONG STANDARD PLAN

## Eligibility

- 151- 250% of FPL

## Benefits

- Total bill is at affordable level

# CUSTOMER ASSISTANCE PROGRAMS - WRBCC

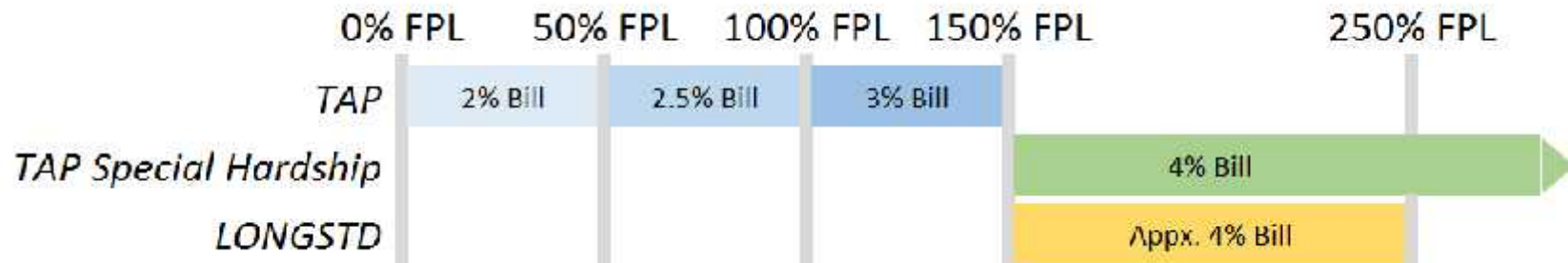
## Eligibility

- Only if already certified

## Benefits

- Consistent bills at a flat rate
- No City Grant

# INCOME ELIGIBILITY

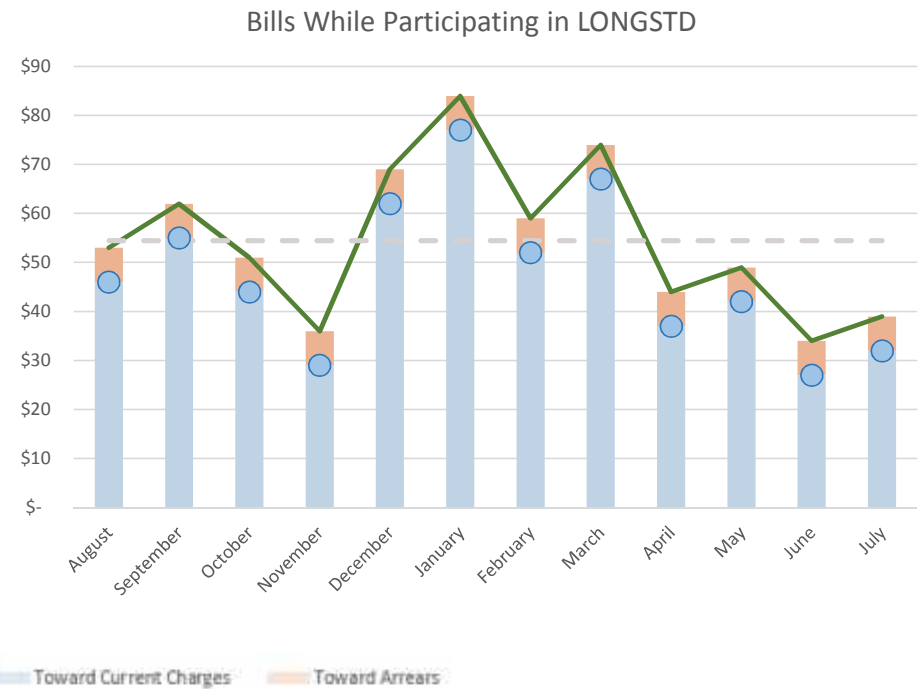
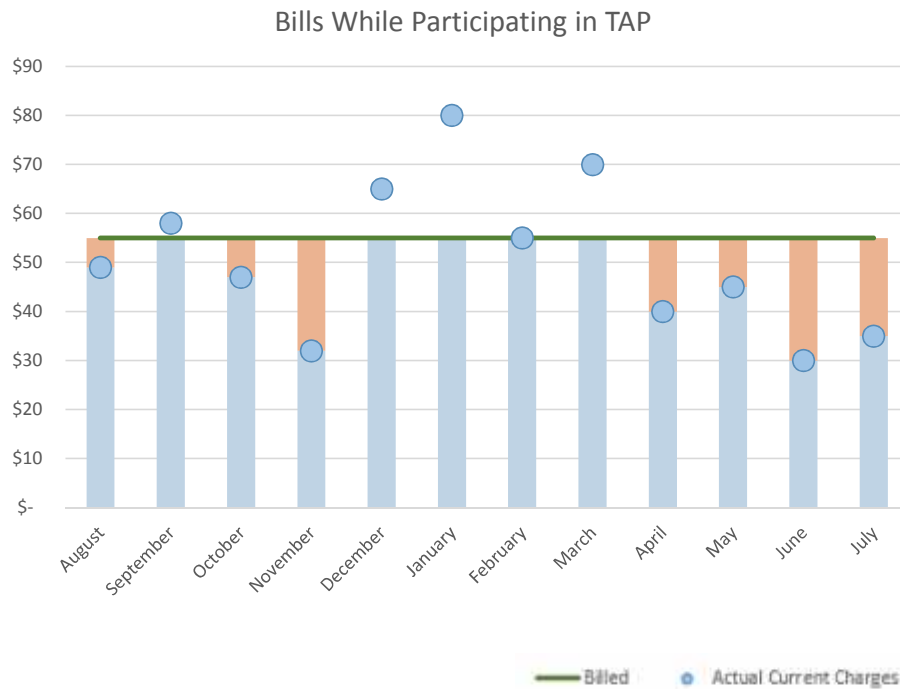


# TAP BILL AMOUNTS

For TAP and TAP Landlord Payment Agreement...

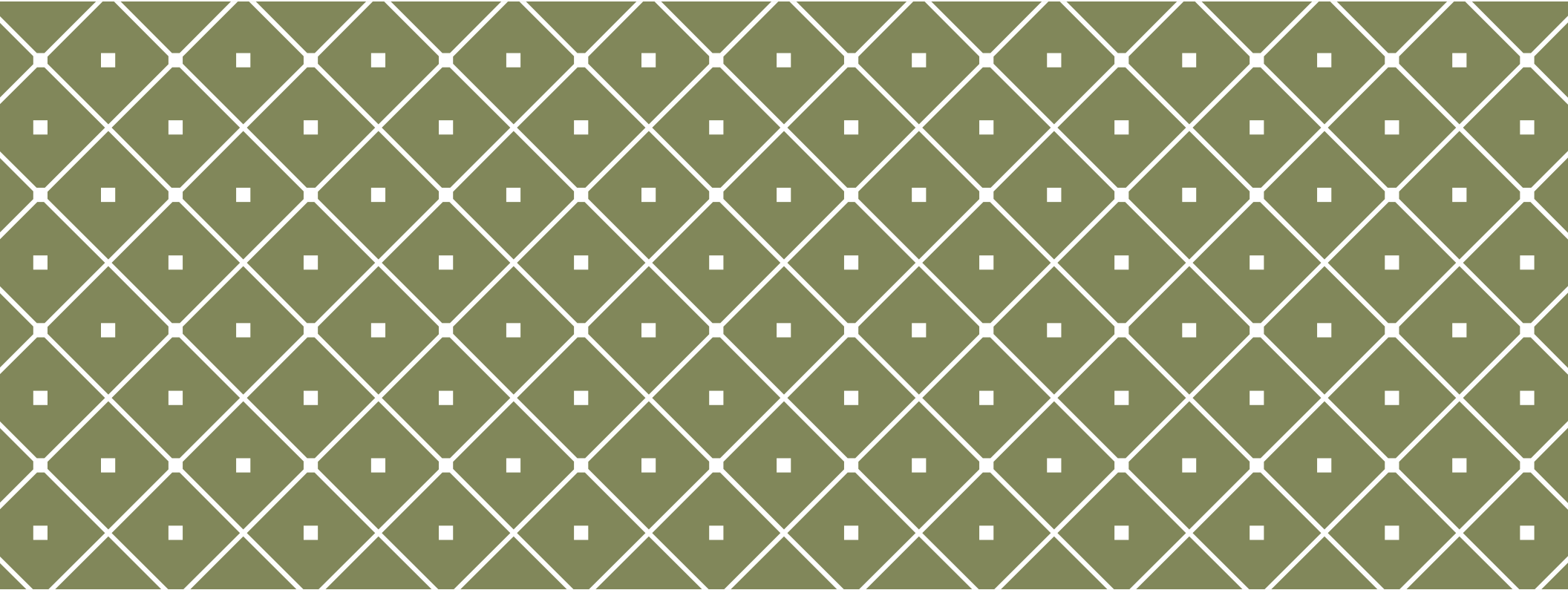
If your household income is this % of FPL:	Your bill is equal to:
< 50%	2% of household monthly income
> 50% and ≤100%	2.5% of household monthly income
> 100% and ≤150%	3% of household monthly income
> 150% (special hardship only)	4% of household monthly income

# NEW PROGRAM BILL PATTERNS



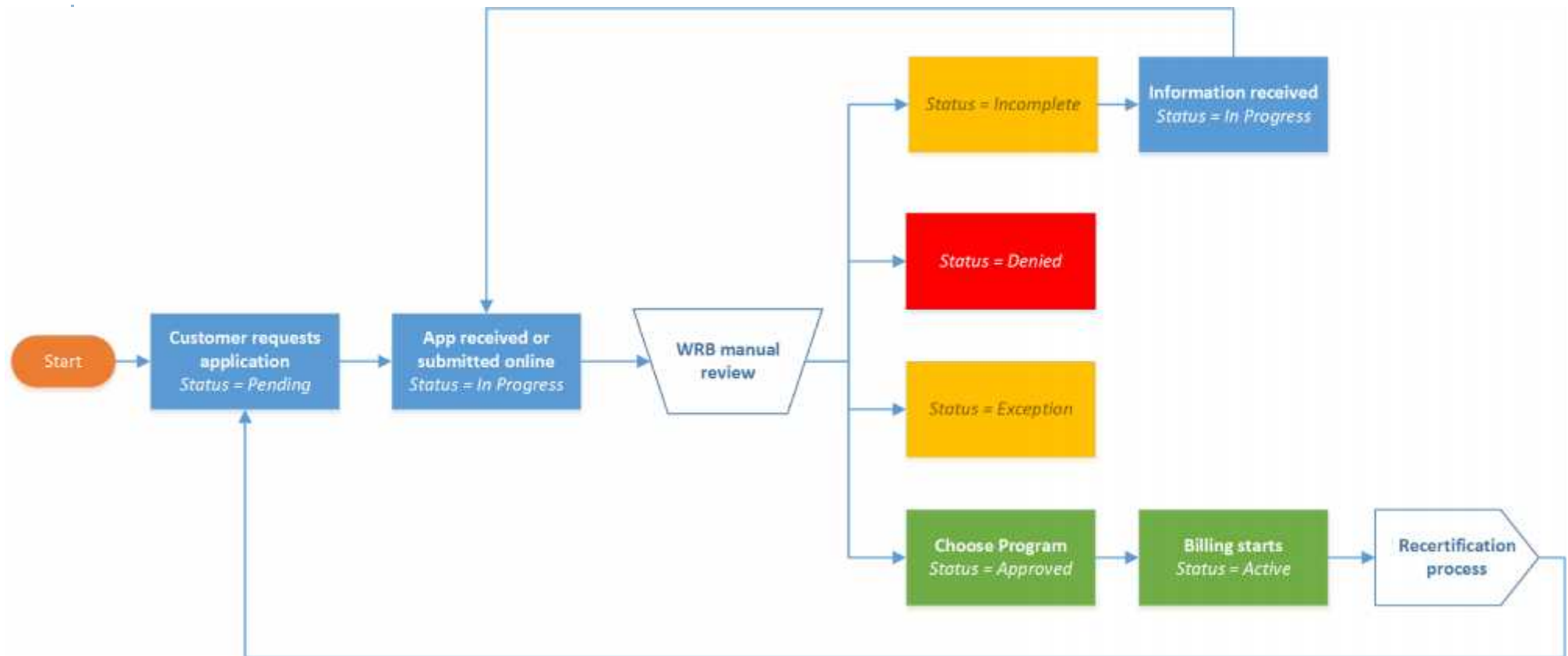
# PROGRAM COMPARISON

	<b>TAP Participation</b>	<b>WRBCC Agreement</b>	<b>Standard Agreement</b>	<b>LONGSTD Agreement</b>
<b>Timing</b>	) Recertify annually	) Recertify annually	) Agreement lasts up to 12 months	) Agreement lasts beyond 1 year
<b>Enrollment</b>	) First-time applications and recertifications through single Customer Assistance application	) Recertifications through single Customer Assistance application	) Enroll through current WRB process	) For 151-250% FPL, can apply through Customer Assistance application. ) For others, enroll through current WRB process
<b>Agreement</b>	) Consistent ) Covers current charges and payment toward arrears ) Pre-TAP Arrears are protected from enforcement	) Consistent ) Covers current charges ) Pre-WRBCC arrears are protected ) No enforcement	) Consistent amount on top of current charges ) No enforcement unless customer breaches	) Consistent amount on top of current charges ) No enforcement unless customer breaches
<b>Nonpayment</b>	) Enforcement (shut-off, visit or restore fee) ) Plan required for unpaid TAP bills ) Pre-TAP arrears remain protected regardless of non-payment	) No enforcement ) At the end of the plan, eligible for WRBCC recertification if unpaid amount is cured, or eligible for TAP	) Enforcement ) Customer can cure the breach by paying the unpaid amount ) Customer can renegotiate the agreement prior to nonpayment	) Enforcement ) Customer can cure the breach by paying the unpaid amount ) Customer can renegotiate the agreement prior to nonpayment

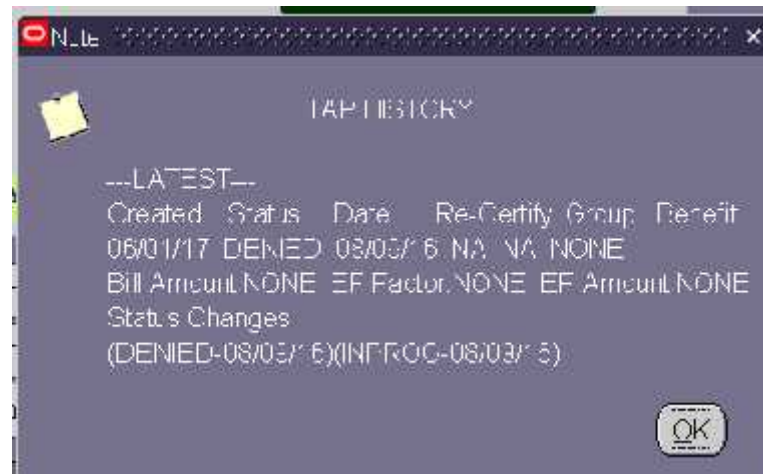


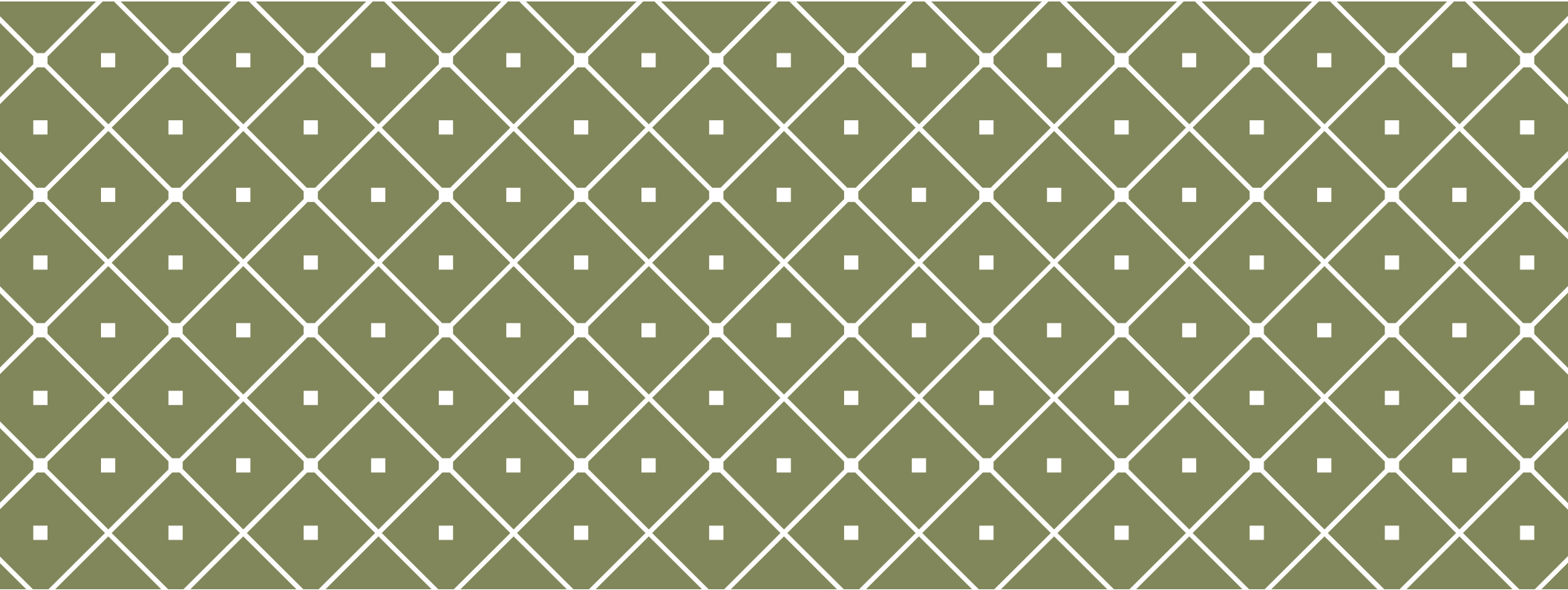
# APPLICATION LIFECYCLE











# MANAGEMENT OF PRE-TAP ACCOUNT BALANCE

# TAPHLD DEBT COLLECTION RECORD

When a customer is enrolled in TAP, debt will be linked to a new TAPHLD debt collection record.

Prior to enrollment, debt must be unlinked from other DCRs

- can be done automatically through DCR status update or manually

Collections will unlink debt related to Sheriff Sales or Municipal Court rulings

Excludes:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN

# TAPHLD

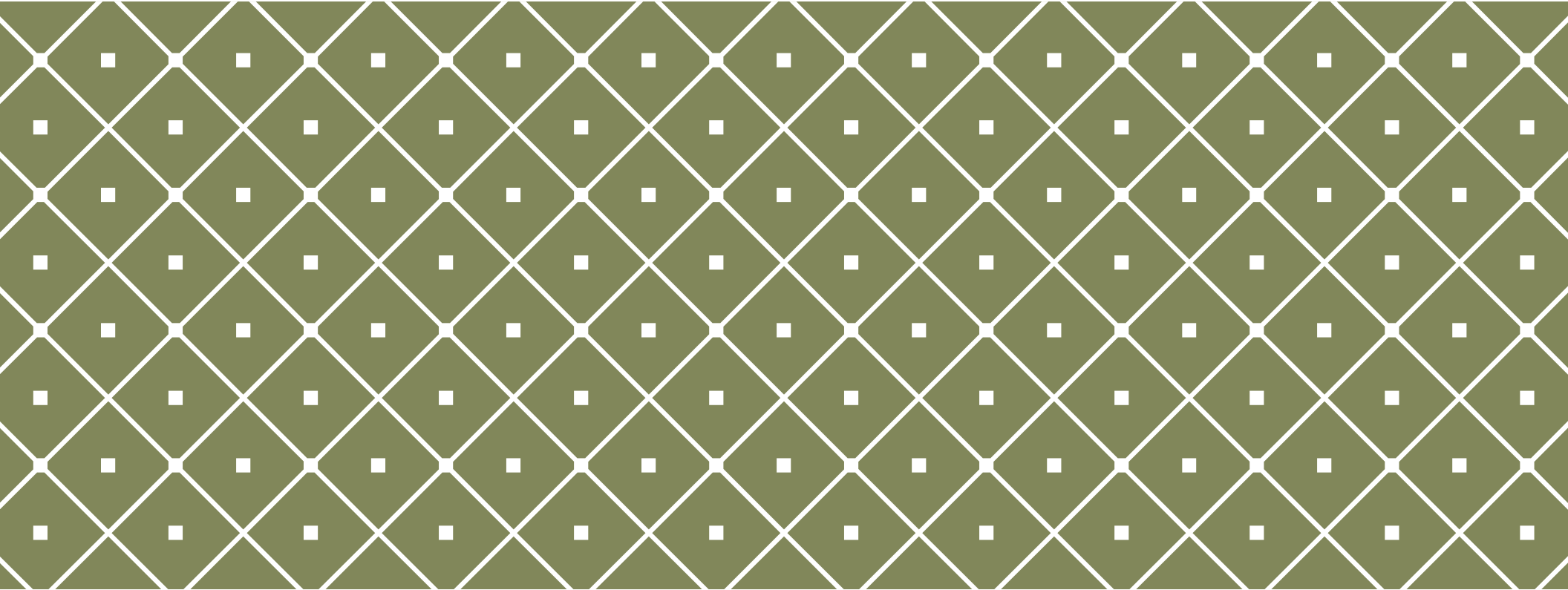
When entering TAP, debt automatically linked to TAPHLD record

Again, except:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN

When bankruptcy dismissed (or discharged >0), debt linked to TAPHLD record

- done by Collections



# TAP DISPUTES

# LETTERS

Customers will receive letters upon:

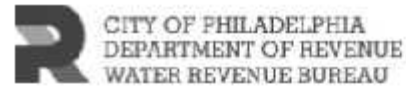
- Submitting an application
- Incomplete determination
- Approval
- Denial



# DISPUTES

Customers can dispute any decision made on their application.

- Denial
- Plan selection
- TAP plan amount
- Incomplete designation



DIANE E BROCKWAY  
9235 EXETER RD  
PHILADELPHIA PA 19114

Questions:

[www.phila.gov](http://www.phila.gov)

**(215) 686 6880**

Monday-Friday, 8am-5pm

### Customer Assistance Application Denied

June 6, 2017

Dear Customer:

We have reviewed your application for a customer assistance program. We regret to inform you that at this time you do not meet the eligibility criteria for any of our assistance programs based on the information provided in your application (income, residency, or age).

You are ineligible for the Tiered Assistance Program (TAP) for the following reason(s):

Residency or customer status does not meet guidelines.

We encourage you to re-apply if your circumstances change.

You have the right to dispute this decision 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:

[http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html)

If you have questions, please call the Water Revenue Bureau at 215-686-6880. We are also partnering with the Utility Emergency Services Fund (UESF), Community Legal Services (CLS) and your local Neighborhood Energy Center (NEC).

Thank you.

**Water Access Code:**

**000141646**

**Account Number:**

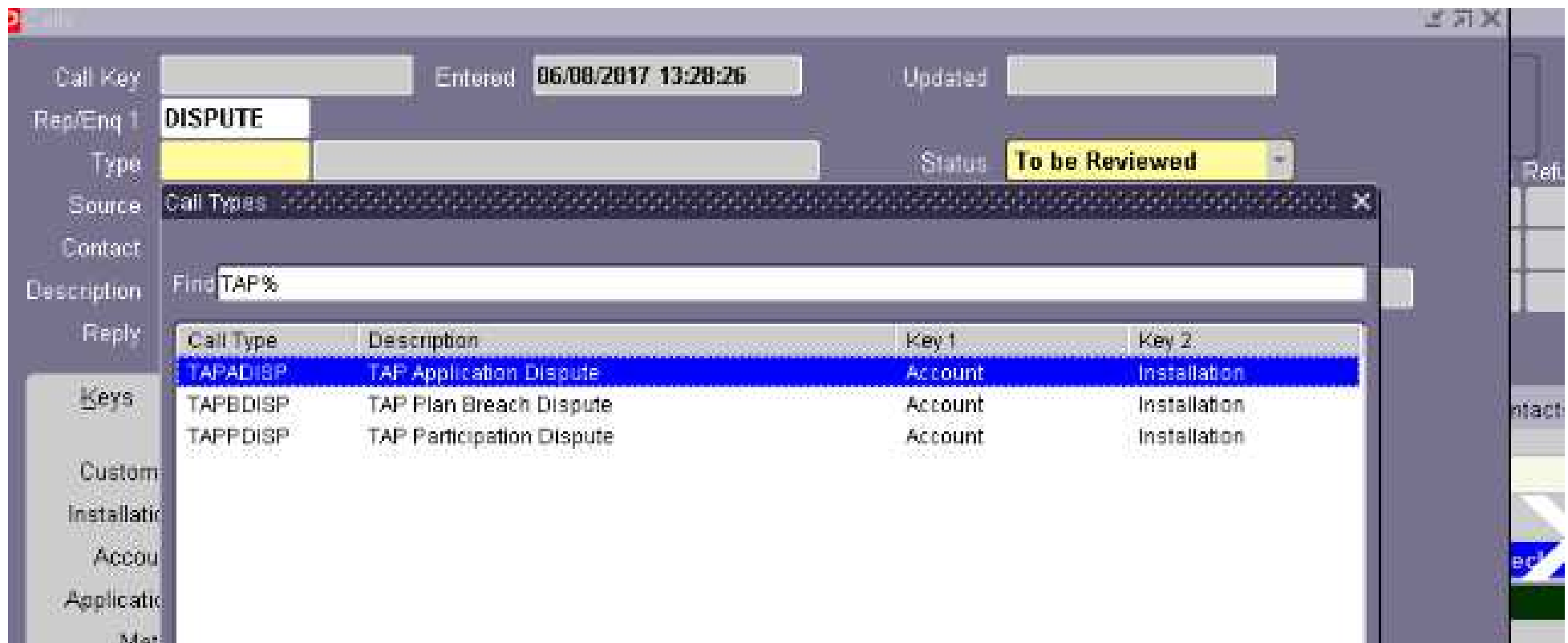
---

**Service Address:**

**9235 EXETER RD  
PHILADELPHIA PA 19114**

EXAMPLE

# TAP DISPUTES



Call Key: [ ] Entered: 06/08/2017 13:28:26 Updated: [ ]

Rep/Enq 1: DISPUTE

Type: [ ] Status: To be Reviewed

Source: [ ]

Contact: [ ]

Description: Find TAP%

Reply: [ ]

Keys:

Call Type	Description	Key 1	Key 2
TAPADISP	TAP Application Dispute	Account	Installation
TAPBDISP	TAP Plan Breach Dispute	Account	Installation
TAPPDISP	TAP Participation Dispute	Account	Installation

Custom: [ ]

Installation: [ ]

Account: [ ]

Application: [ ]

Met: [ ]

# TAP DISPUTES

## TAPADISP

Disputing application decision

- leads to plan decision in CAMP

## TAPPDISP

Disputing plan participation decision

- reverse and rebill happens automatically for Groups 1, 2, or 3 with a different amount

# TAPC-CCE

The screenshot displays a software interface with a 'Call Details' dialog box open over a 'TAPC-CCE' event record. The background interface includes a table with columns: Keys, Works, Assign Event, Completion Event, Description, Reply, and Contacts. The 'Description' column contains the text 'TAPC-CCE TAP Dispute resolved in favor of the Customer'. The 'Call Details' dialog box has the following fields:

- TAP New Group Number
- TAP New Bill Amount
- TAP Representative

At the bottom of the dialog box are buttons: OK, Cancel, Filter, and Help. Below the dialog box, a table of event types is visible:

Customer	Installation	Account	Specification	Disputing
PayPlan	Change Plan	Spec/Repair	Master/Slave	Supply Agreement
Dispute Tran	Bill Reversal	Cust Interact	Debt Collect	Reading History

# TAPW-CCE

Keys

Wdris

Assign Event

Completion Event

Description

Reply

Type

TAPW-CCE

TAP Dispute resolved in favor of WRE

Id

Action 1

2

3

4

Action Req'd

Report Req'd

1

Customer

Installation

Account

Application

Disposition

Copy Plan

Charge Ext

Spec Read

Memo/Work

Supply Agreement

Dispute Tran

Bill Reversal

Cust Interact

Debt Collect

Reading History

# TAPX-CCE

Keys	Work	Assign Event	Completion Event	Description	Reply
Type:	TAPX-CCE -- TAP Dispute Withdrawn by Customer				
Int					
Action 1:					
2:					
3:					
4:					
Action Req'd					
Report Req'd					
	<input type="checkbox"/>				
Customer	Installation	Account	Application	Disposition	
Pay Plan	Charge Ext	Spec Read	Meter Work	Supply Agreement	
Dispute Tran	Bill Reversal	Cust Interest	Debt Collect	Reading History	

# TAP GROUPS

Group 1: TAP Income

Group 2: TAP Special Hardship

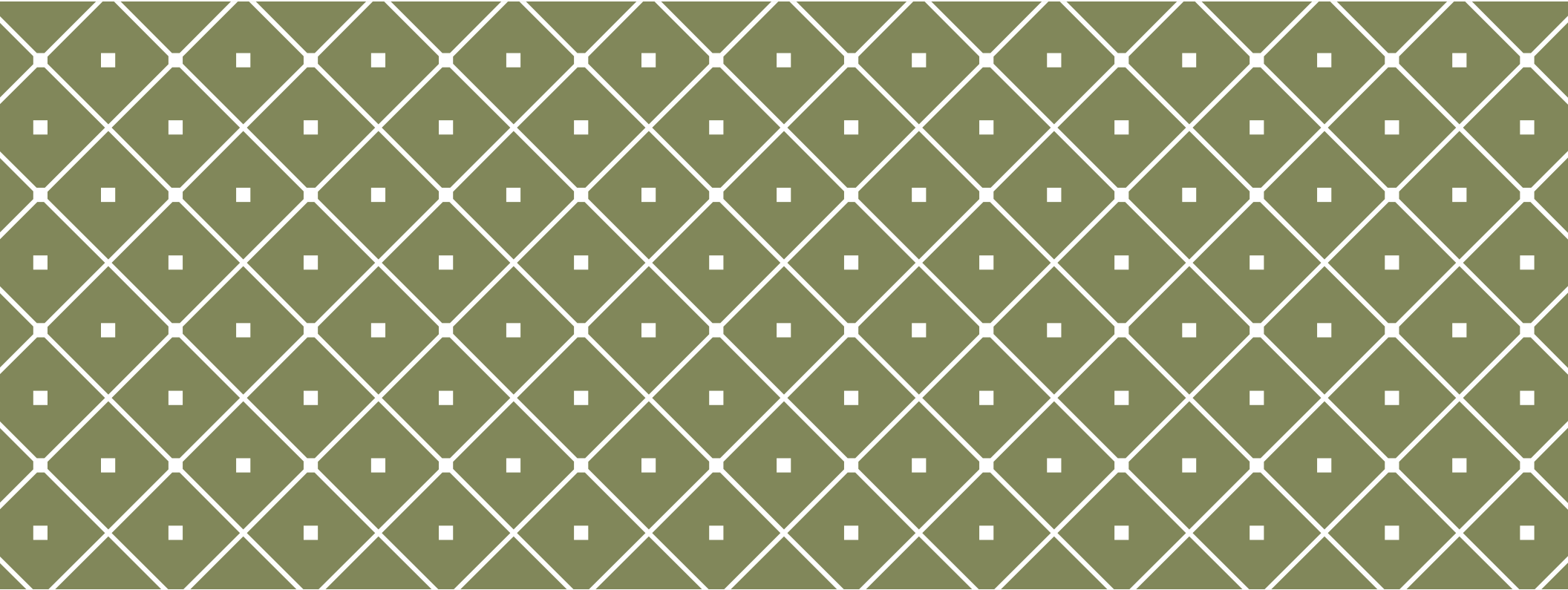
Group 3: LONGSTD

Group 4: SCD

Group 5: Landlord

Group 6: WRAP





# COMMUNICATION THROUGH BASIS2 CALLS

## NEW CALL TYPE: TAPCALL

Call Key  Entered **06/12/2017 08:14:27** Updated

Rep/Enq 1

Type **TAPCALL** TAP Question  Status **To be Reviewed**

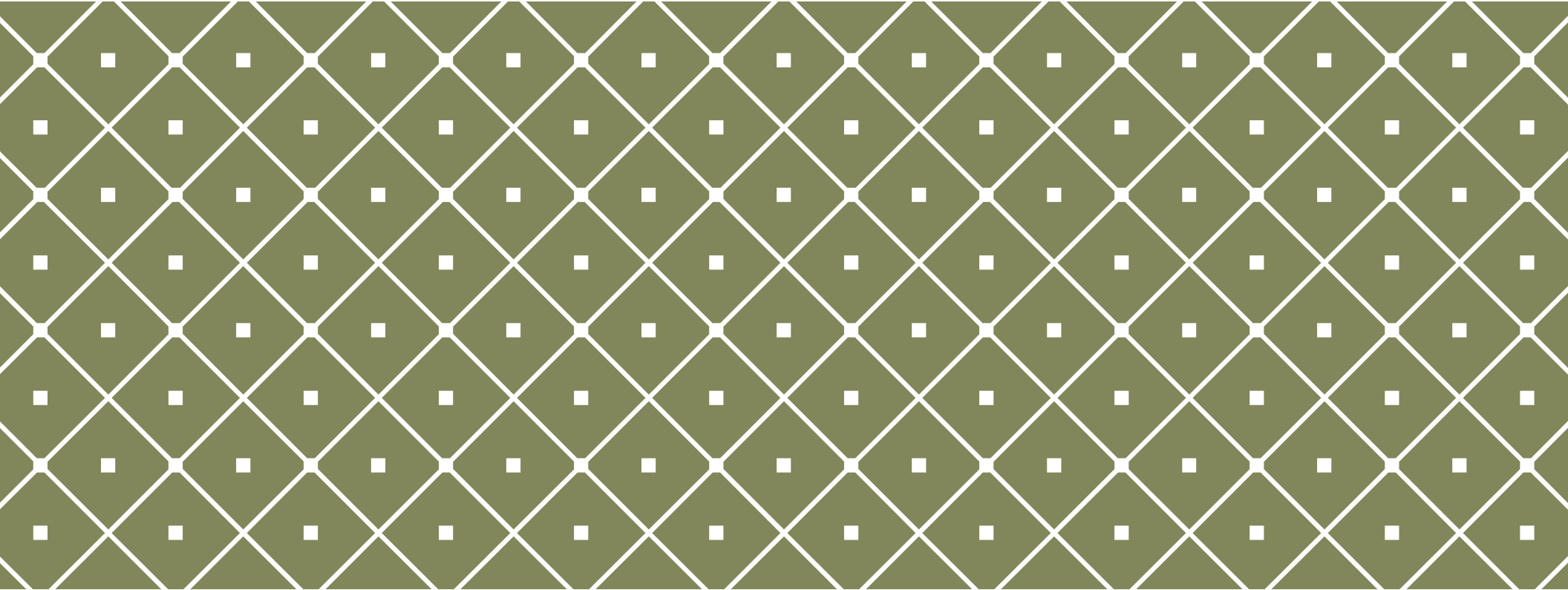
Source

Contact **CU0653945** Name  Tel/Email **215-546-4353**

Description  Fault

Reply

Keys Works Assign Event Completion Event Description Reply



# TOOLS

IWFE  
&  
CAMP

# TOOLS

## IWFE – Front End Application Website



## CAMP – Application Processing Software



# IWFE



City of  
**Philadelphia**

## Water Revenue Bureau

Customer Assistance Application

Enter Your User Name

User Name	<input type="text"/>	*
Name	<input type="text"/>	*
		* Required
		<input type="submit" value="Submit"/>

# IWFE

## Applicant Information

All information must be current.

Name of Applicant	IRENE & CATHERINE MAI		
9-Digit Water Access Code	000831174		
Address of Property	2131 PRATT ST	Mailing Address	2131 PRATT ST
	PHILADELPHIA PA 19124		PHILADELPHIA PA 19124
<input checked="" type="checkbox"/> Mailing Address is Correct			
<div><a href="#">Print Now</a><a href="#">Mail Me an Application</a><a href="#">Apply Online</a></div>			



# CAMP

Look up customer application information



Manage

Dashboard

Reports

Tools

## Manage Application Assignments



SEARCH

CLEAR

From Date:

To Date:

Status:

In Progress

▼

Assigned To:

All

▼

Priority Flag:

▼

# WATER ACCESS CODE (BASIS2)

WAC is the basis2 account number



Cal Center Inquiry

Customer	CU1008888	ENNA S PEEL	4	WOS		
Balance	1124.46	954 BELMONT AVE 19104 [C131676000954001] 062341900				
Account	Balance	Debit Crd Balance	Installation	Inst Type	Supply	Status
000898314	1124.46	841.92	IN000352203	11	WATER	Current
Installation Address: 954 BELMONT AVE 19104 [C131676000954001] 062341900						




The screenshot shows a software window titled "Find Customers". It contains a "Selection Details for" dropdown menu set to "Installation Address". Below this are several input fields: "Customer No.", "Customer Name", "Contact Phone No. / Email / etc.", "Account No." (with the value "000490656" entered), a checkbox for "Include Discontinued Accounts?", "Transaction Reference", "Installation No.", "External Organization", "Supply Point Key", and "Meter". At the bottom of this section are two tabs: "Address" and "Continued...". The "Address" tab is active, showing a table with columns "Address Format" and "Street Address Format". The table contains one row with the value "STREET" in the "Address Format" column. Below the table are input fields for "Unit Number", "House Number", "Direction", "Street Name", "City", "Zip Code", and "Water1 Account". At the very bottom of the window are "Clear" and "Find" buttons.

Address Format	Street Address Format
STREET	

# CAMP

Manage information on:

- Application status
- Household member information
- Submitted documents
- Missing application information
- Letters sent about the application


City of  
Philadelphia

Application Info	Household Members	Billing History	Documents
Choose Program	Letters	Logs	Audit

- Application Information

Signature:	No	Application Status Code:	In Progress
Application ID:	100000089	Application Letter Code:	
Water Access Code:	000156133	Daytime Phone:	9792776589
Applicant Name:	MARIA VALORET	Email Address:	TEXASLOVE@GMAIL.COM
Property Address:	714 WALKER ST, PHILADELPHIA PA 19135	Mailing Address:	
Application Status Date:	4/4/2017 2:39:16 PM	Ownership Status:	TENANT/OCCUPANT
Household Size:	2	Assigned To:	Unassigned
Children Under 18:	0	Manager Review Requested?	Yes
Language:	English	Reviewed?	No
Total Income:	\$50.00		
Account Balance:	\$712.75		

- Child Support Information

Receives Child Support?	No	Monthly Child Support Amount:	0.00
-------------------------	----	-------------------------------	------

+ Customer Responsibilities

# HANDS ON

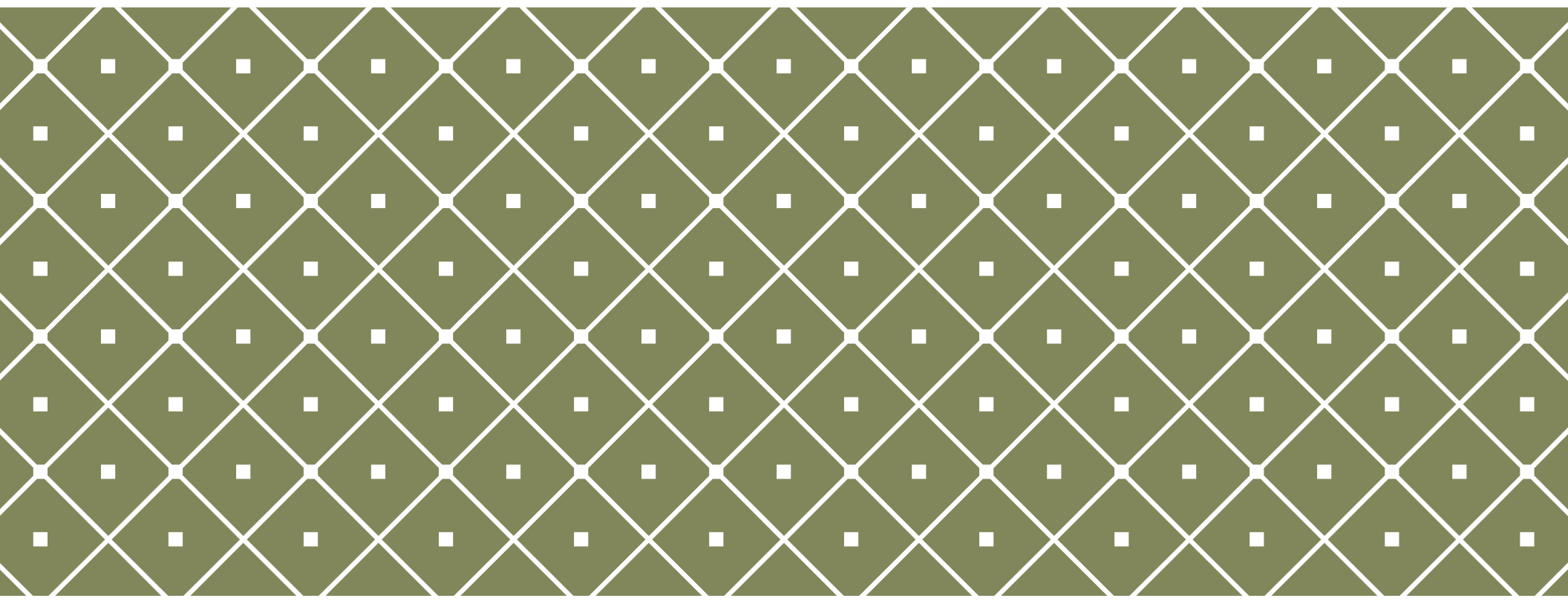
IWFE: test-cap.phila.gov/csr

IWBE: http://rev36vswebwbe01:10042/

Basis2 WUAT:

<http://erpdevapps21.city.phila.local:8025/>

- Ravonne.Muhammed
- training



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE

## New programs

TAP

WRBCC

- Only for currently enrolled customers
- No City grant

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE
  - No new TENFIVE agreements
- LONGSTD
- TAPLLRD

# TIERED ASSISTANCE PROGRAM (TAP)

New affordability program for customers that:

- Are low-income ( $\leq 150\%$  FPL), or
- Have a special hardship

TAP provides customers significant savings on the customer's monthly water bill by offering a consistent bill based on the customer's income.

# CUSTOMER ASSISTANCE PROGRAMS - TAP

## Eligibility

- Do not have to be delinquent
- At or below 150% of FPL
- Special Hardship can be above 150% FPL
  - Death of primary wage earner, illness, expenses, new dependent, domestic violence

## Benefits

- Consistent bills at a flat rate
- No additional payment toward arrears is required
- Account balance is protected from collection
- Forgiveness of penalties after 24 months of full payment

# CUSTOMER ASSISTANCE PROGRAMS — LONG STANDARD PLAN

## Eligibility

- 151- 250% of FPL

## Benefits

- Total bill is at affordable level



# CUSTOMER ASSISTANCE PROGRAMS - WRAP

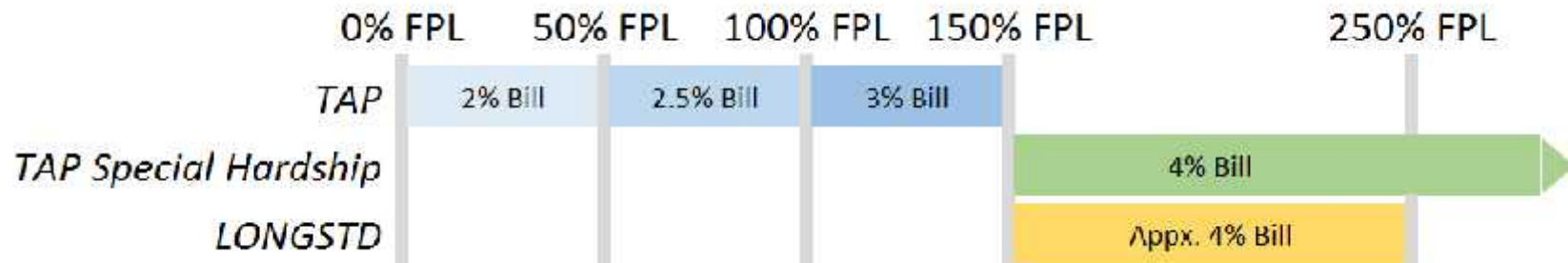
## Eligibility

- Only if already certified

## Benefits

- Consistent bills at a flat rate
- No City Grant

# INCOME ELIGIBILITY

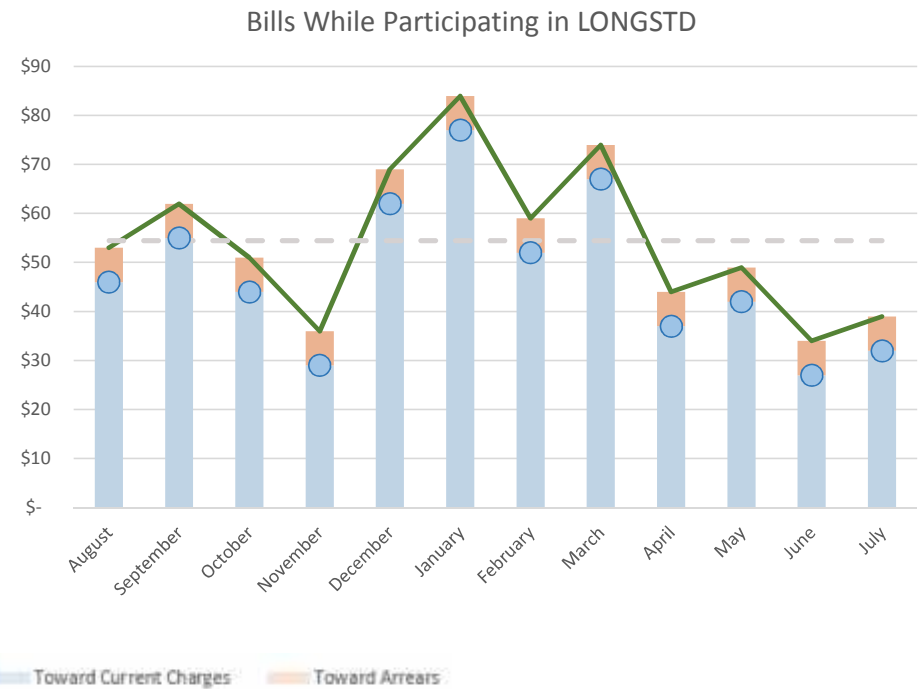
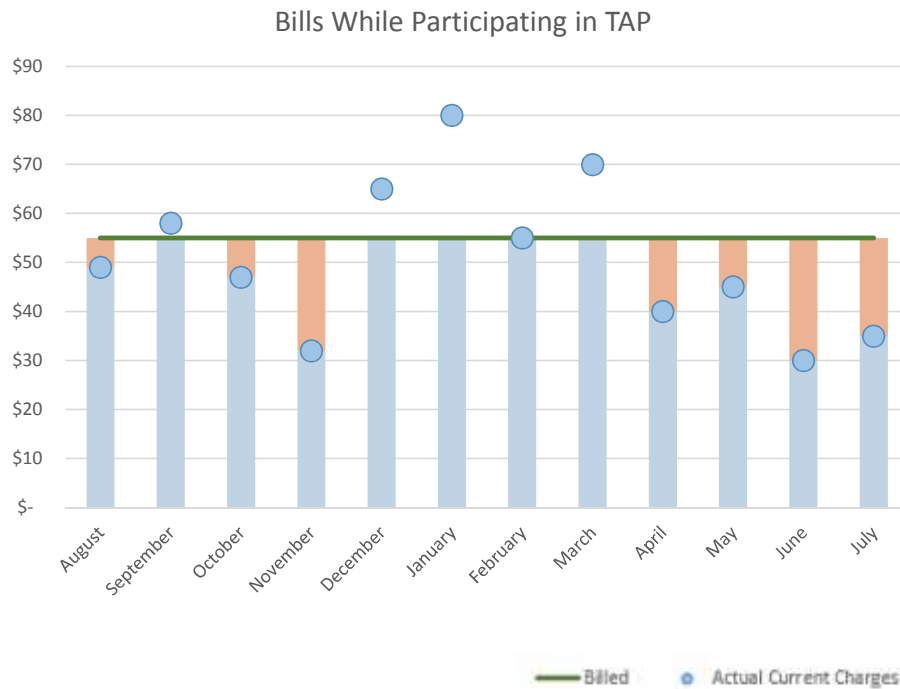


# TAP BILL AMOUNTS

For TAP and TAP Landlord Payment Agreement...

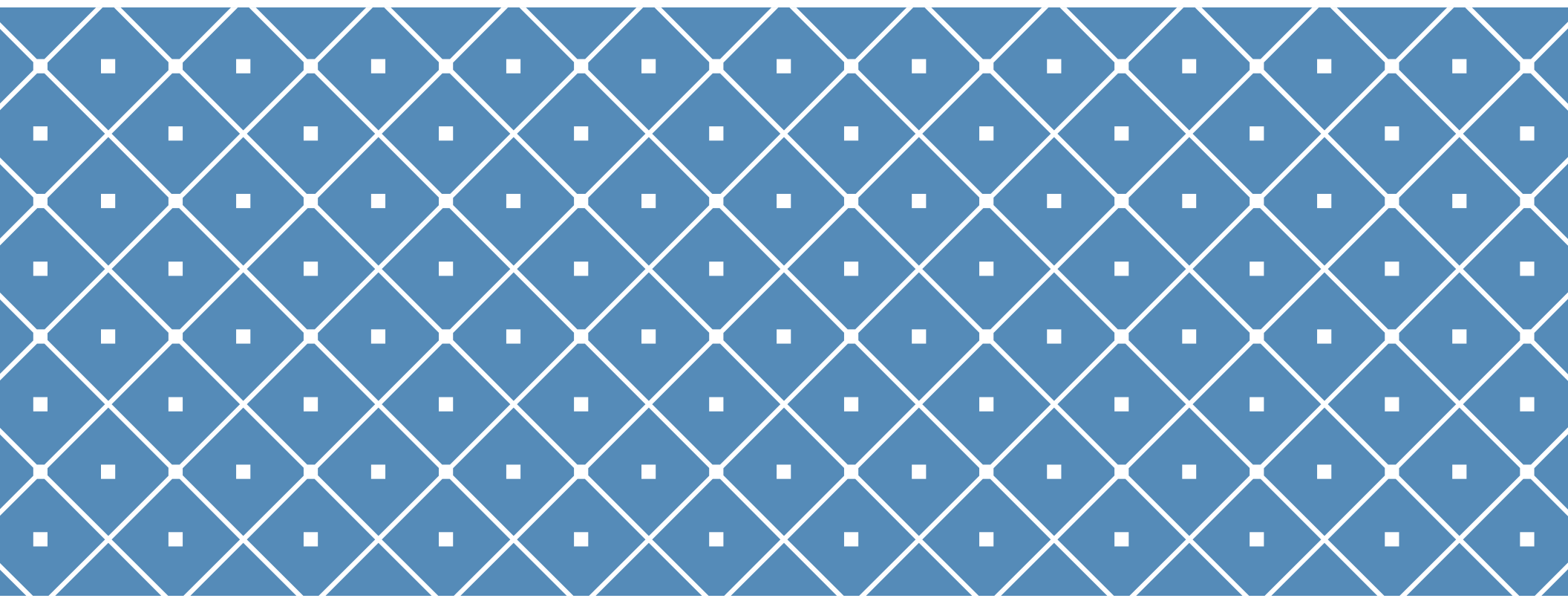
If your household income is this % of FPL:	Your bill is equal to:
< 50%	2% of household monthly income
> 50% and <=100%	2.5% of household monthly income
> 100% and <=150%	3% of household monthly income
> 150% (special hardship only)	4% of household monthly income

# NEW PROGRAM BILL PATTERNS



# PROGRAM COMPARISON

	<b>TAP Participation</b>	<b>WRBCC Agreement</b>	<b>Standard Agreement</b>	<b>LONGSTD Agreement</b>
<b>Timing</b>	) Recertify annually	) Recertify annually	) Agreement lasts up to 12 months	) Agreement lasts beyond 1 year
<b>Enrollment</b>	) First-time applications and recertifications through single Customer Assistance application	) Recertifications through single Customer Assistance application	) Enroll through current WRB process	) For 151-250% FPL, can apply through Customer Assistance application. ) For others, enroll through current WRB process
<b>Agreement</b>	) Consistent ) Covers current charges and payment toward arrears ) Pre-TAP Arrears are protected from enforcement	) Consistent ) Covers current charges ) Pre-WRBCC arrears are protected ) No enforcement	) Consistent amount on top of current charges ) No enforcement unless customer breaches	) Consistent amount on top of current charges ) No enforcement unless customer breaches
<b>Nonpayment</b>	) Enforcement (shut-off, visit or restore fee) ) Plan required for unpaid TAP bills ) Pre-TAP arrears remain protected regardless of non-payment	) No enforcement ) At the end of the plan, eligible for WRBCC recertification if unpaid amount is cured, or eligible for TAP	) Enforcement ) Customer can cure the breach by paying the unpaid amount ) Customer can renegotiate the agreement prior to nonpayment	) Enforcement ) Customer can cure the breach by paying the unpaid amount ) Customer can renegotiate the agreement prior to nonpayment



# TAP & ACCOUNTING

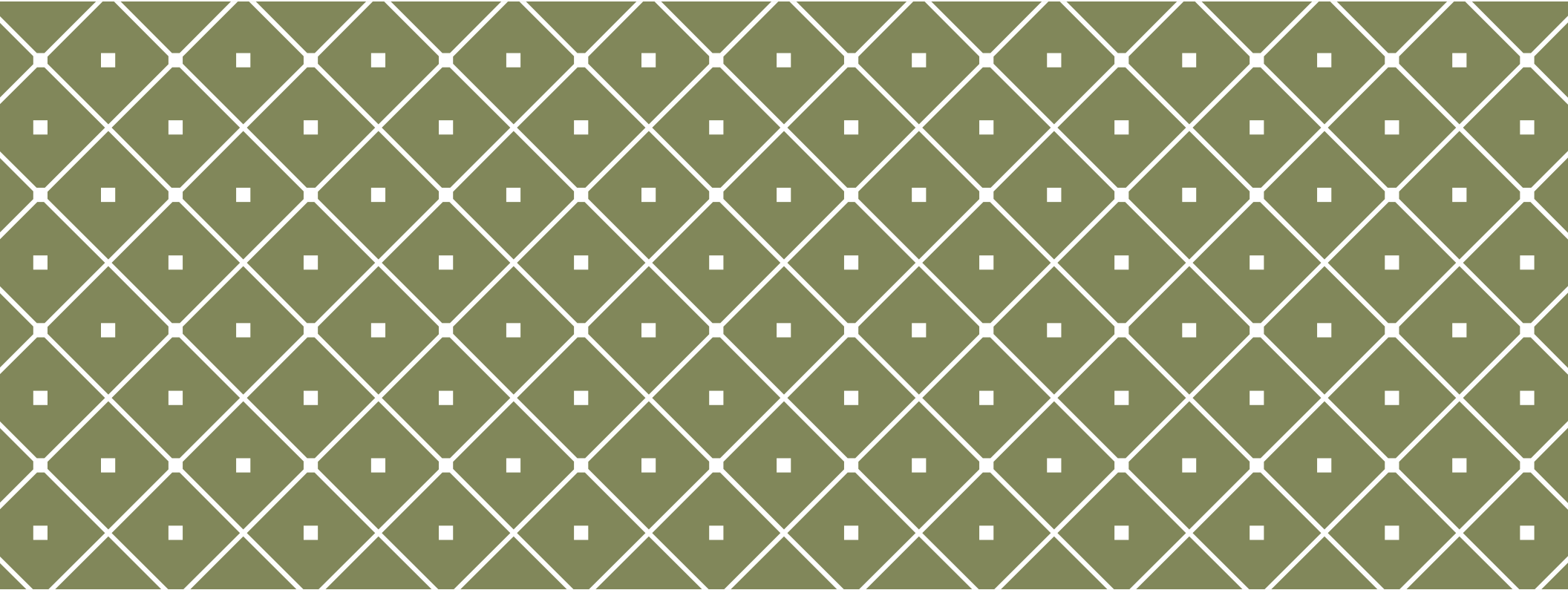
June 2017

# TRAINING AGENDA

Change to Customer Assistance Programs

TAP overview

Accounting Group's role



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE

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## New programs

TAP

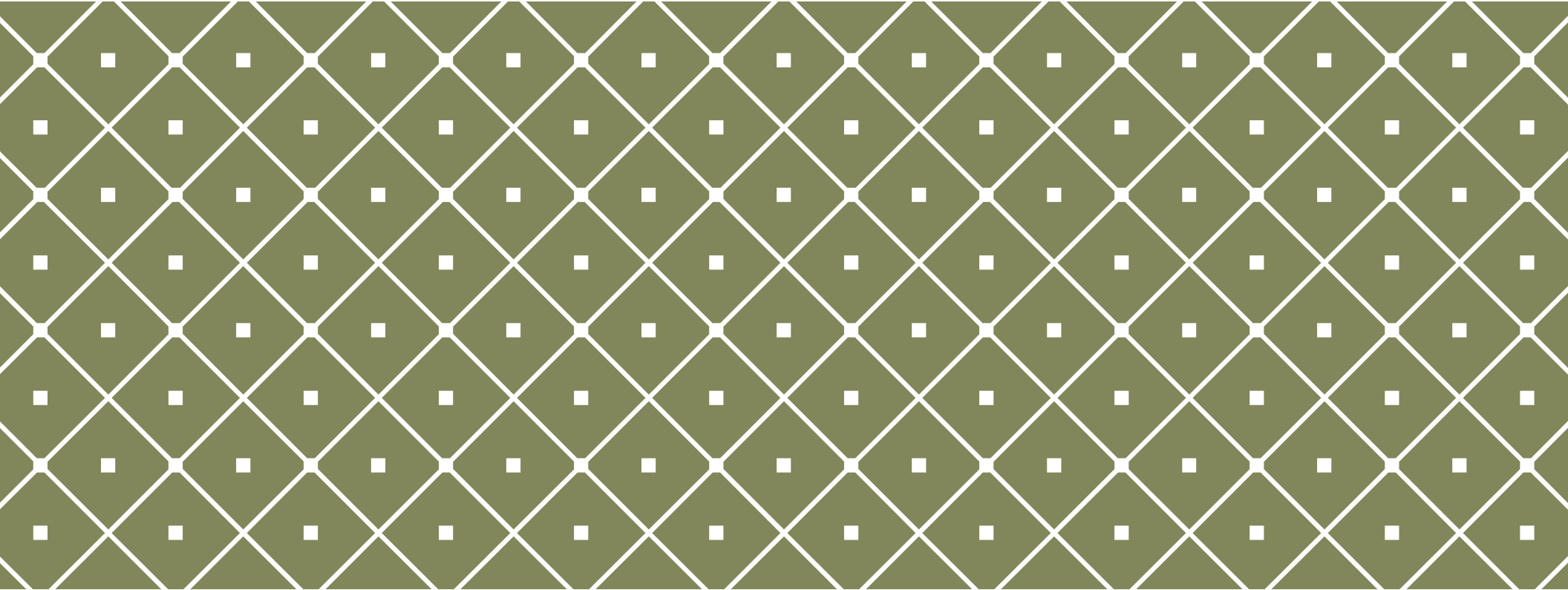
WRBCC

- Only for currently enrolled customers
- No City grant

SCD

### Payment agreements:

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- 2STD
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- LONGSTD
- TAPBACK



# TAP OVERVIEW

# TIERED ASSISTANCE PROGRAM (TAP)

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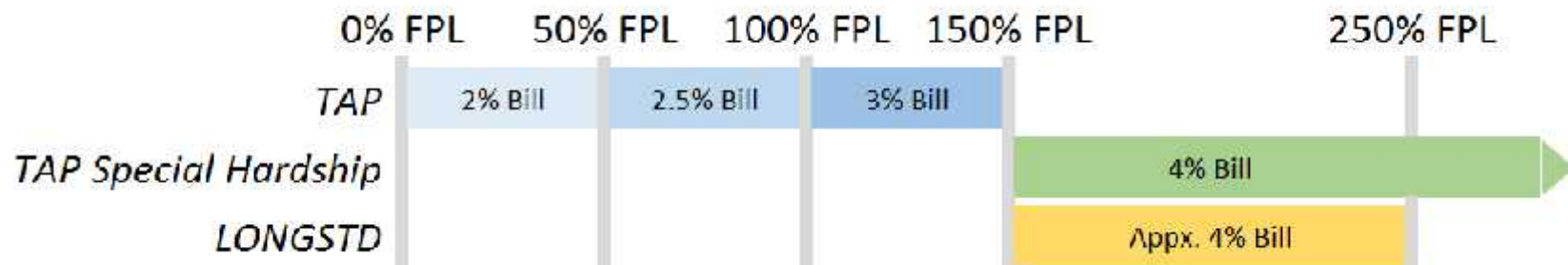
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# INCOME ELIGIBILITY



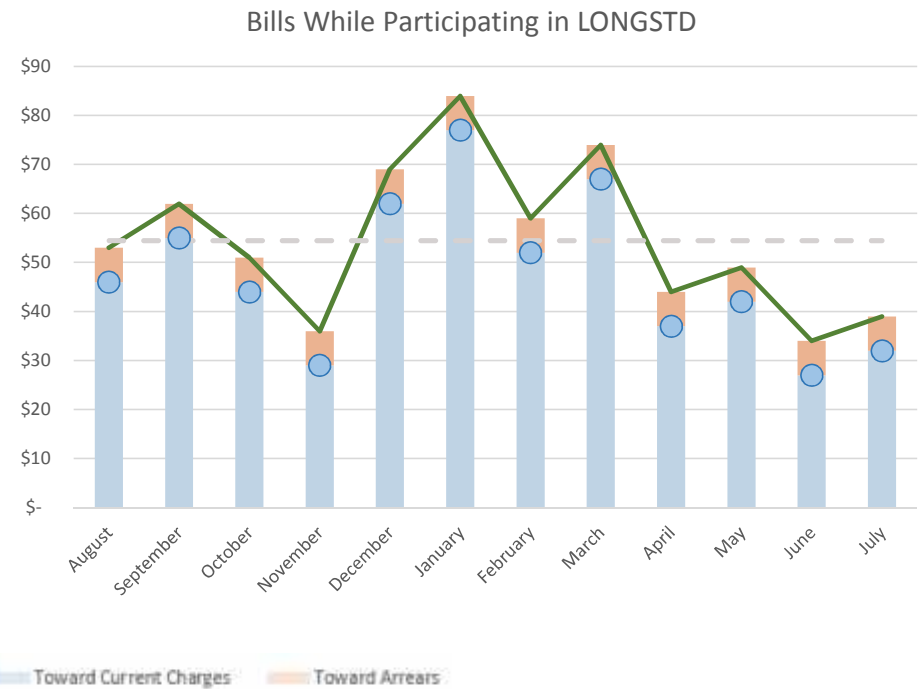
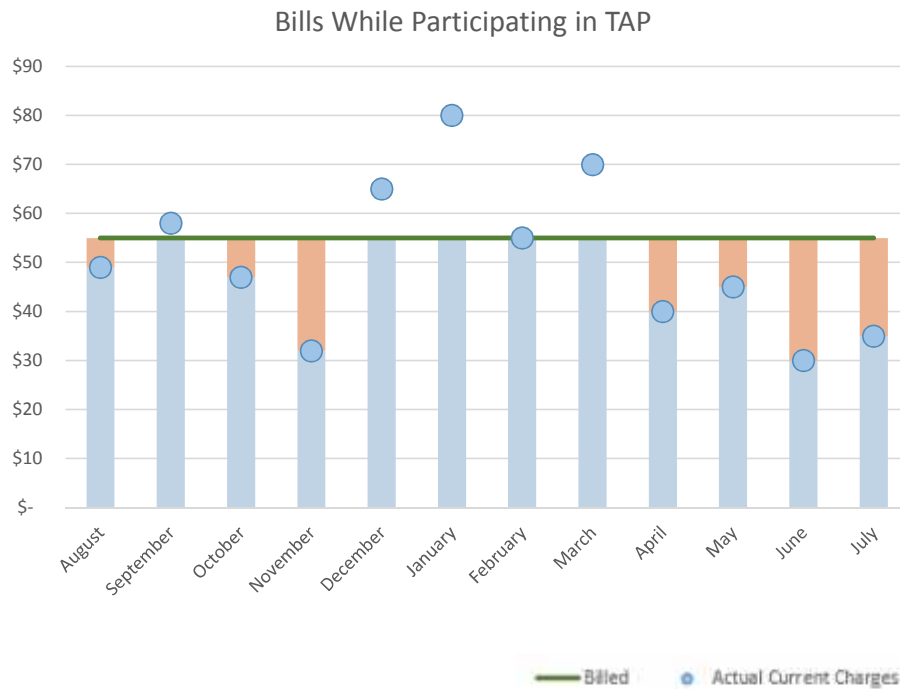
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For TAP and TAP Landlord Payment Agreement...

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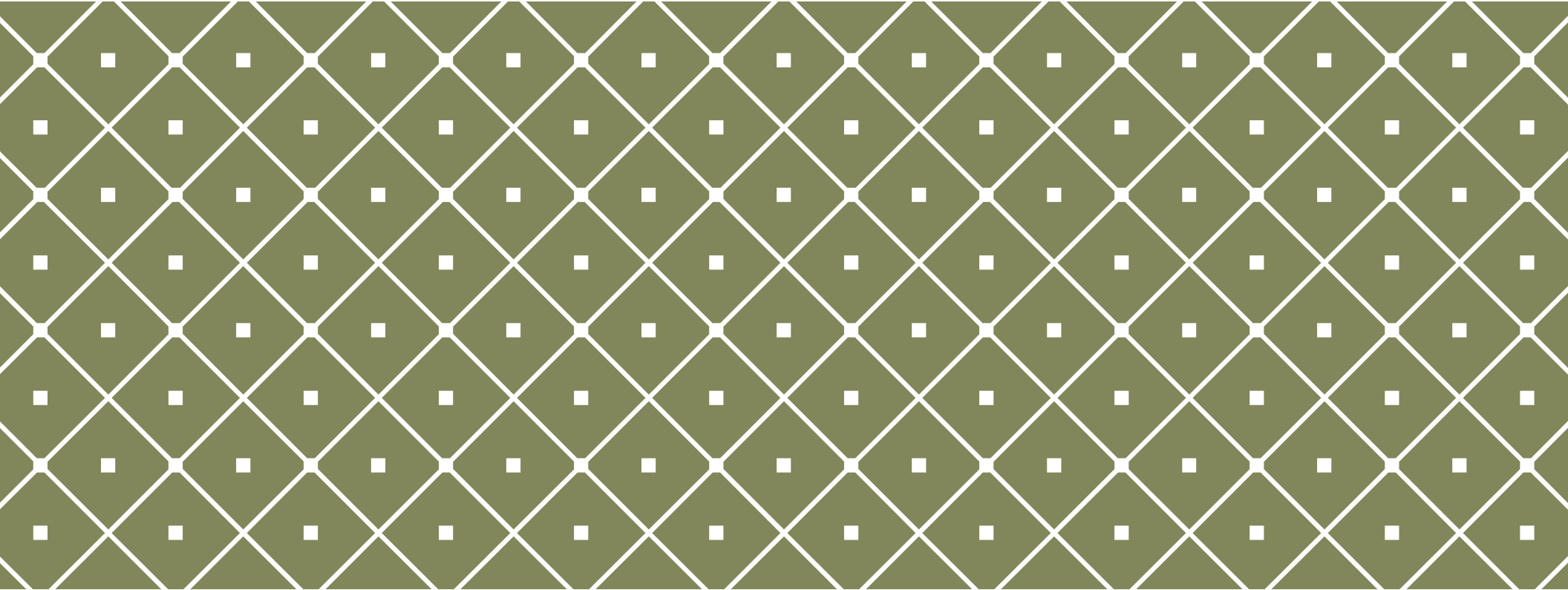


# NEW PROGRAM BILL PATTERNS



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# TAP ACCOUNTING

# ONCOST MECHANISM

Lires1	Lires2	Fdg1	Rdc2	Meters	Amnts	Tax	ChrgCodes	Misc1	Misc2	GL	Rebate	Refund
Ln	Send											
Nc	Type	Charge Desc	Period From	Period Up To	No of Days	Days Factor	Unit of Measure	Qty	Transaction Amount			
1	Reading	Water Usage Cha	07/20/2016	08/18/2016	30	1	CCF	1	4.11			
2	Shadow Read	Sewer Usage Cha	07/20/2016	08/18/2016	30	1	CCF	1	3.06			
3	Agreed Cons	Stormwater Usag	07/22/2016	08/21/2016	31	1		1412	14.12			
4	Service Chrg	Water Service	07/18/2016	08/17/2016	31	1			6.98			
5	Service Chrg	Sewer Service	07/18/2016	08/17/2016	31	1			7.17			
6	Oncost	TAP Discount	07/18/2016	08/17/2016					-23.04			

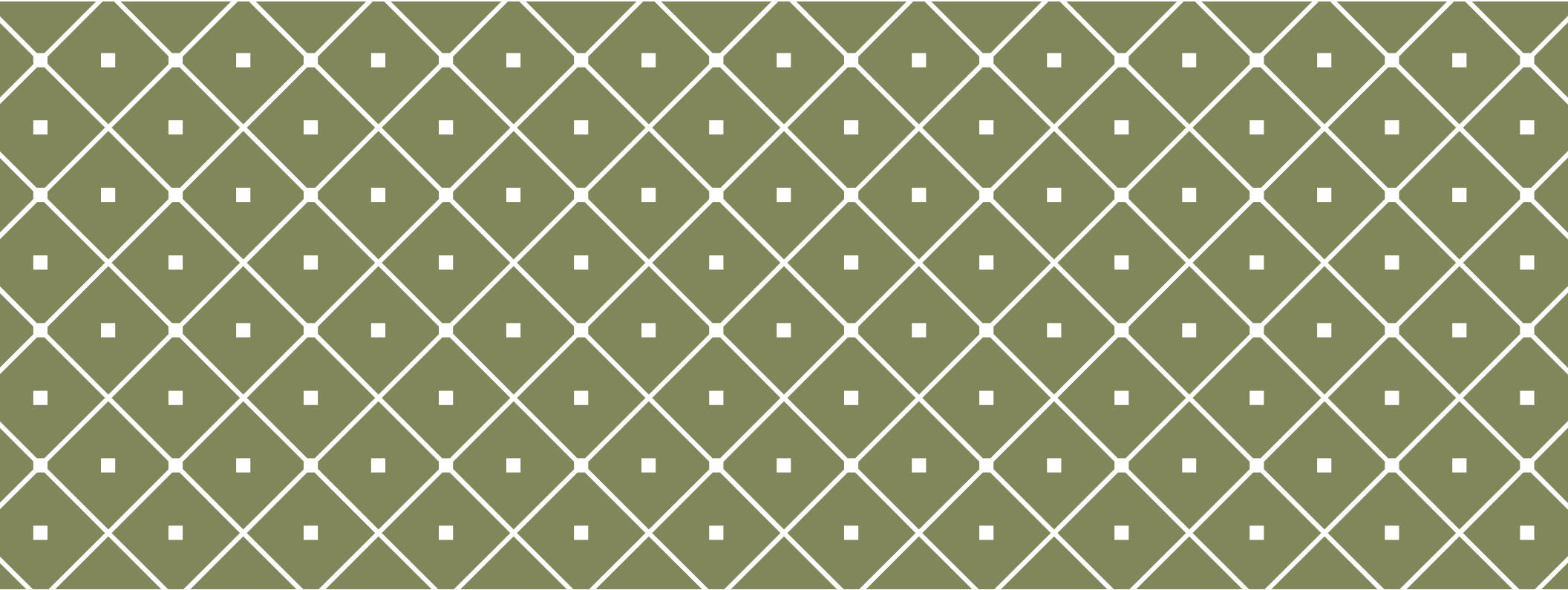
# ADJUSTMENTS

Reverse and rebill through dispute completion (when related to plan *amount*) automatically generates an adjustment.

- This will also impact the Earned Forgiveness Factor

Other adjustments can be made through the use of **TAP-CADJ** adjustment

- This does not impact the Earned Forgiveness Factor



# TAP & DEBT COLLECTION RECORDS

# TAPHOLD DEBT COLLECTION RECORD

When a customer is enrolled in TAP, debt will be linked to a new TAPHOLD debt collection record.

Prior to enrollment, debt must be unlinked from other DCRs

- can be done automatically through DCR status update or manually

Excludes:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN
- SH-WATER

# AUTO UNLINKING BY UPDATING DCR STAGE

On the Debt Collection Screen, changing the Debt Collection Stage to **Closed** will auto unlink transactions for most paths. (see list of Auto Unlink stages in 'auto unlink dcr stages.docx').

The screenshot shows the 'Debt Collection' screen for a customer named STEWART T WILEY. The 'Debt Collection Stage' dropdown menu is highlighted with a red box, and the 'Closed' option is selected. A red arrow points from the text above to the 'Closed' option. The screen also displays various fields for debt collection, including 'Debt Collection Path', 'Debt Collection Stage', 'Card Period - From', 'Up To', 'Total Debt', 'Outstanding', 'Principal', 'Penalty', 'Over', 'Amount', and 'Pay Advice Print'.

Field	Value
Debt Collection Ref No	0101561751
Revolving Ref No	0101561751
Customer	CUC935028
Regulator	0408941770
Supplier	WATER
Debt Collection Path	ALL 1
Debt Collection Stage	Closed
Card Period - From	04/11/2012
Up To	11/17/2016
Total Debt	936.50
Outstanding	811.81
Principal	400.70
Penalty	111.85
Over	42.00
Amount	
Pay Advice Print	



# AUTO UNLINKING BY UPDATING DCR STAGE

ALL1 - CLOSED	LINEBAR - CLOSED	OLD-BNKR - CLOSED	RCB10K - CLOSED
BNKRPT07 - DISMISSD	MUNICORT - REMOVE	OLD-WRAP - CLOSED	RDA - CLOSED
BNKRPT11 - DISMISSD	MUNICORT - DISMISSD	PENN - CLOSED	SH-WATER - CLOSED
BNKRPT13 - DISMISSD	MUNICORT - CLOSED	PHDC - CLOSED	TAGT1 - CLOSED
CACI - CLOSED	NCO - CLOSED	PRE10K - CLOSED	TAGT2 - CLOSED
GILA - CLOSED	OBE - CLOSED	PRO - CLOSED	TAPHLD - TAPCANCL
		RCB - CLOSED	TAPHLD - TAPCLOSE
			VACANT - CLOSED

# MANUAL UNLINKING

The screenshot shows the 'Debt Collection System' interface. At the bottom, there are three buttons: 'Link/Unlink Trans', 'Balance Calc', and 'Batch Stage History'. The 'Link/Unlink Trans' button is highlighted with a red box, and a red arrow points to it from below.

Otherwise, click on the Link/Unlink Trans button, and then click on the Unlink All button to unlink transactions from the Debt Collection record.

The screenshot shows the 'Debt Collection System' interface with a table of transactions. At the top, there are buttons for 'Link/Unlink Trans', 'Balance Calc', and 'Batch Stage History'. The 'Unlink All' button is highlighted with a red box, and a red arrow points to it from above.

Trans ID	Link Code	Link Date	Total Amount	Balance Amount	Drags Code	Reached Date	Link Status	Unlink Status
00000000	LN	04/01/2017	10.00	10.00				
00000001	PNLT	11/01/2016	4.63	4.63				
00000002	BILL	11/01/2016	14.12	14.12				
00000003	PNLT	10/01/2016	4.54	4.54				
00000004	BILL	10/01/2016	14.12	14.12				
00000005	BILL	10/01/2016	14.12	14.12				
00000006	PNLT	09/01/2016	4.43	4.43				
00000007	PNLT	08/01/2016	4.38	4.38				
00000008	BILL	08/01/2016	14.12	14.12				
00000009	BILL	07/01/2016	14.12	14.12				
00000010	PNLT	07/01/2016	4.26	4.26				
00000011	PNLT	06/01/2016	4.17	4.17				
00000012	BILL	06/01/2016	14.12	14.12				

# TAPHOLD

When entering TAP, debt linked to TAPHOLD record

When bankruptcy dismissed (or discharged >0), debt linked to TAPHOLD record

- done by Collections

# TAP DISPUTES

## TAPADISP

Disputing application decision

- may result in manual adjustment (AAU)

## TAPPDISP

Disputing plan decision

- reverse and rebill happens automatically

# HANDS ON

Log into basis2 (WUAT)

<http://erpdevapps21.city.phila.local:8025/>

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training

# HANDS ON

[test-cap.phila.gov/csr](http://test-cap.phila.gov/csr)

<http://rev36vswebwbe01:10042/>

# TOOLS

## IWFE – Front End Application Website



## IWBE – Application Processing Software



# TAP BILLING IN BASIS2 (WUAT)

## TAP

000491772

000103213

000998352

000700578

000303637

000012166

000820167

## LONGSTD

000891384

000669807

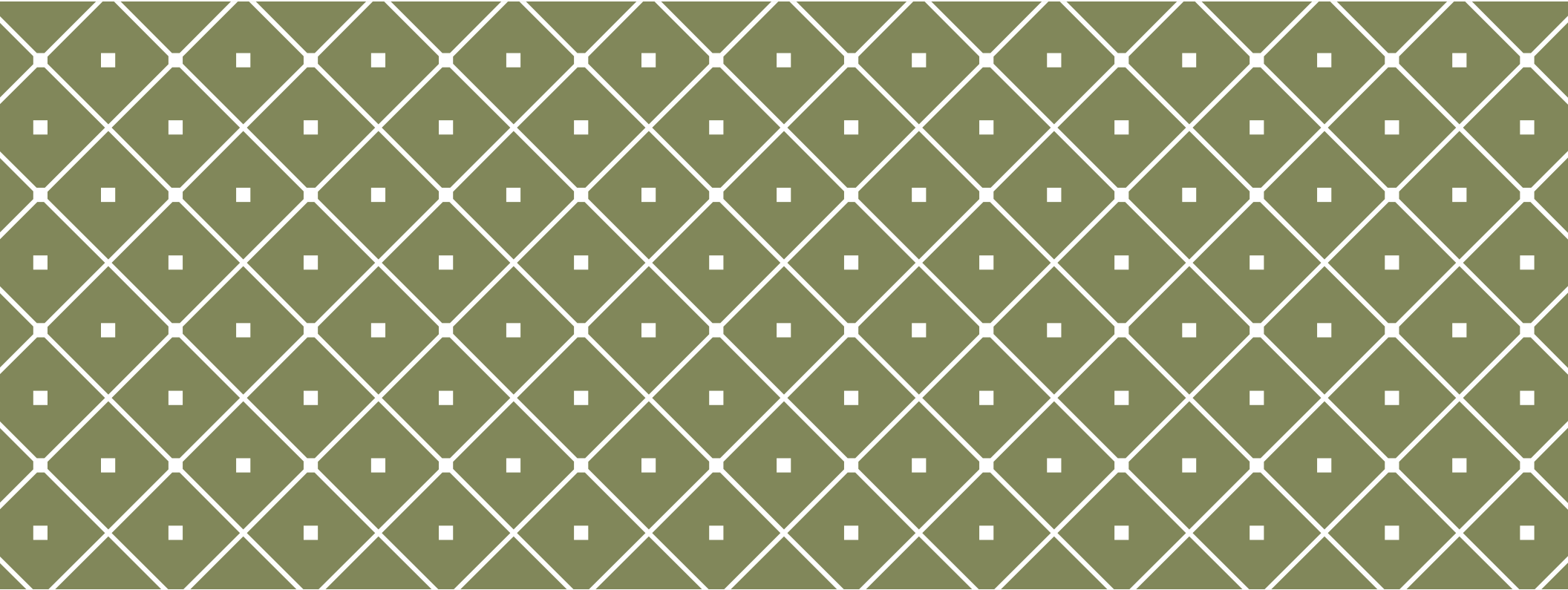
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000013186

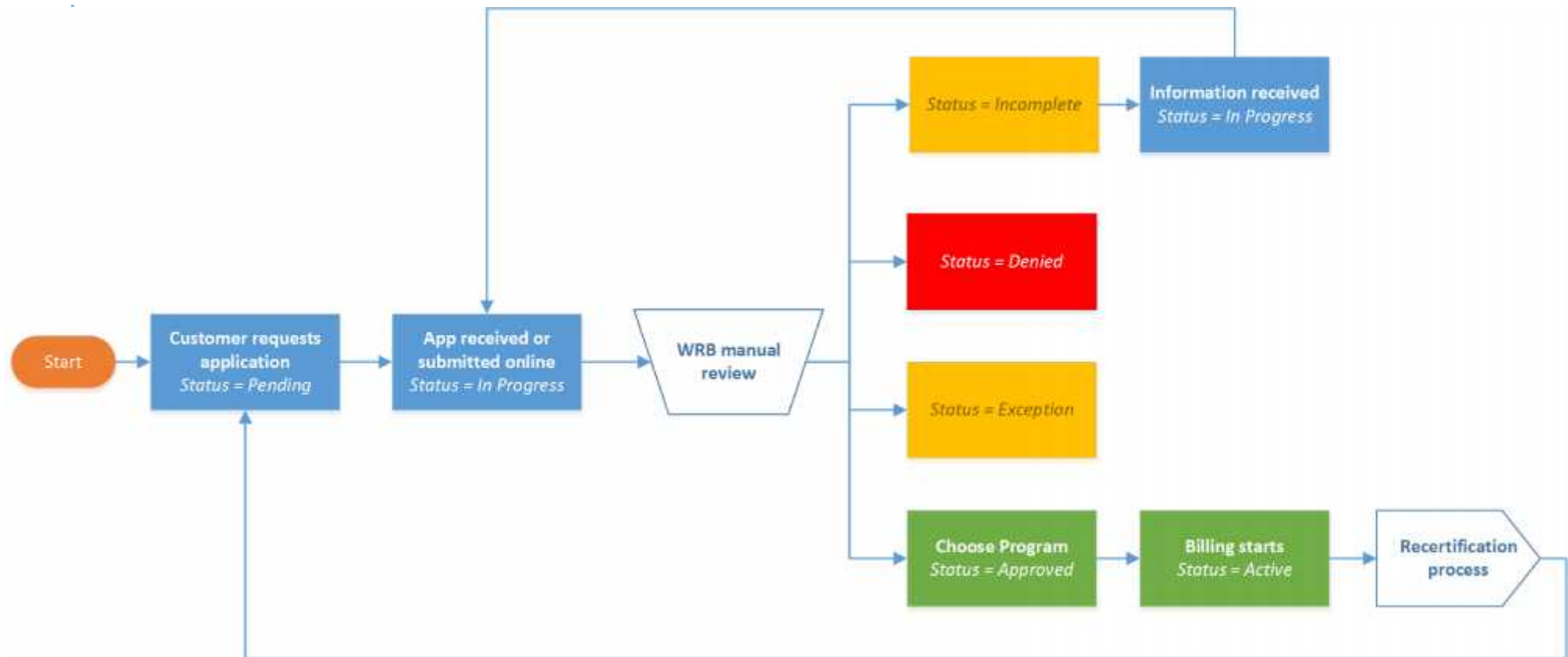
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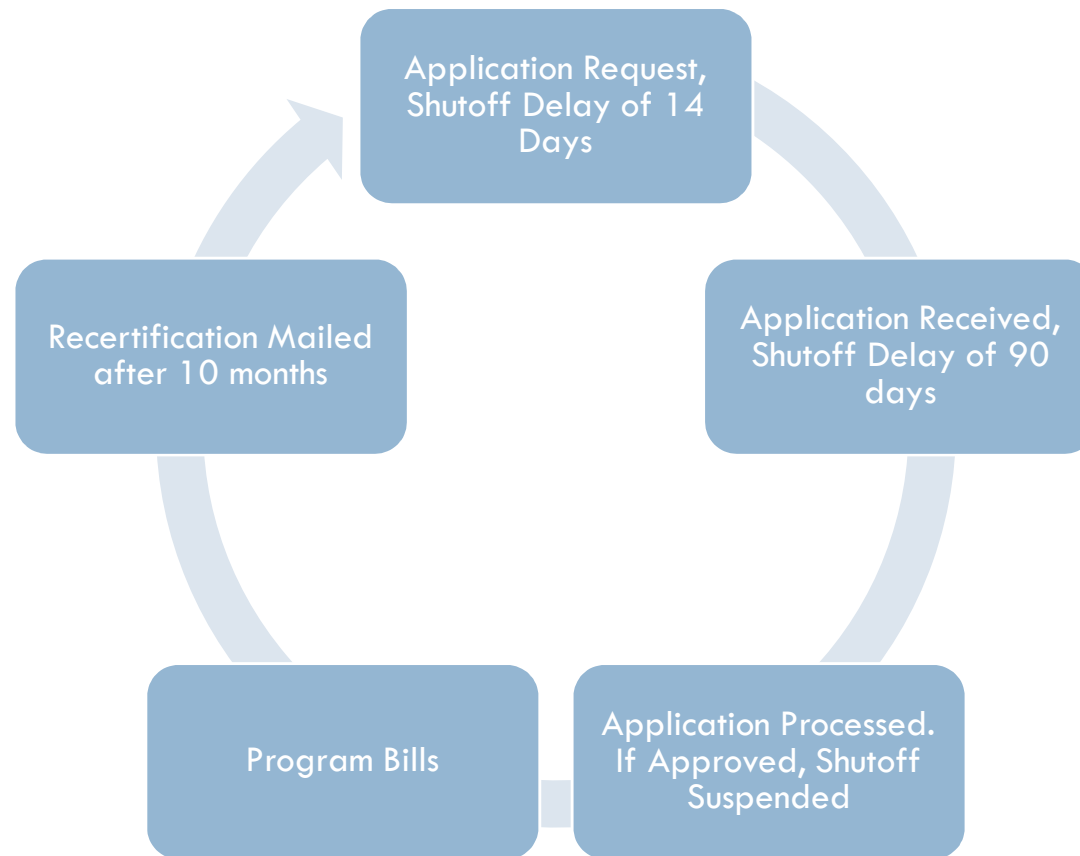




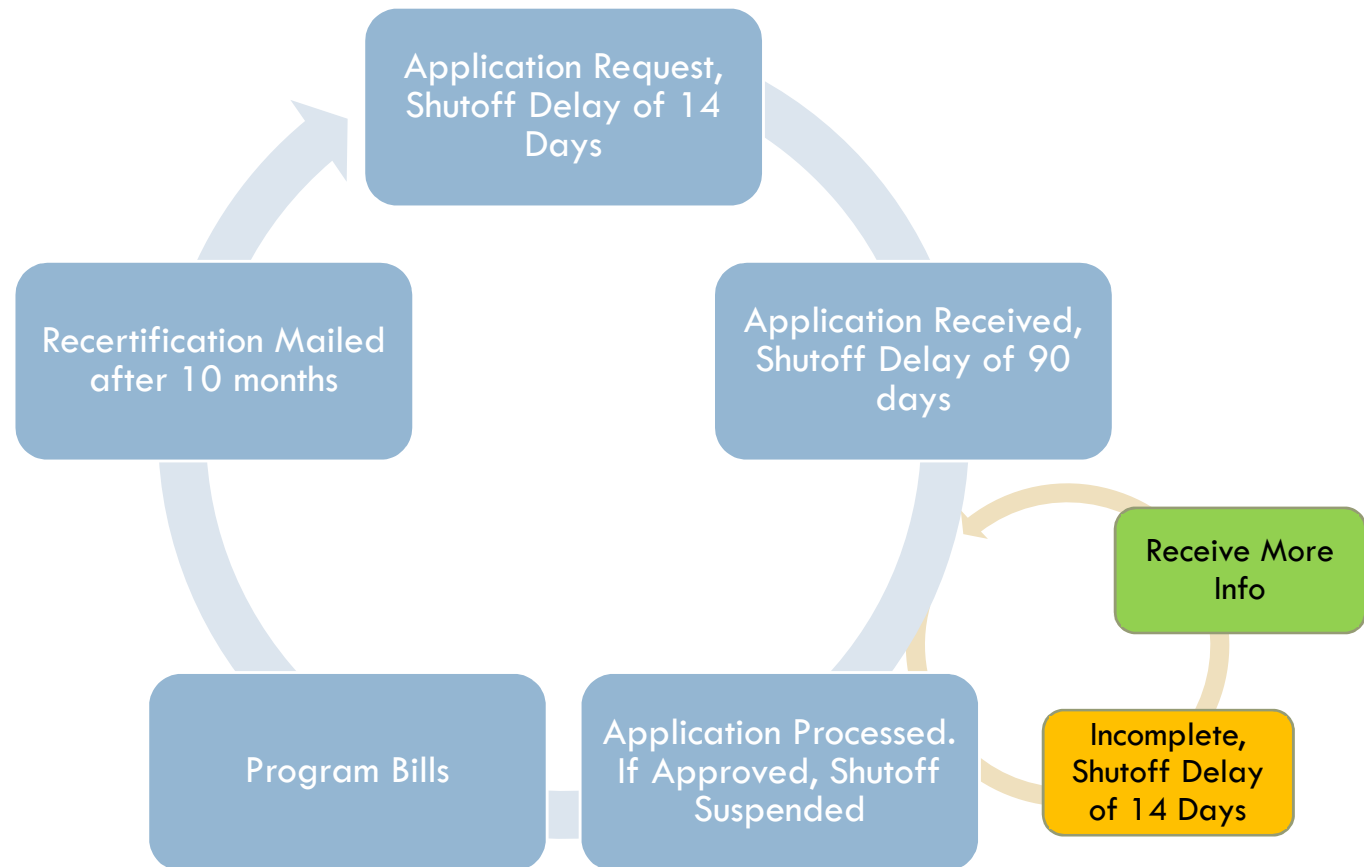
# APPLICATION LIFECYCLE



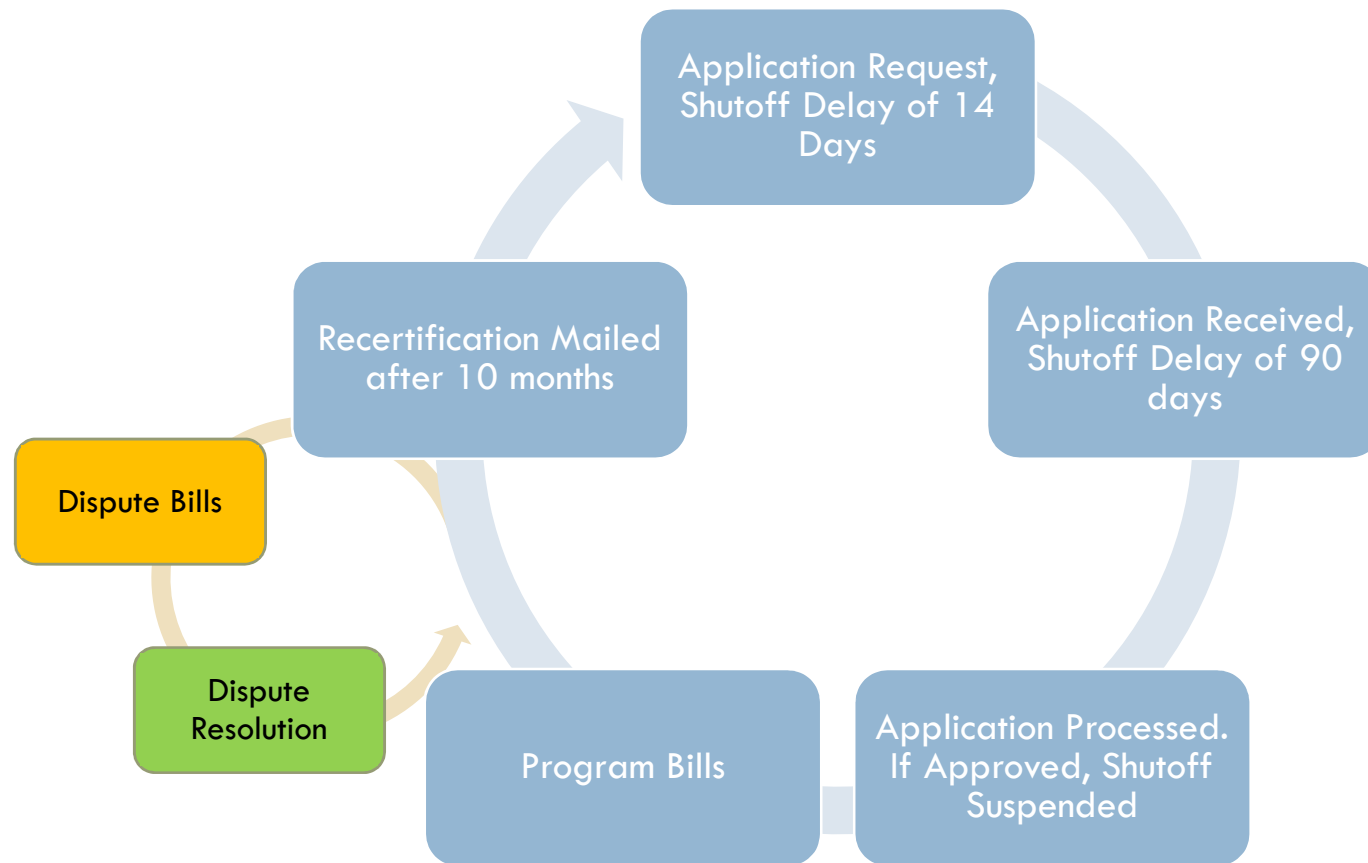
# TAP APPLICATION LIFECYCLE

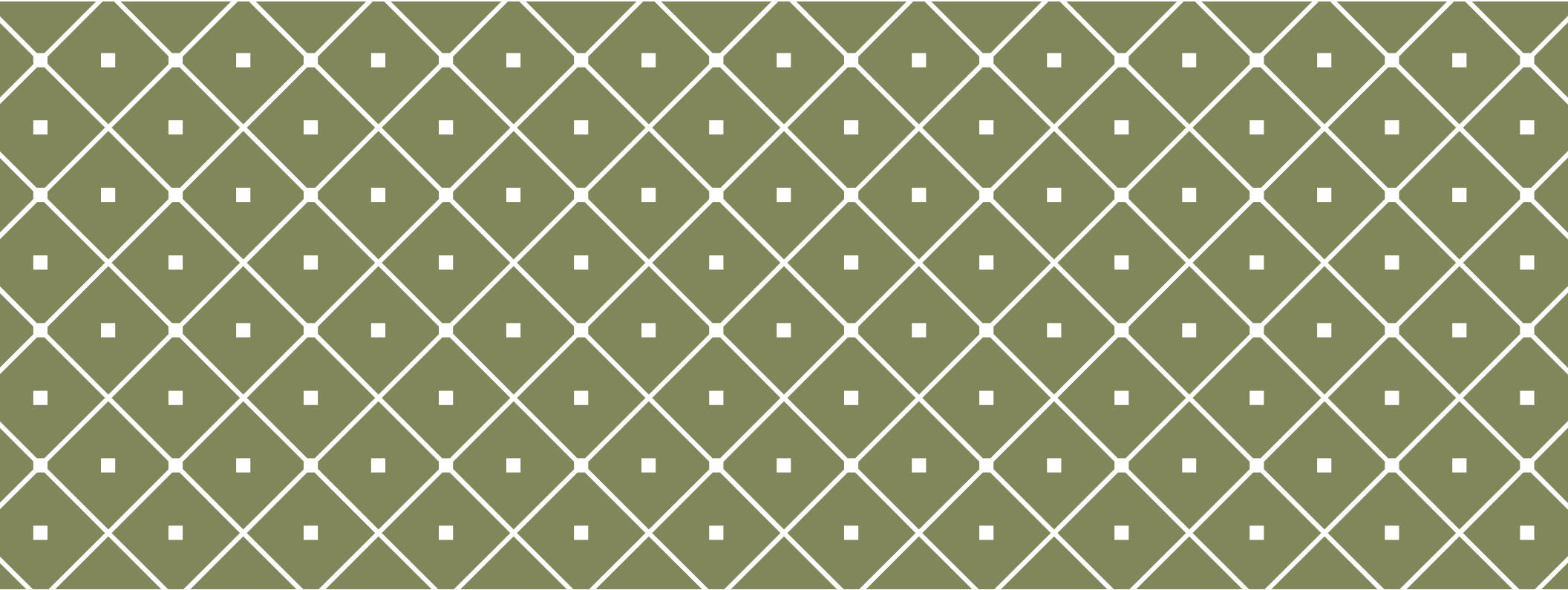


# TAP APPLICATION LIFECYCLE



# TAP APPLICATION LIFECYCLE





# COLLECTIONS

# PRIMARY ROLES

Managing debt collection records

# IWFE

Sign in

Print an application or

Send an application to the customer

 City of Philadelphia

## Water Revenue Bureau

Customer Assistance Application

Enter Your User Name

User Name	<input type="text"/>
Name	<input type="text"/>

\* Required

### Applicant Information

All information must be current.

Name of Applicant	IRONE & CATHERINE MA		
9-Digit Water Access Code	00001174		
Address of Property	2101 FRATT ST	Mailing Address	2101 FRATT ST
	PHILADELPHIA PA 19124		PHILADELPHIA PA 19124
<input checked="" type="checkbox"/> Mailing Address is Correct			
<div><input type="button" value="Print Now"/> <input type="button" value="Mail Me an Application"/> <input type="button" value="Apply Online"/></div>			





# IWBE

Look up customer application information


Manage

Dashboard

Reports

Tools

## Manage Application Assignments



Customer Name, Property Address, Water Access Code, Application ID

SEARCH

CLEAR

From Date:

To Date:

Status:

In Progress

Assigned To:

All

Priority Flag:

All information provided is as of the specified time of use. Processes and documentation are subject to change.

# WATER ACCESS CODE (BASIS2)

You can find WAC in the Customer Inquiry Screen



Call Center Inquiry

Customer	CU1008888	ENNA S PEEL	4	WOS									
Balance	1124.46	954 BELMONT AVE 19104 [C131676000954001] 062341900											
Account	000898314	Balance	1124.46	Debit Card Balance	841.92	Installation	IN000352203	Inst Type	11	Supply	WATER	Status	Current
Installation Address: 954 BELMONT AVE 19104 [C131676000954001] 062341900													

# IWBE

Find information on:

- Application status
- Household member information
- Submitted documents
- Missing application information
- Letters sent about the application

The screenshot displays the IWBE application portal interface. At the top, there is a blue header with the IWBE logo. Below the header, a navigation bar contains four tabs: 'Application Info', 'Household Members', 'Billing History', and 'Documents'. The 'Household Members' tab is currently selected and highlighted with a red border. Below the navigation bar, the 'Application Information' section is visible, displaying various details about the application. The details are organized into two columns. The left column includes fields such as 'Signature', 'Application ID', 'Water Access Code', 'Applicant Name', 'Property Address', 'Application Status Date', 'Household Size', 'Children Under 18', 'Language', 'Total Income', and 'Account Number'. The right column includes fields such as 'Application Status Code', 'Application Entry Code', 'Daytime Phone', 'Email Address', 'Mailing Address', 'Ownership Status', 'Assigned To', 'Manager Review Requested', and 'Reviewed'. Below the 'Application Information' section, there is a 'Child Support Information' section and a 'Customer Responsibilities' section.

Application Information			
Signature	None	Application Status Code	In Progress
Application ID	100007080	Application Entry Code	
Water Access Code	000150100	Daytime Phone	9192170015
Applicant Name	MARIA NA ORTE	Email Address	TRASH OVER@GMAIL.COM
Property Address	701 WARDEN ST. PHILADELPHIA PA 19130	Mailing Address	
Application Status Date	7/14/2019 2:08:10 PM	Ownership Status	OWNERSHIP
Household Size	1	Assigned To	Unassigned
Children Under 18	0	Manager Review Requested	Yes
Language	English	Reviewed	No
Total Income	\$20,000		
Account Number	547710		

Child Support Information	
Receives Child Support	No
Monthly Child Support Amount	0.00

Customer Responsibilities	
---------------------------	--

## OPEN THESE WEBSITES:

test-cap.phila.gov/csr

http://rev36vswebwbe01:10042/

<http://erpdevapps21.city.phila.local:8025/>

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training

# CUSTOMER QUESTIONS



## EXPECTED QUESTIONS

What if customer already has an application in progress but they claim they haven't received it?

- Raise a call to TAP group for expiring application
- Note in call whether the customer will now be applying on-line, printing themselves or if they want us to mail one to them
- Tell the customer they can try again the following business day

## EXPECTED QUESTIONS

What if customer information on the pre-populated information is incorrect?

- They need to know what the options are for the customer

# ONLINE APPLICATION QUESTIONS

How do I find my water access code?

- on bill
- we can help!



# ONLINE APPLICATION QUESTIONS

## Which fields to complete?

- Age, income, and household member information are critical to application
- Supporting documentation required for backing up information on application

# ONLINE APPLICATION QUESTIONS

How long will it take to process?

- Once we receive a complete application, we expect to review it within 3-4 weeks.
- Your account will be protected from any enforcement action during that time
  - Official script to follow

# DOCUMENT QUESTIONS

Which documents should be included?

- Refer to application document

# DOCUMENT QUESTIONS

## How to attach documents?

- If you have digital copies, attach to online application through website.
- If you have paper copies, include them with a paper version of the application.

## STATUS QUESTIONS

Statuses: Pending, In Progress\*, Approved, **Denied**, Exception\*\*, Incomplete, Expired, Active, Active Recertify

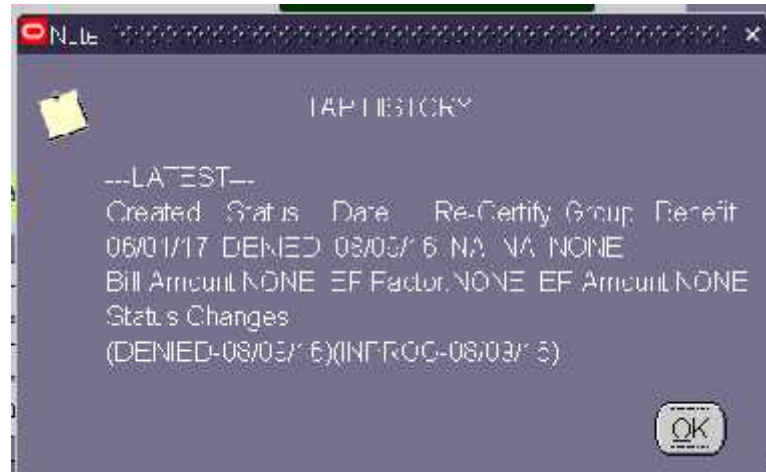
- Add a table for status code, definition, customer communication
- More information on Incomplete letter in IWBE

# STATUS QUESTIONS

What are the next steps?

# APPLICATION STATUSES

Status		
Pending	Approved	Dispute
In Progress	Denied	Closed
Exception	Active	Canceled
Incomplete	Active-R	
Expired	WRAP-R	





# CCR ROLE

## Thing to Say

Status DENIED: denial reasons only

Status IN PROGRESS: provide information on status, documents

## Things not to Say

Additional detail on denials

# SUPPORT FOR CUSTOMERS

Additional application assistance for customers is available from our partners:

Utility Emergency Services Fund (UESF)  
Community Legal Services (CLS)  
Neighborhood Energy Center (NEC).

# LETTER QUESTIONS

Who receives the letters?

What do the letters mean?

What if I don't get a letter?

# OTHER QUESTIONS THAT HAVE COME UP

Qs about becoming a customer.

- can apply for TAP right away

Customer representative.

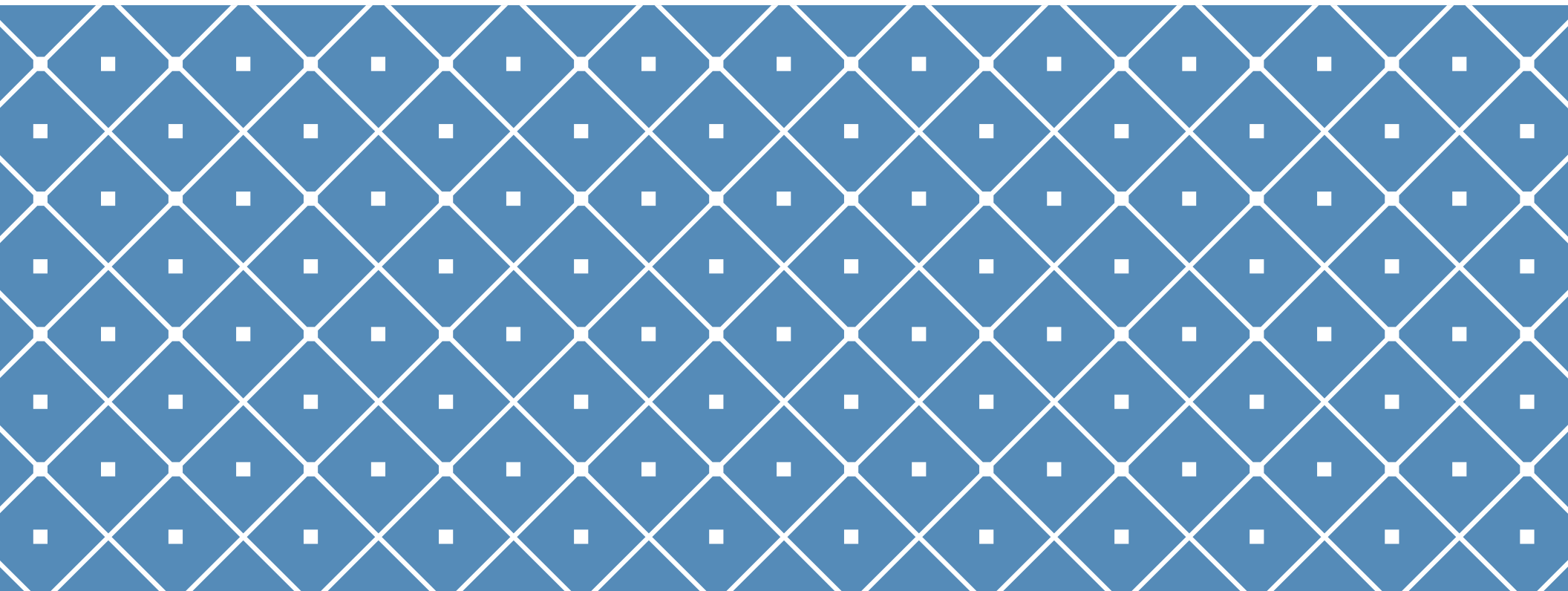
Stays of enforcement.

Zero usage, SPIN

Restores at application

Zero Income

Business vs. Natural Person



# TAP & COLLECTIONS

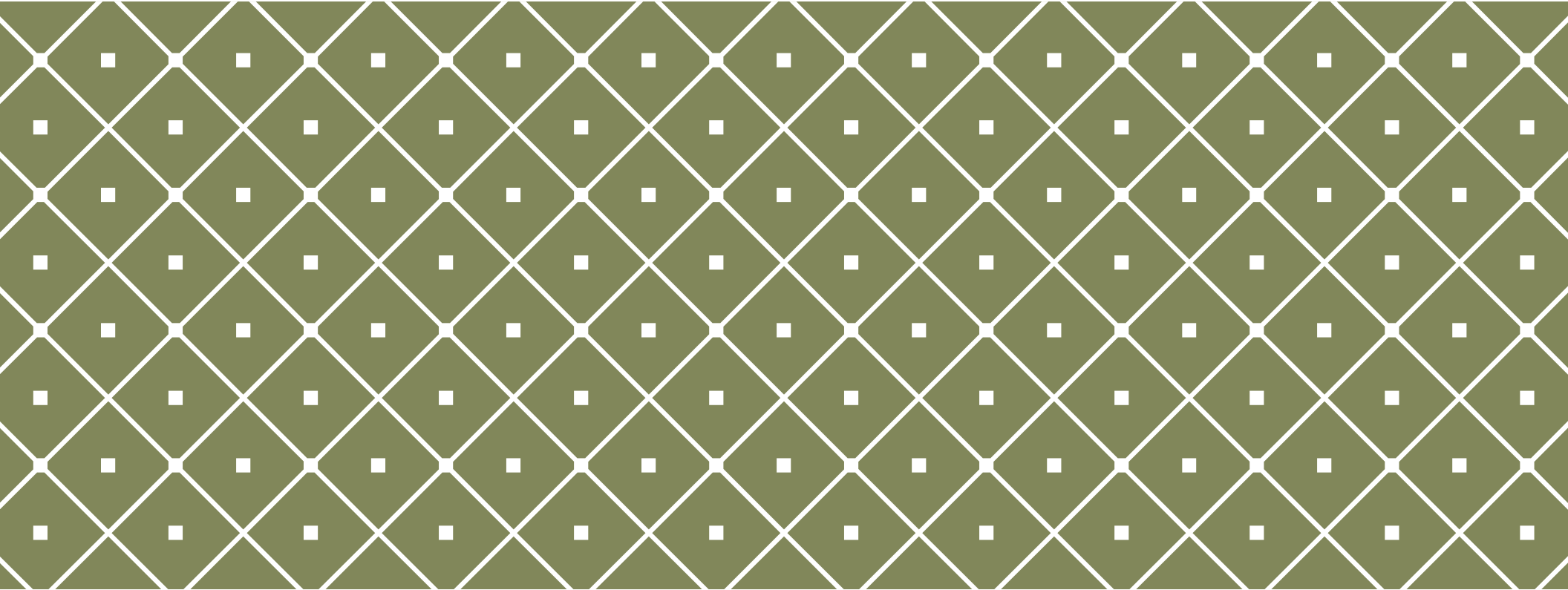
June 2017

# TRAINING AGENDA

Change to Customer Assistance Programs

TAP overview

Collections Group's role



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

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## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
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## New programs

TAP

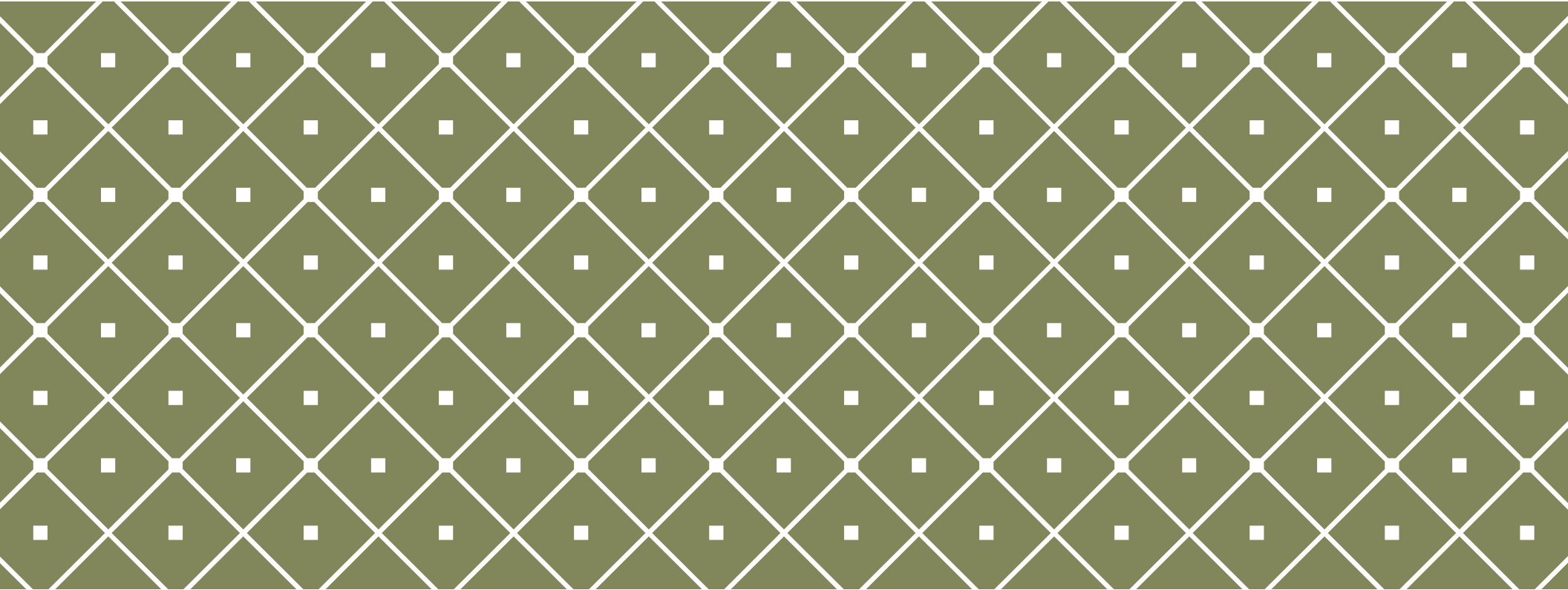
WRBCC

- Only for currently enrolled customers
- No City grant

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE
  - No new TENFIVE agreements
- LONGSTD
- TAPBACK



## TAP OVERVIEW

## TIERED ASSISTANCE PROGRAM (TAP)

New affordability program for customers that:

- Are low-income ( $\leq 150\%$  FPL), or
- Have a special hardship

TAP provides customers significant savings on the customer's monthly water bill by offering a consistent bill based on the customer's income.

# CUSTOMER ASSISTANCE PROGRAMS - TAP

## Eligibility

- Do not have to be delinquent
- At or below 150% of FPL
- Special Hardship can be above 150% FPL
  - Death of primary wage earner, illness, expenses, new dependent, domestic violence

## Benefits

- Consistent bills at a flat rate
- No additional payment toward arrears is required
- Account balance is protected from collection
- Forgiveness of penalties after 24 months of full payment

# CUSTOMER ASSISTANCE PROGRAMS — LONG STANDARD PLAN

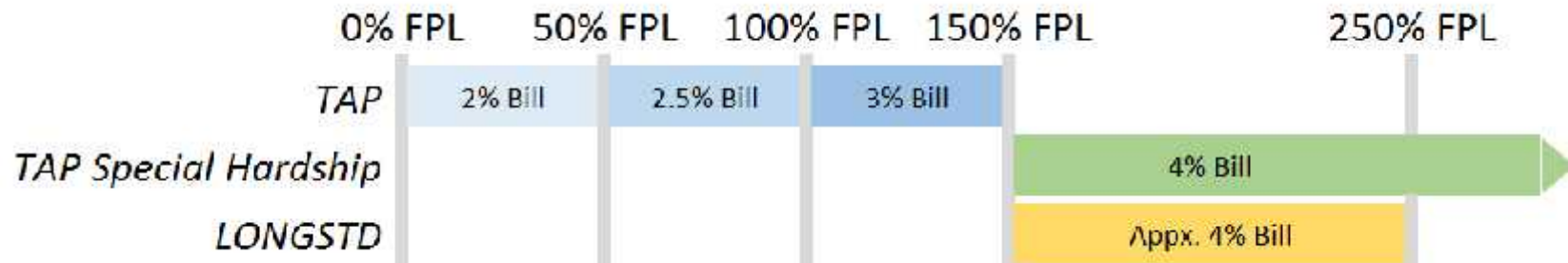
## Eligibility

- 151- 250% of FPL

## Benefits

- Total bill is at affordable level

# INCOME ELIGIBILITY

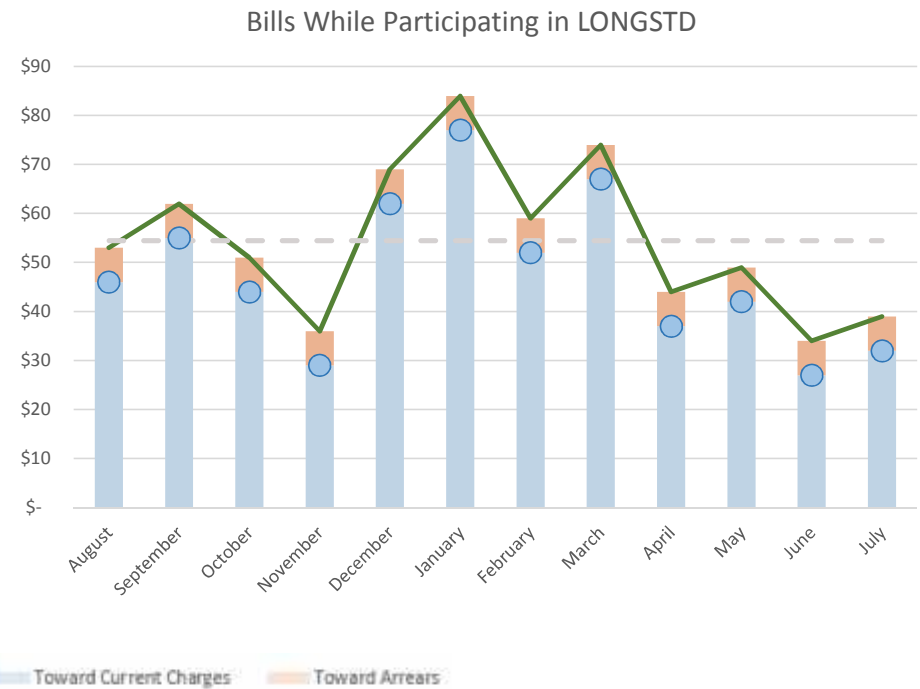
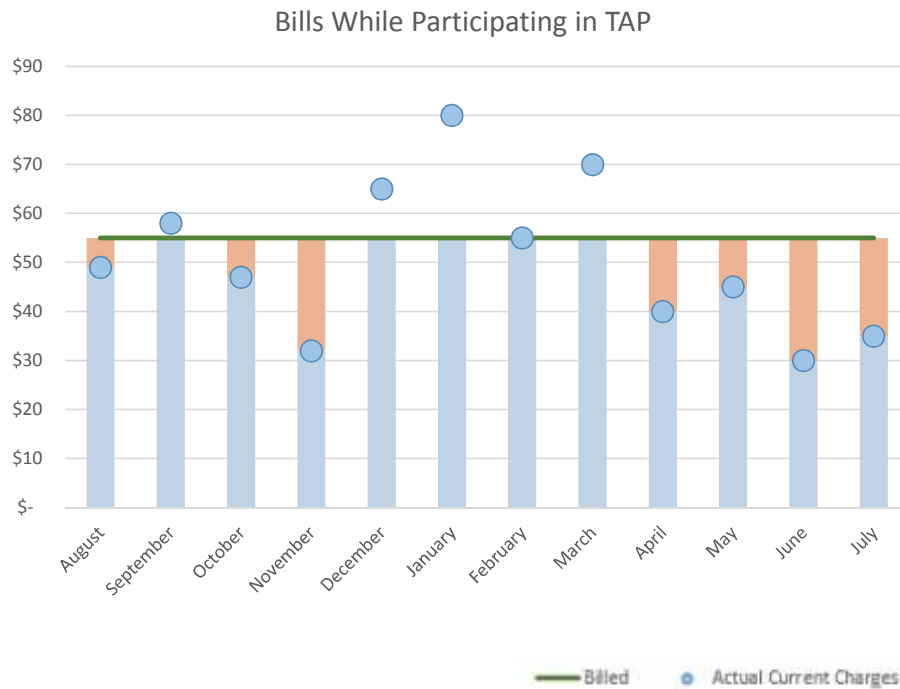


# TAP BILL AMOUNTS

For TAP and TAP Landlord Payment Agreement...

If your household income is this % of FPL:	Your bill is equal to:
< 50%	2% of household monthly income
> 50% and <100%	2.5% of household monthly income
> 100% and <150%	3% of household monthly income
> 150% (special hardship only)	4% of household monthly income

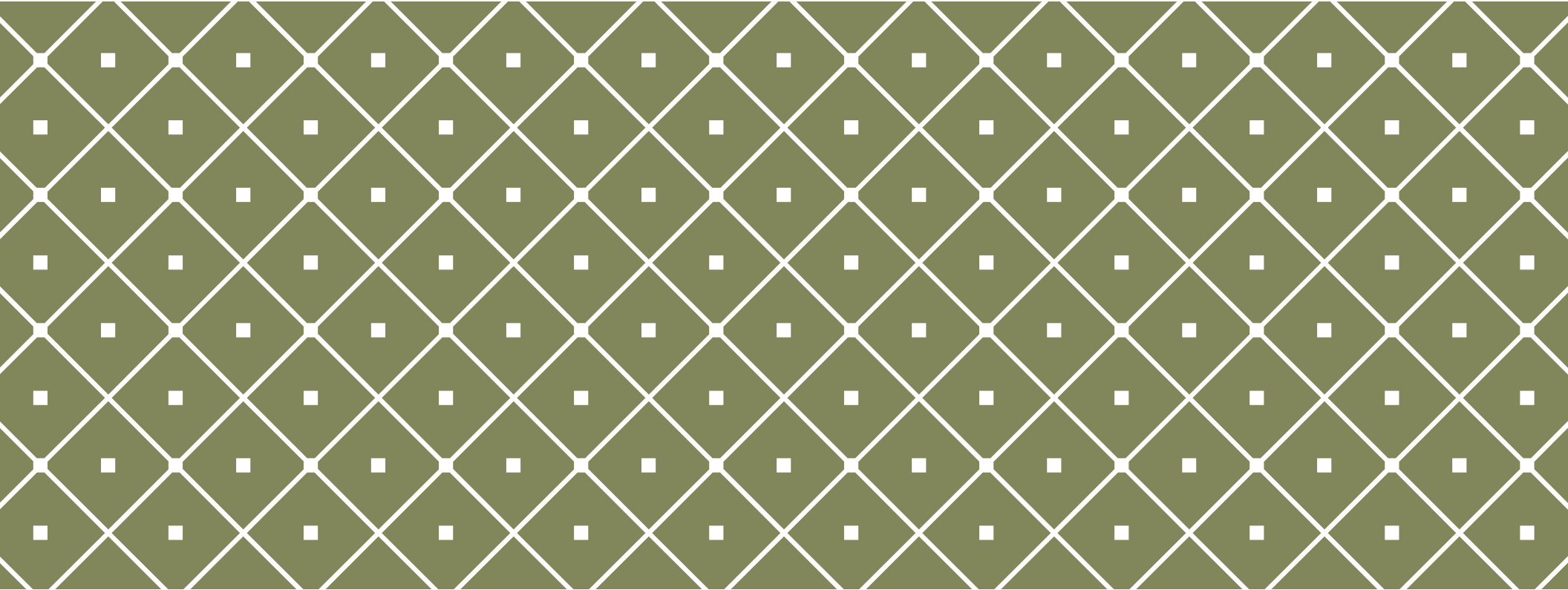
# NEW PROGRAM BILL PATTERNS





# PROGRAM COMPARISON

	<b>TAP Participation</b>	<b>WRBCC Agreement</b>	<b>Standard Agreement</b>	<b>LONGSTD Agreement</b>
<b>Timing</b>	) Recertify annually	) Recertify annually	) Agreement lasts up to 12 months	) Agreement lasts beyond 1 year
<b>Enrollment</b>	) First-time applications and recertifications through single Customer Assistance application	) Recertifications through single Customer Assistance application	) Enroll through current WRB process	) For 151-250% FPL, can apply through Customer Assistance application. ) For others, enroll through current WRB process
<b>Agreement</b>	) Consistent ) Covers current charges and payment toward arrears ) Pre-TAP Arrears are protected from enforcement	) Consistent ) Covers current charges ) Pre-WRBCC arrears are protected ) No enforcement	) Consistent amount on top of current charges ) No enforcement unless customer breaches	) Consistent amount on top of current charges ) No enforcement unless customer breaches
<b>Nonpayment</b>	) Enforcement (shut-off, visit or restore fee) ) Plan required for unpaid TAP bills - TAPBACK ) Pre-TAP arrears remain protected regardless of non-payment	) No enforcement ) At the end of the plan, eligible for WRBCC recertification if unpaid amount is cured, or eligible for TAP	) Enforcement ) Customer can cure the breach by paying the unpaid amount ) Customer can renegotiate the agreement prior to nonpayment	) Enforcement ) Customer can cure the breach by paying the unpaid amount ) Customer can renegotiate the agreement prior to nonpayment



# TAP & DEBT COLLECTION RECORDS

# TAPHOLD DEBT COLLECTION RECORD

When a customer is enrolled in TAP, debt will be linked to a new TAPHOLD debt collection record.

Prior to enrollment, debt must be unlinked from other DCRs

- can be done automatically through DCR status update or manually

Excludes:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN
- SH-WATER

# AUTO UNLINKING BY UPDATING DCR STAGE

On the Debt Collection Screen, changing the Debt Collection Stage to **Closed** will auto unlink transactions for most paths. (see list of Auto Unlink stages in 'auto unlink dcr stages.docx').

The screenshot shows the 'Debt Collection' screen for a customer named STEWART T WILEY. The 'Debt Collection Stage' dropdown menu is highlighted with a red box, and the 'Closed' option is selected. A red arrow points from the text above to the 'Closed' option. The screen also displays various fields for account information, dates, and amounts.

Field	Value
Debt Collection Ref No	0101561751
Customer	CUC935028
Regulator	0408941770
Supplier	WATER
Debt Collection Path	ALL 1
Debt Collection Stage	Closed
Card Period - From	04/11/2012
Card Period - Up To	11/17/2016
Total Debt	936.50
Outstanding	811.81
Principal	400.70
Penalty	111.85
Over	20.00
Amount	

# AUTO UNLINKING BY UPDATING DCR STAGE

ALL1 - CLOSED	LINEBAR - CLOSED	OLD-BNKR - CLOSED	RCB10K - CLOSED
BNKRPT07 - DISMISSD	MUNICORT - REMOVE	OLD-WRAP - CLOSED	RDA - CLOSED
BNKRPT11 - DISMISSD	MUNICORT - DISMISSD	PENN - CLOSED	SH-WATER - CLOSED
BNKRPT13 - DISMISSD	MUNICORT - CLOSED	PHDC - CLOSED	TAGT1 - CLOSED
CACI - CLOSED	NCO - CLOSED	PRE10K - CLOSED	TAGT2 - CLOSED
GILA - CLOSED	OBE - CLOSED	PRO - CLOSED	TAPHLD - TAPCANCL
		RCB - CLOSED	TAPHLD - TAPCLOSE
			VACANT - CLOSED

# MANUAL UNLINKING

The screenshot shows the 'Debt Collection Trans' window. At the bottom, there are three buttons: 'Link/Unlink Trans', 'Balance Colls', and 'Batch Stage History'. The 'Link/Unlink Trans' button is highlighted with a red rectangle and a red arrow pointing to it.

Otherwise, click on the Link/Unlink Trans button, and then click on the Unlink All button to unlink transactions from the Debt Collection record.

The screenshot shows the 'Debt Collection Trans' window with a list of transactions. The 'Unlink All' button is highlighted with a red rectangle and a red arrow pointing to it. The list of transactions is as follows:

Trans ID	Link Code	Link Date	Total Amount	Balance Amount	Drags Code	Reached Date	Link Status	Unlink Status
00000000	LN	04/01/2017	10.00	10.00				
00000001	PLNTRNT	11/01/2016	4.63	4.63				
00000002	BILL	11/01/2016	14.12	14.12				
00000003	PLNTRNT	10/01/2016	4.54	4.54				
00000004	BILL	10/01/2016	14.12	14.12				
00000005	BILL	10/01/2016	14.12	14.12				
00000006	PLNTRNT	09/01/2016	4.43	4.43				
00000007	PLNTRNT	08/01/2016	4.38	4.38				
00000008	BILL	08/01/2016	14.12	14.12				
00000009	BILL	07/01/2016	14.12	14.12				
00000010	PLNTRNT	07/01/2016	4.26	4.26				
00000011	PLNTRNT	06/01/2016	4.17	4.17				
00000012	BILL	06/01/2016	14.12	14.12				

# TAPHOLD

When entering TAP, debt linked to TAPHOLD record

When bankruptcy dismissed (or discharged >0), debt linked to TAPHOLD record

- done by Collections

# TAP DISPUTES

## TAPADISP

Disputing application decision

- may result in manual adjustment (AAU)

## TAPPDISP

Disputing plan precision

- reverse and rebill happens automatically



# HANDS ON

Log into basis2 (WUAT)

<http://erpdevapps21.city.phila.local:8025/>

Ravonne.Muhammed

training

# HANDS ON

[test-cap.phila.gov/csr](http://test-cap.phila.gov/csr)

<http://rev36vswebwbe01:10042/>

# TOOLS

## IWFE – Front End Application Website



## IWBE – Application Processing Software



# TAPHOLD DCRS IN BASIS2 (WUAT)

## TAP

000491772

000103213

000998352

000700578

000303637

000012166

000820167

## LONGSTD

000891384

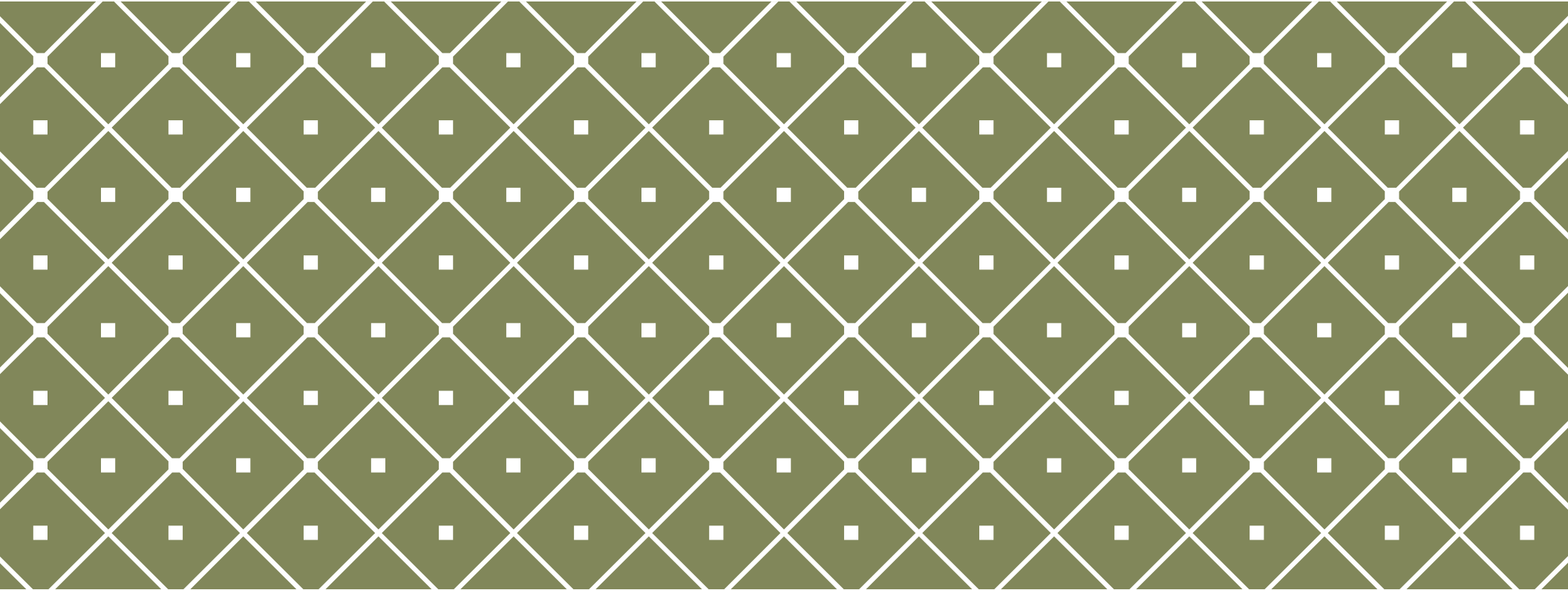
000669807

000353569

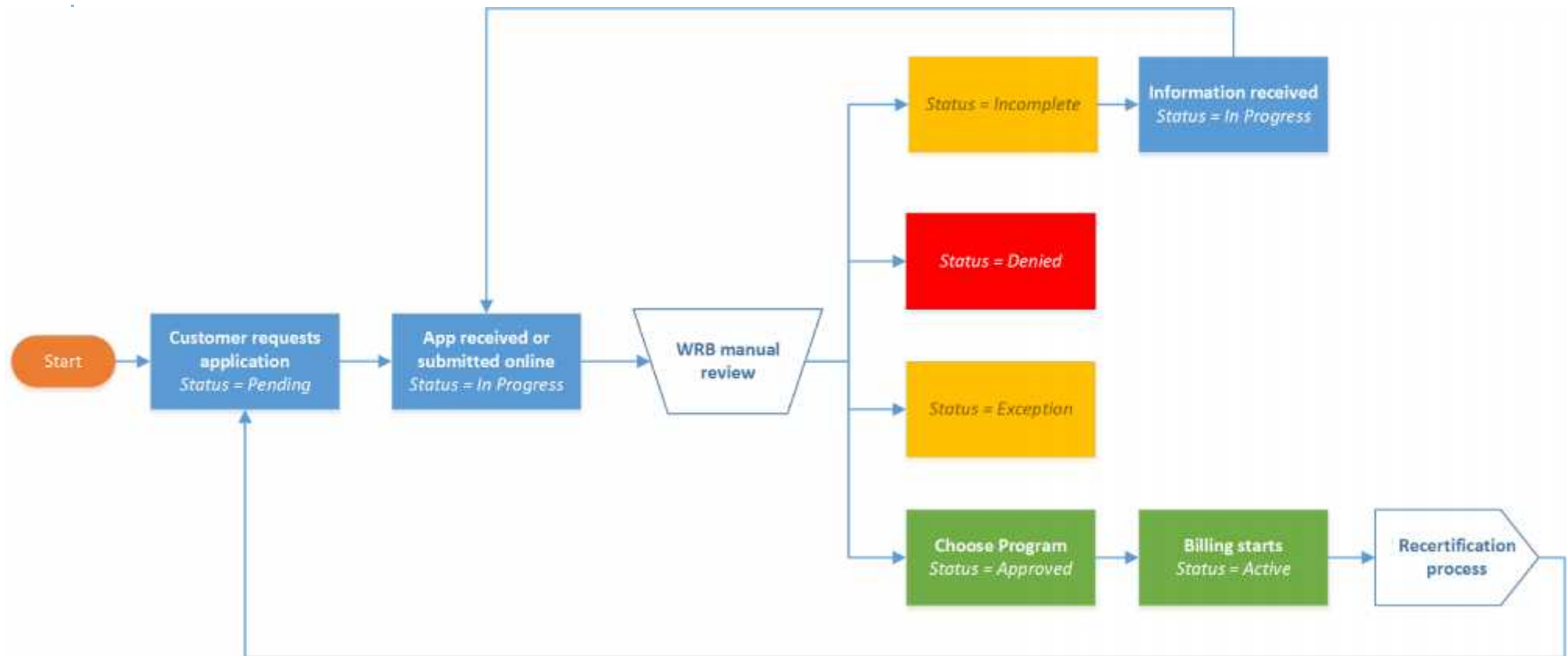
000013186

001007955

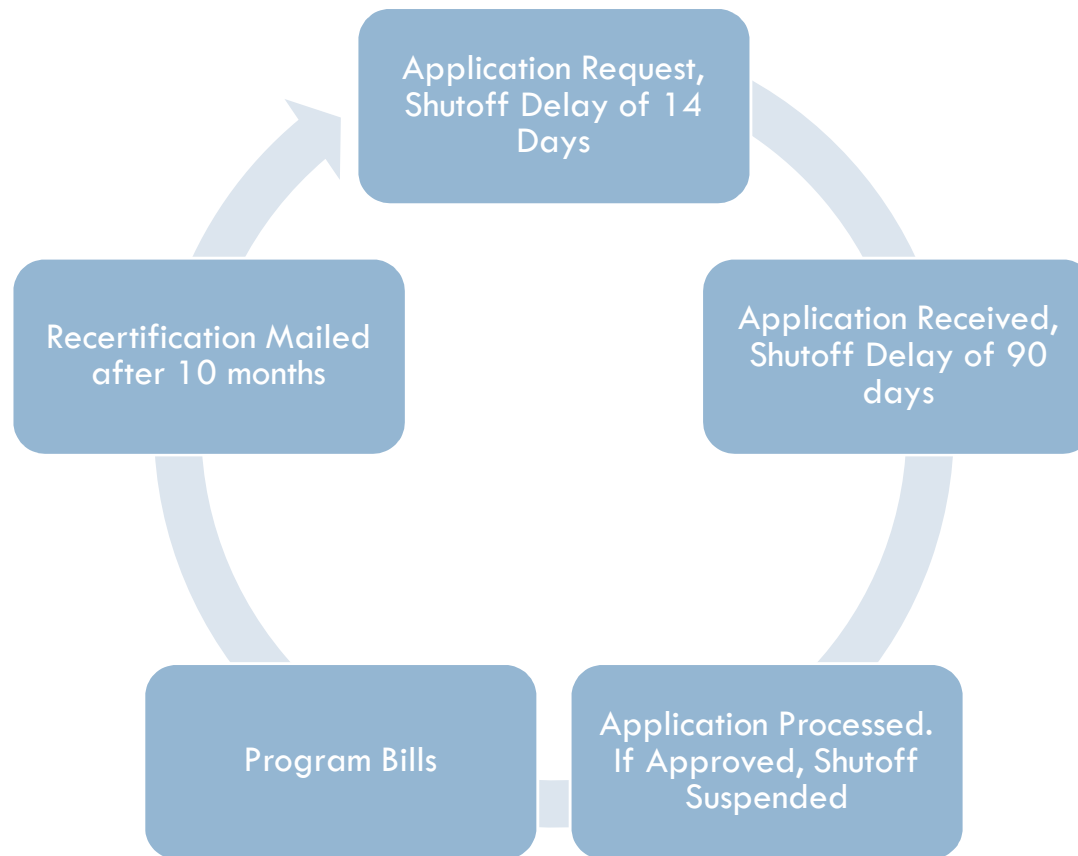
001054267



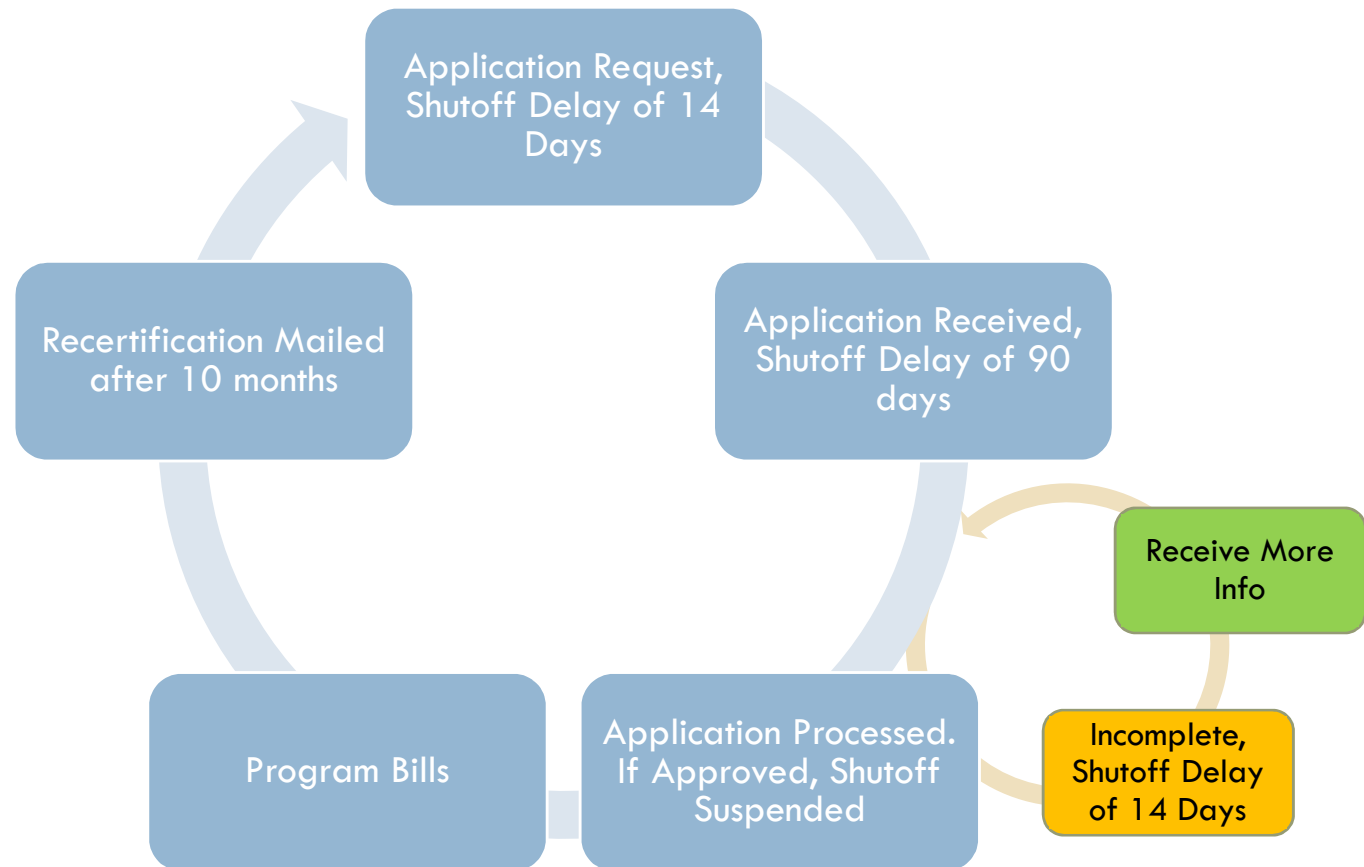
# APPLICATION LIFECYCLE



# TAP APPLICATION LIFECYCLE

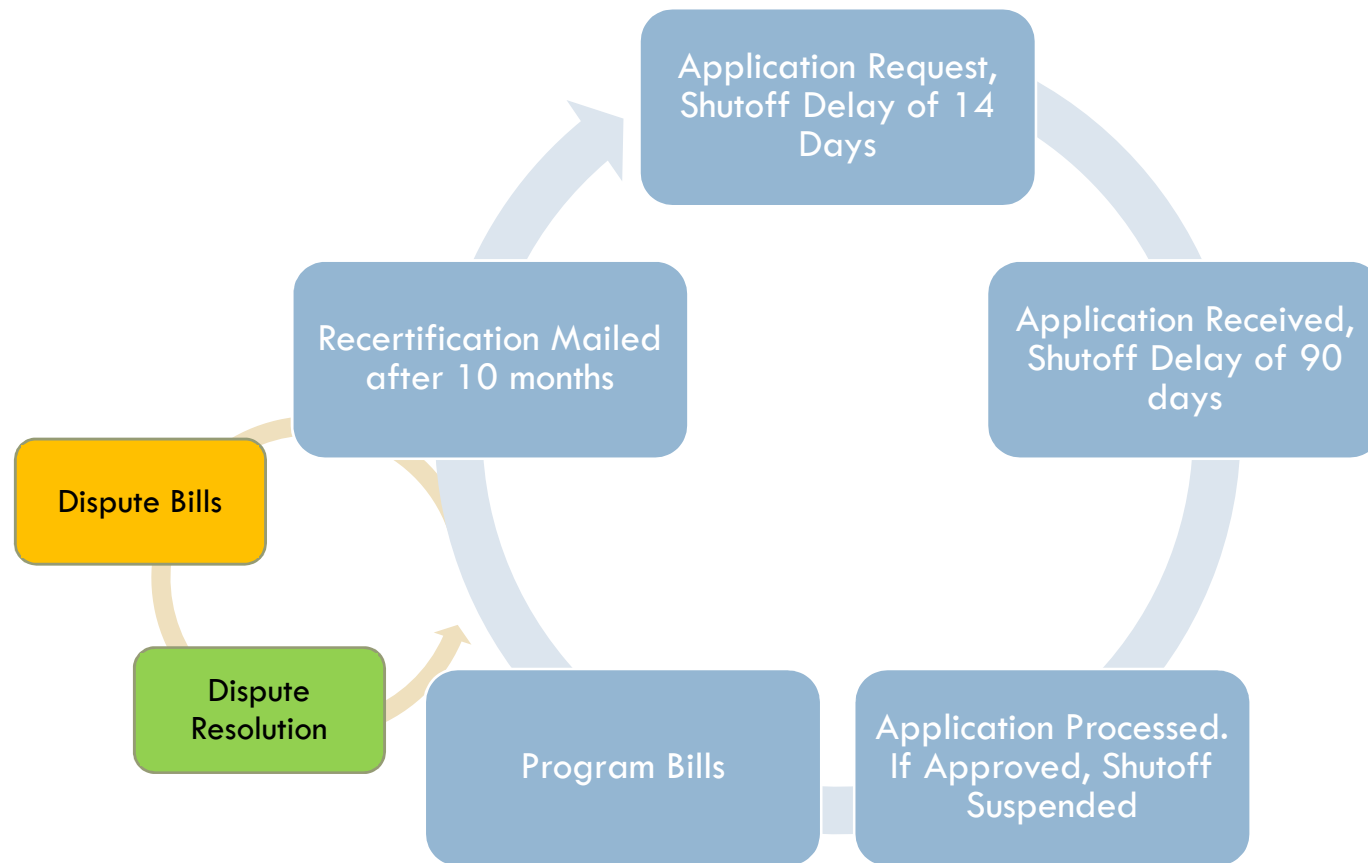


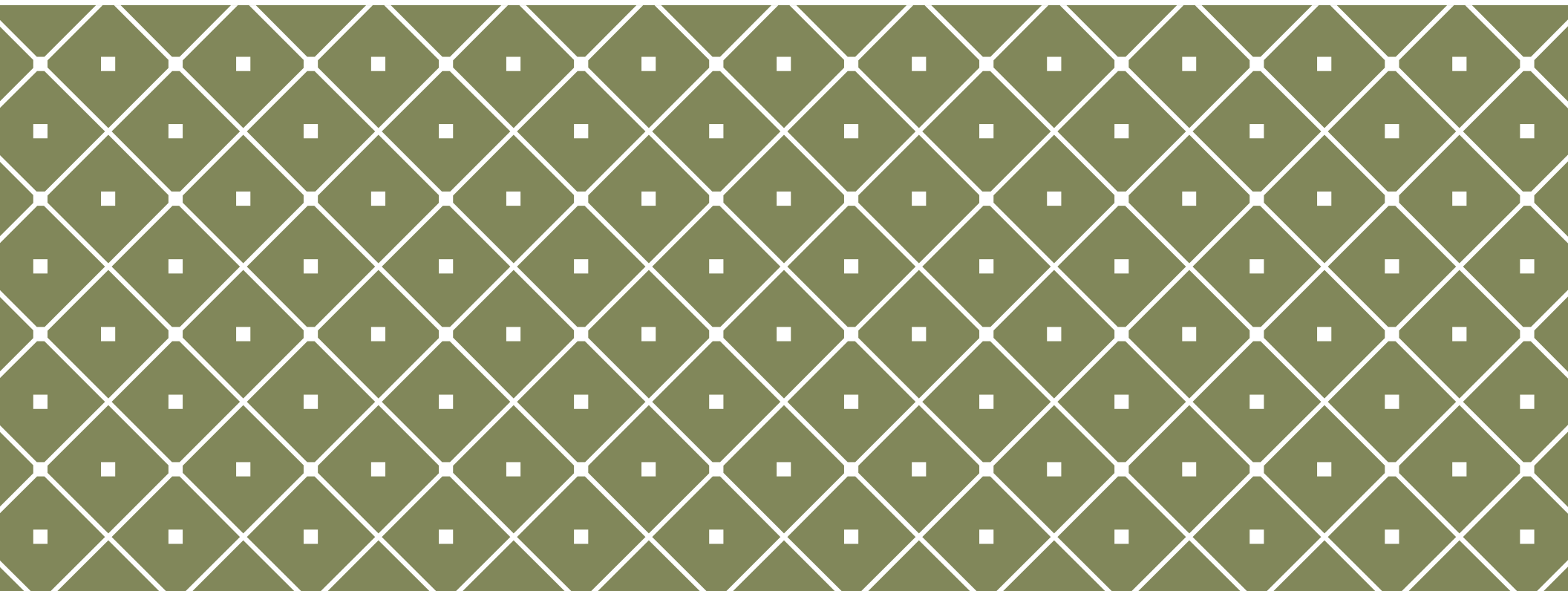
# TAP APPLICATION LIFECYCLE





# TAP APPLICATION LIFECYCLE





# COLLECTIONS

# PRIMARY ROLES

Managing debt collection records

# IWFE

Sign in

Print an application or

Send an application to the customer



The form is titled "City of Philadelphia Water Revenue Bureau Customer Assistance Application". It includes a section "Enter Your User Name" with two input fields labeled "User Name" and "Name". A "Submit" button is located at the bottom right of the form. A red asterisk and the word "Required" are visible next to the "Name" field.

## Applicant Information

All information must be current.



The form contains the following fields and values:

Name of Applicant	IRONE & CATHERINE MA		
9-Digit Water Access Code	00001174		
Address of Property	2101 FRATT ST PHILADELPHIA PA 19124	Mailing Address	2101 FRATT ST PHILADELPHIA PA 19124

Below the mailing address field, there is a checked checkbox labeled "Mailing Address is Correct".

At the bottom of the form, there are three buttons: "Print Now", "Mail Me an Application", and "Apply Online".



# IWBE

Look up customer application information



Manage

Dashboard

Reports

Tools

## Manage Application Assignments



SEARCH

CLEAR

From Date:

To Date:

Status:

In Progress

▼

Assigned To:

All

▼

Priority Flag:

▼

# WATER ACCESS CODE (BASIS2)

You can find WAC in the Customer Inquiry Screen



Call Center Inquiry

Customer	CU1008888	ENNA S PEEL	4	WOS									
Balance	1124.46	954 BELMONT AVE 19104 [C131676000954001] 062341900											
Account	000898314	Balance	1124.46	Debit Card Balance	841.92	Installation	IN000352203	Inst Type	11	Supply	WATER	Status	Current
Installation Address: 954 BELMONT AVE 19104 [C131676000954001] 062341900													

# IWBE

Find information on:

- Application status
- Household member information
- Submitted documents
- Missing application information
- Letters sent about the application

The screenshot displays the IWBE application portal interface. At the top, there is a blue header with the IWBE logo. Below the header, a navigation bar contains four tabs: 'Application Info', 'Household Members', 'Billing History', and 'Documents'. The 'Household Members' tab is currently selected and highlighted with a red border. Below the navigation bar, the 'Application Information' section is visible, displaying various fields and their values. Below this, the 'Child Support Information' section is also visible, showing fields for child support status and amount. At the bottom, the 'Customer Responsibilities' section is partially visible.

Application Information			
Signature:	None	Application Status Code:	In Progress
Application ID:	100007080	Application Entry Code:	
Water Access Code:	000150100	Daytime Phone:	9192170015
Applicant Name:	MARIA NA ORTE	Email Address:	TRASH OVER@GMAIL.COM
Property Address:	701 WARDEN ST. PHILADELPHIA PA 19130	Mailing Address:	
Application Status Date:	7/14/2019 2:08:10 PM	Ownership Status:	OWNERSHIP
Household Size:	1	Assigned To:	Unassigned
Children Under 18:	0	Manager Review Requested:	Yes
Language:	English	Reviewed:	No
Total Income:	\$20,000		
Account Balance:	\$1,000.00		

Child Support Information	
Receives Child Support?	No
Monthly Child Support Amount:	0.00

Customer Responsibilities	

## OPEN THESE WEBSITES:

test-cap.phila.gov/csr

http://rev36vswebwbe01:10042/

<http://erpdevapps21.city.phila.local:8025/>

Ravonne.Muhammed  
training



# CUSTOMER QUESTIONS



## EXPECTED QUESTIONS

What if customer already has an application in progress but they claim they haven't received it?

- Raise a call to TAP group for expiring application
- Note in call whether the customer will now be applying on-line, printing themselves or if they want us to mail one to them
- Tell the customer they can try again the following business day

## EXPECTED QUESTIONS

What if customer information on the pre-populated information is incorrect?

- They need to know what the options are for the customer

# ONLINE APPLICATION QUESTIONS

How do I find my water access code?

- on bill
- we can help!

# ONLINE APPLICATION QUESTIONS

## Which fields to complete?

- Age, income, and household member information are critical to application
- Supporting documentation required for backing up information on application

# ONLINE APPLICATION QUESTIONS

How long will it take to process?

- Once we receive a complete application, we expect to review it within 3-4 weeks.
- Your account will be protected from any enforcement action during that time
  - Official script to follow

# DOCUMENT QUESTIONS

Which documents should be included?

- Refer to application document

# DOCUMENT QUESTIONS

## How to attach documents?

- If you have digital copies, attach to online application through website.
- If you have paper copies, include them with a paper version of the application.



## STATUS QUESTIONS

Statuses: Pending, In Progress\*, Approved, **Denied**, Exception\*\*, Incomplete, Expired, Active, Active Recertify

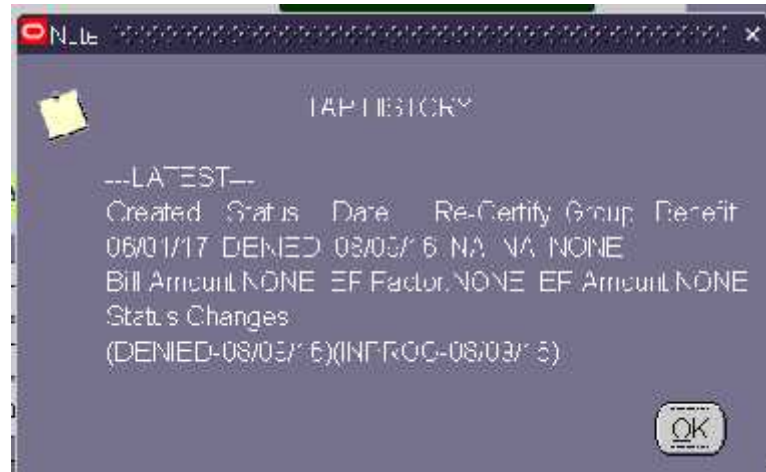
- Add a table for status code, definition, customer communication
- More information on Incomplete letter in IWBE

# STATUS QUESTIONS

What are the next steps?

# APPLICATION STATUSES

Status		
Pending	Approved	Dispute
In Progress	Denied	Closed
Exception	Active	Canceled
Incomplete	Active-R	
Expired	WRAP-R	



# CCR ROLE

## Thing to Say

Status DENIED: denial reasons only

Status IN PROGRESS: provide information on status, documents

## Things not to Say

Additional detail on denials

# SUPPORT FOR CUSTOMERS

Additional application assistance for customers is available from our partners:

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Neighborhood Energy Center (NEC).

# LETTER QUESTIONS

Who receives the letters?

What do the letters mean?

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Customer representative.

Stays of enforcement.

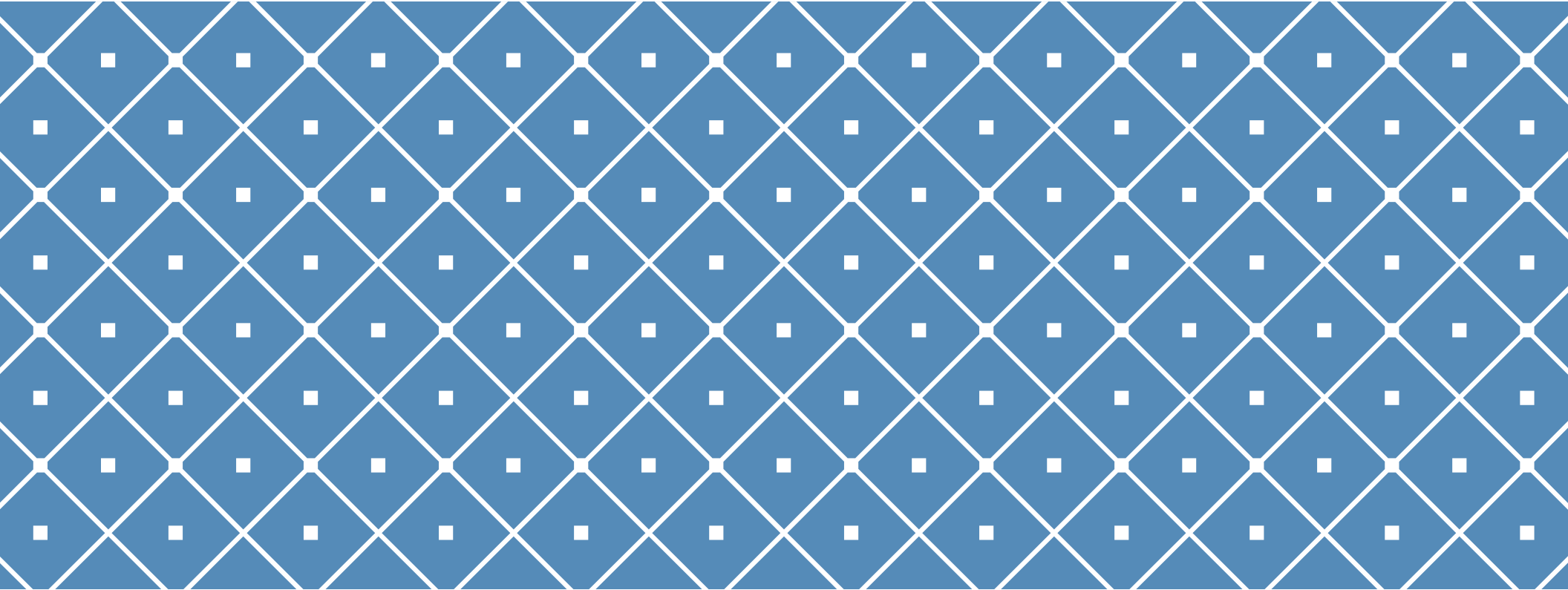
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# TAP & TRB

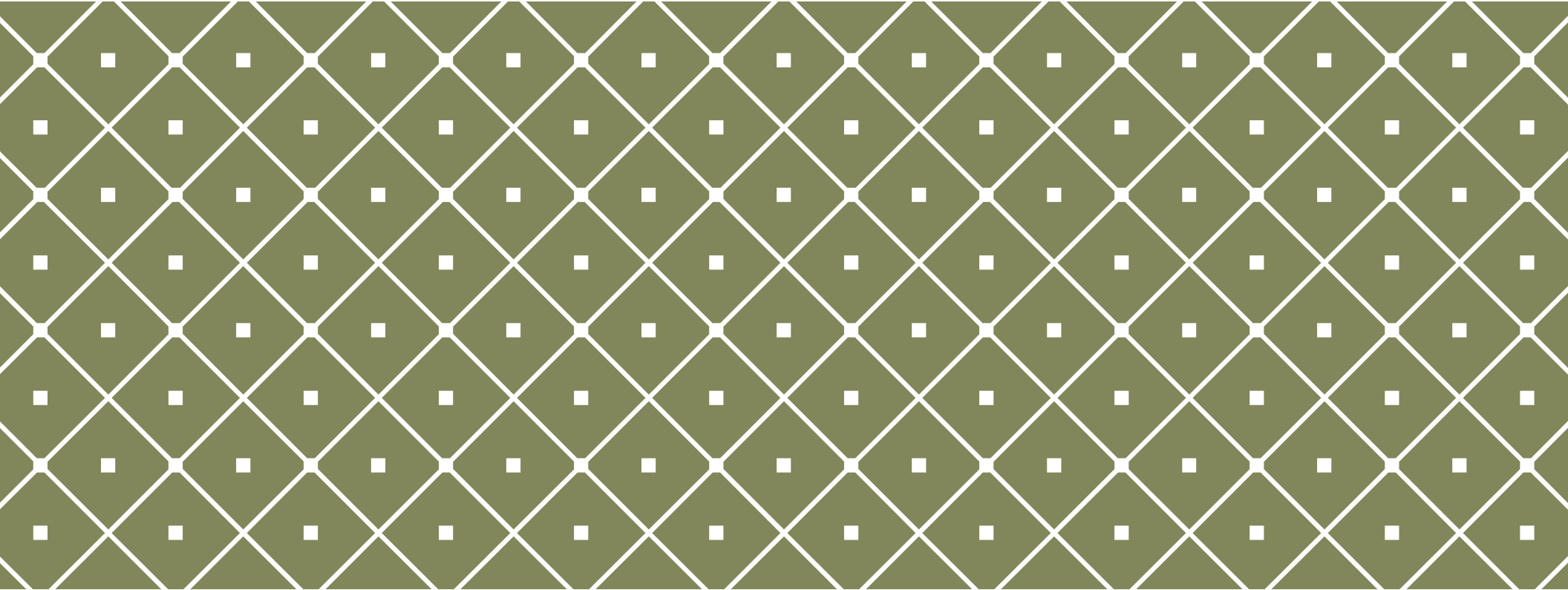
June 2017

# TRAINING AGENDA

Change to Customer Assistance Programs

TAP overview

TRB role



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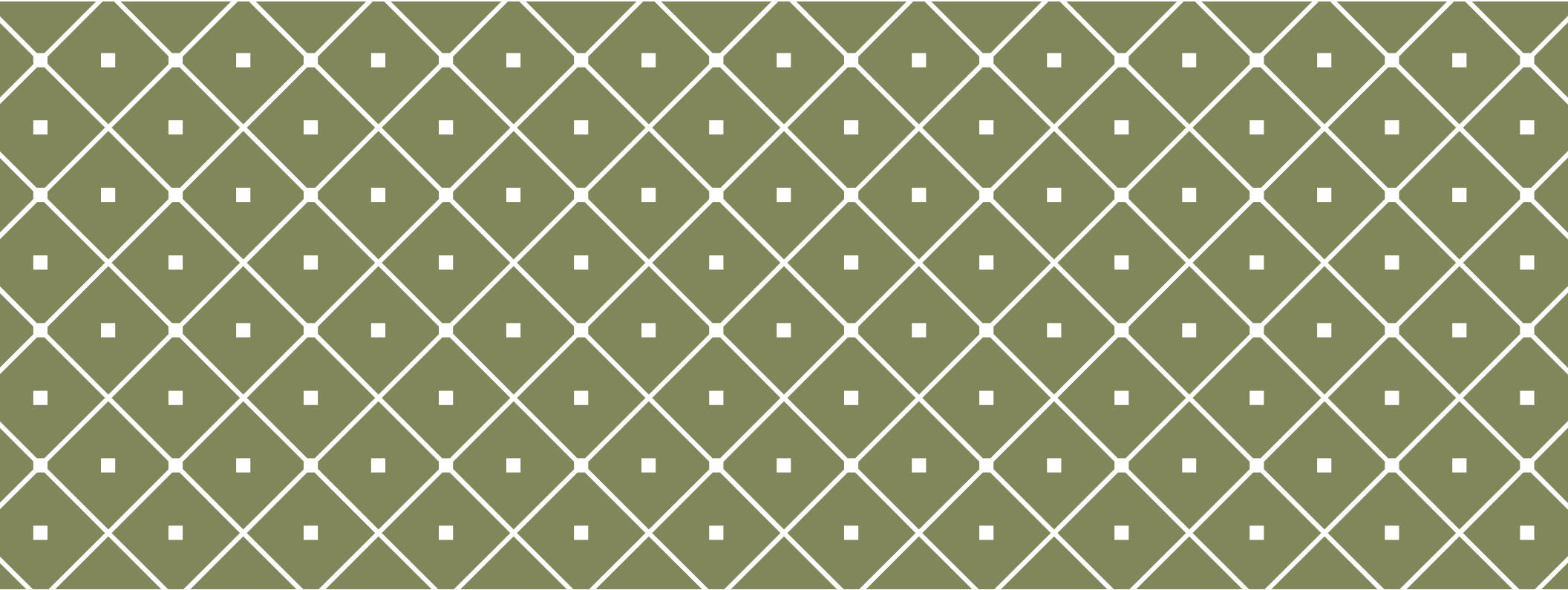
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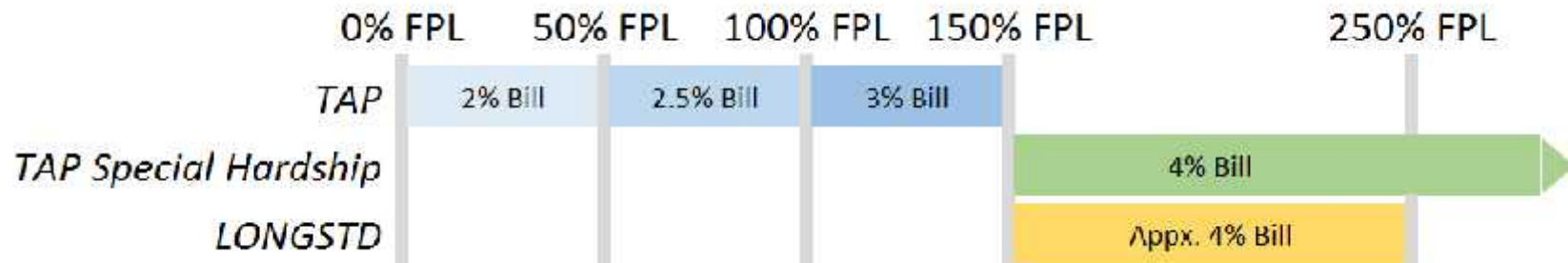
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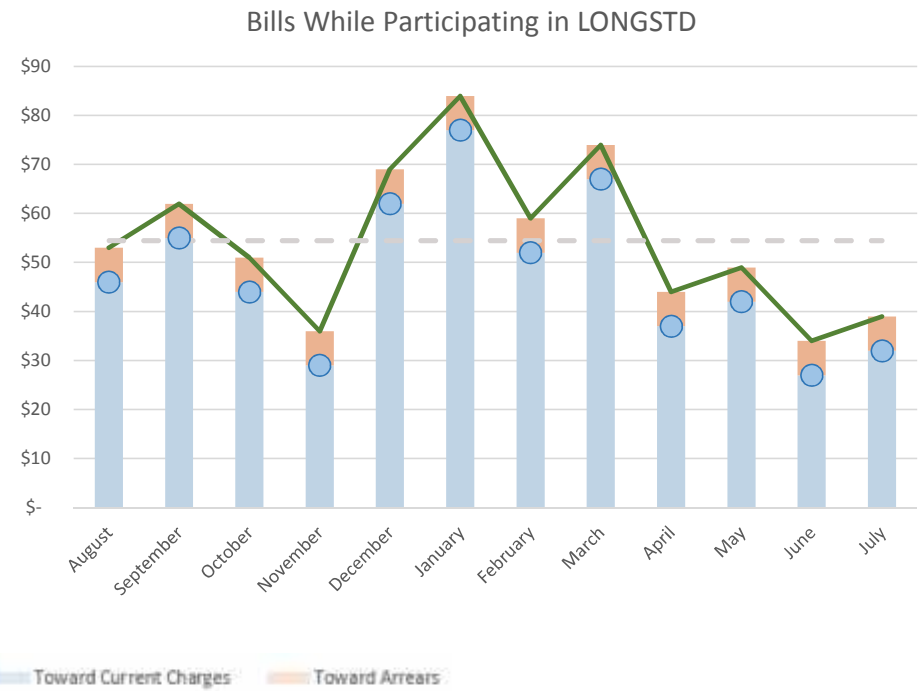
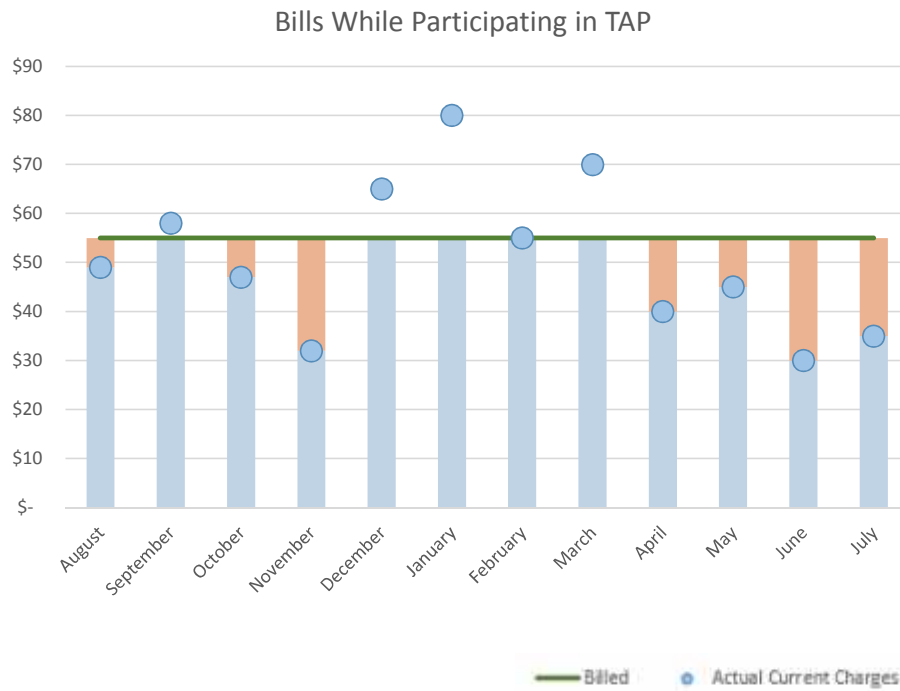


# TAP BILL AMOUNTS

For TAP and TAP Landlord Payment Agreement...

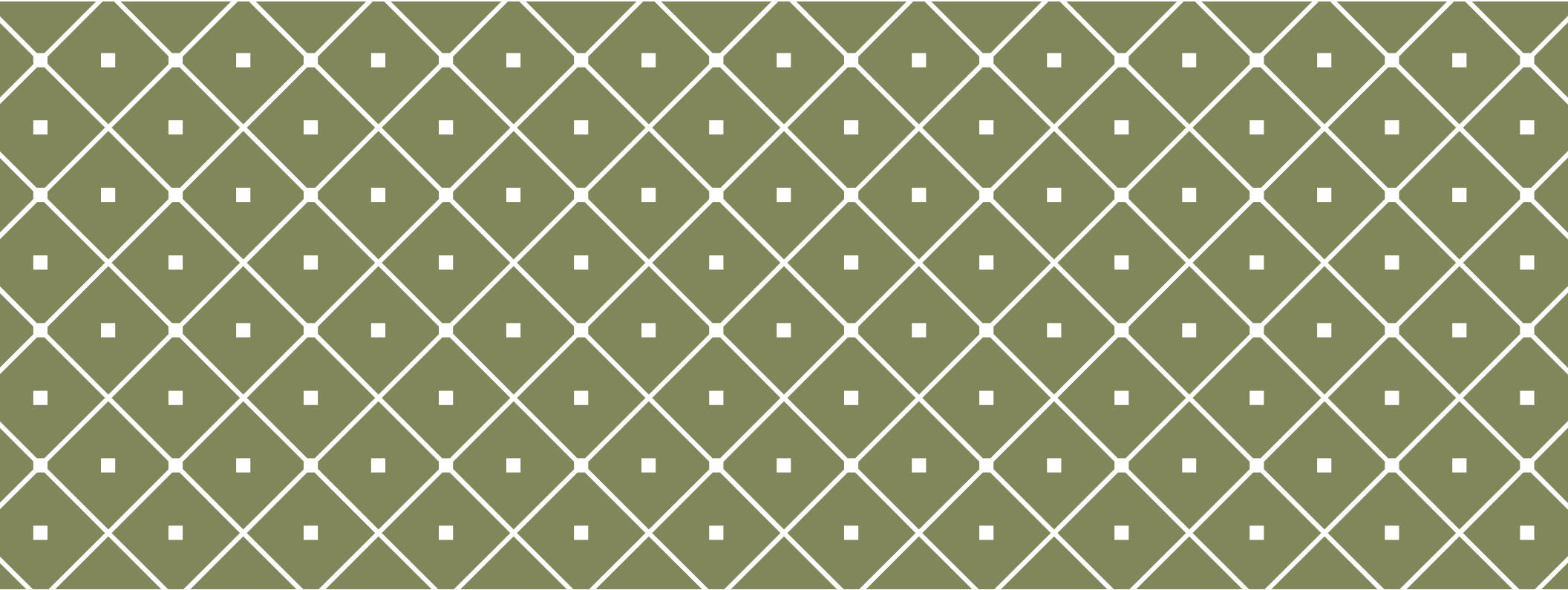
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# NEW PROGRAM BILL PATTERNS



# PROGRAM COMPARISON

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## TAP & TRB

# LETTERS

Customers will receive letters upon:

- Submitting an application
- Incomplete determination
- Approval
- Denial

# DISPUTES

Customers can dispute any decision made on their application.

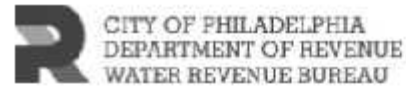
- Denial
- Plan selection
- TAP plan amount
- Incomplete designation



# DISPUTES

Customers can dispute any decision made on their application.

- Denial
- Plan selection
- TAP plan amount
- Incomplete designation



DIANE E BROCKWAY  
9235 EXETER RD  
PHILADELPHIA PA 19114

Questions:

[www.phila.gov](http://www.phila.gov)

**(215) 686 6880**

Monday-Friday, 8am-5pm

### **Customer Assistance Application Denied**

June 6, 2017

Dear Customer:

We have reviewed your application for a customer assistance program. We regret to inform you that at this time you do not meet the eligibility criteria for any of our assistance programs based on the information provided in your application (income, residency, or age).

You are ineligible for the Tiered Assistance Program (TAP) for the following reason(s):

Residency or customer status does not meet guidelines.

We encourage you to re-apply if your circumstances change.

You have the right to dispute this decision 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:

[http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html)

If you have questions, please call the Water Revenue Bureau at 215-686-6880. We are also partnering with the Utility Emergency Services Fund (UESF), Community Legal Services (CLS) and your local Neighborhood Energy Center (NEC).

Thank you.

**Water Access Code:**

**000141646**

**Account Number:**

---

**Service Address:**

**9235 EXETER RD  
PHILADELPHIA PA 19114**

EXAMPLE

# AUTO UNLINKING BY UPDATING DCR STAGE

On the Debt Collection Screen, changing the Debt Collection Stage to **Closed** will auto unlink transactions for most paths. (see list of Auto Unlink stages in 'auto unlink dcr stages.docx').

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Field	Value
Debt Collection Ref No	0101561751
Revolving Ref No	0101561751
Customer	CUC935028 STEWART T WILEY
Regulator	B085941770 2231 RUFFER ST 15140 (5707962224902) 111431708
Supply	WATER
Debt Collection Path	ALL 1 ALL 1 1
Debt Collection Stage	Closed
Card Period - From	04/11/2012
Up To	11/17/2016
Total Debt	\$36.50
Outstanding	\$11.81
Principal	\$11.81
Penalty	\$0.00
Over	\$0.00
Amount	
Pay Advice Amt	

# AUTO UNLINKING BY UPDATING DCR STAGE

ALL1 - CLOSED	LINEBAR - CLOSED	OLD-BNKR - CLOSED	RCB10K - CLOSED
BNKRPT07 - DISMISSD	MUNICORT - REMOVE	OLD-WRAP - CLOSED	RDA - CLOSED
BNKRPT11 - DISMISSD	MUNICORT - DISMISSD	PENN - CLOSED	SH-WATER - CLOSED
BNKRPT13 - DISMISSD	MUNICORT - CLOSED	PHDC - CLOSED	TAGT1 - CLOSED
CACI - CLOSED	NCO - CLOSED	PRE10K - CLOSED	TAGT2 - CLOSED
GILA - CLOSED	OBE - CLOSED	PRO - CLOSED	TAPHLD - TAPCANCL
		RCB - CLOSED	TAPHLD - TAPCLOSE
			VACANT - CLOSED

# MANUAL UNLINKING

The screenshot shows the 'Debt Collection System' interface. At the bottom, there are three buttons: 'Link/Unlink Trans', 'Balance Calc', and 'Batch Stage History'. The 'Link/Unlink Trans' button is highlighted with a red box, and a red arrow points to it from below.

Otherwise, click on the Link/Unlink Trans button, and then click on the Unlink All button to unlink transactions from the Debt Collection record.

The screenshot shows the 'Debt Collection System' interface with a table of transactions. At the top, there are buttons for 'Link/Unlink Trans', 'Balance Calc', and 'Batch Stage History'. The 'Unlink All' button is highlighted with a red box, and a red arrow points to it from above.

Trans ID	Link Code	Link Date	Total Amount	Balance Amount	Drags Code	Reached Date	Link Code	Link Date
00000000	LN	04/01/2017	10.00	10.00				
00000001	PNLT	11/01/2016	4.63	4.63				
00000002	BILL	11/01/2016	14.12	14.12				
00000003	PNLT	10/01/2016	4.34	4.34				
00000004	BILL	10/01/2016	14.12	14.12				
00000005	BILL	10/01/2016	14.12	14.12				
00000006	PNLT	09/01/2016	4.40	4.40				
00000007	PNLT	08/01/2016	4.38	4.38				
00000008	BILL	08/01/2016	14.12	14.12				
00000009	BILL	07/01/2016	14.12	14.12				
00000010	PNLT	07/01/2016	4.26	4.26				
00000011	PNLT	06/01/2016	4.17	4.17				
00000012	BILL	06/01/2016	14.12	14.12				

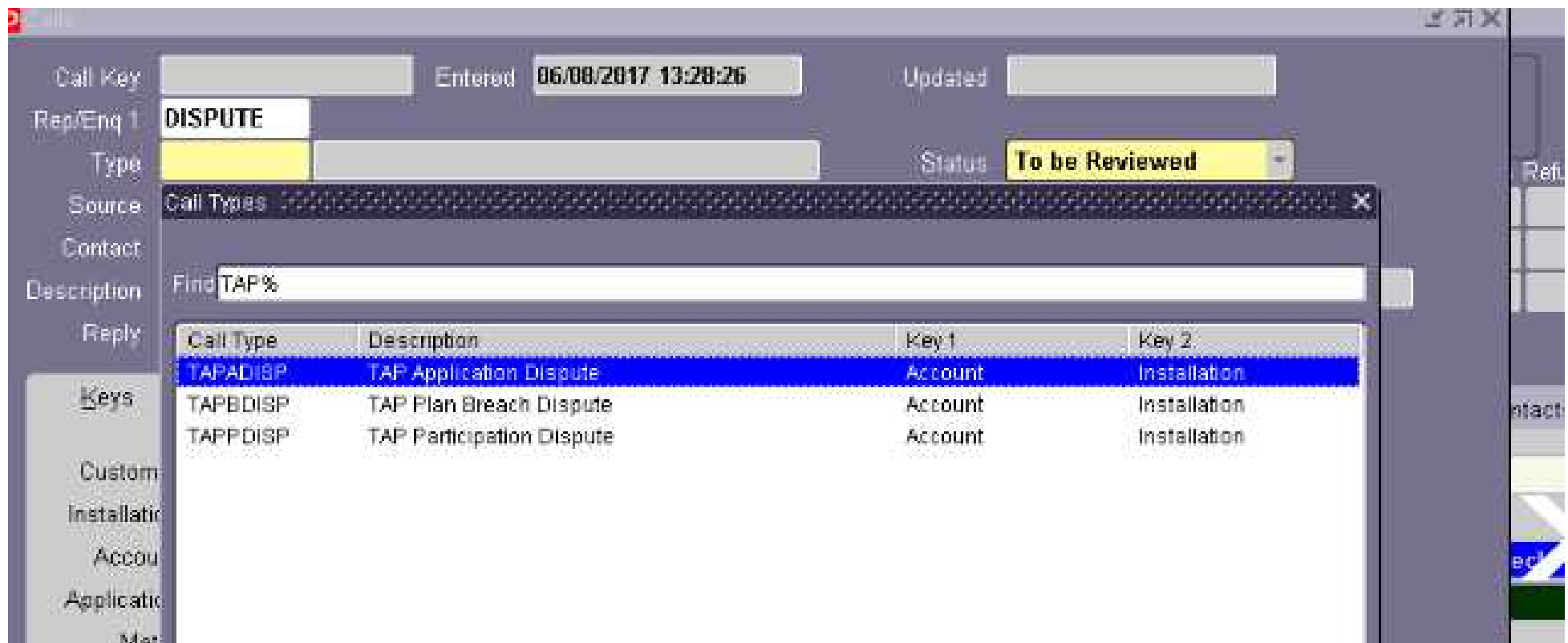
# TAPHOLD

When entering TAP, debt linked to TAPHOLD record

When bankruptcy dismissed (or discharged >0), debt linked to TAPHOLD record

- done by Collections

# TAP DISPUTES



Call Key: [ ] Entered: 06/08/2017 13:28:26 Updated: [ ]

Rep/Enq 1: DISPUTE

Type: [ ] Status: To be Reviewed

Source: [ ]

Contact: [ ]

Description: Find TAP%

Reply: [ ]

Keys:

Call Type	Description	Key 1	Key 2
TAPADISP	TAP Application Dispute	Account	Installation
TAPBDISP	TAP Plan Breach Dispute	Account	Installation
TAPPDISP	TAP Participation Dispute	Account	Installation

Custom: [ ]

Installation: [ ]

Account: [ ]

Application: [ ]

Met: [ ]

# TAP DISPUTES

## TAPADISP

Disputing application decision

- may result in manual adjustment (AAU)

## TAPPDISP

Disputing plan participation decision

- reverse and rebill happens automatically for Group 1 or Group 2 with a different amount



# TAPC-CCE

The screenshot displays a software interface with a 'Call Details' dialog box open over a 'TAPC-CCE' event record. The background interface includes a table with columns: Keys, Works, Assign Event, Completion Event, Description, Reply, and Contacts. The 'Description' column contains the text 'TAPC-CCE TAP Dispute resolved in favor of the Customer'. The 'Call Details' dialog box has the following fields:

- TAP New Group Number
- TAP New Bill Amount
- TAP Representative

At the bottom of the dialog box are buttons: OK, Cancel, Filter, and Help. Below the dialog box, a grid of buttons is visible, including: Customer, Installation, Account, Specification, Disposition, PayPlan, Change Plan, Spec/Plan, Meter/Rate, Supply Agreement, Dispute Tran, Bill Reversal, Cust Interact, Debt Collect, and Reading History.

# TAPW-CCE

Keys	Wdris	/Assign Event	Completion Event	Description	Reply
Type	TAPW-CCE - TAP Dispute resolved in favor of WRE				
Id					
Action 1	-				
2	-				
3	-				
4	-				
Action Req'd					
Report Req'd					
<div>Customer Installation Account Application Disposition</div> <div>EasyPlan ChargeEst SpecRead Meter/Work Supply Agreement</div> <div>Dispute Tran Bill Reversal Cust Interact Debt Collect Reading History</div>					

# TAPX-CCE

The screenshot displays the TAPX-CCE software interface. At the top, there are tabs: Keys, Work, Assign Event, Completion Event, Description, and Reply. The 'Assign Event' tab is selected. Below the tabs, the 'Type:' field is set to 'TAPX-CCE' and the description is 'TAP Dispute Withdrawn by Customer'. There are four 'Action' fields (Action 1, 2, 3, 4) with dropdown menus. Below these are 'Action Req'd' and 'Report Req'd' checkboxes. At the bottom, there is a grid of buttons for various actions: Customer, Installation, Account, Application, Disposition, Pay Plan, Charge Ext, Spec Read, Meter Work, Supply Agreement, Dispute Tran, Bill Reversal, Cust Interact, Debt Collect, and Reading History.

Type:	Description:
TAPX-CCE	TAP Dispute Withdrawn by Customer

Action	Req'd
Action 1	
Action 2	
Action 3	
Action 4	

Action Req'd	Report Req'd
<input type="checkbox"/>	<input type="checkbox"/>

Customer	Installation	Account	Application	Disposition
Pay Plan	Charge Ext	Spec Read	Meter Work	Supply Agreement
Dispute Tran	Bill Reversal	Cust Interact	Debt Collect	Reading History

# TAP GROUPS

Group 1: TAP Income

Group 2: TAP Special Hardship

Group 3: LONGSTD

Group 4: SCD

Group 5: Landlord

Group 6: WRAP

# HANDS ON

Log into basis2 (WUAT)

<http://erpdevapps21.city.phila.local:8025/>

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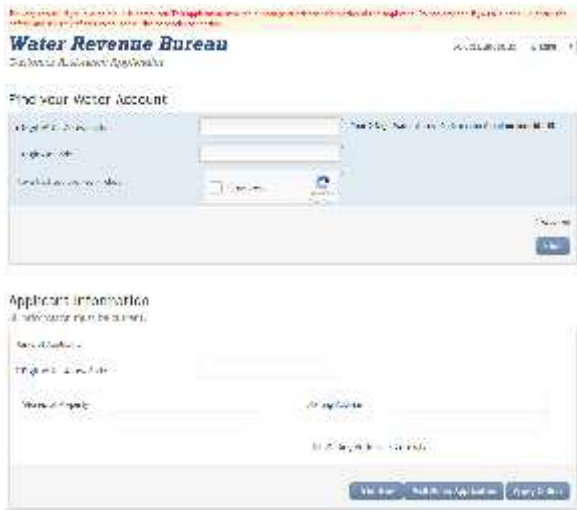
# HANDS ON

[test-cap.phila.gov/csr](http://test-cap.phila.gov/csr)

<http://rev36vswebwbe01:10042/>

# TOOLS

IWFE – Front End Application Website



IWBE – Application Processing Software



# TAPHOLD DCRS IN BASIS2 (WUAT)

## TAP

000491772

000103213

000998352

000700578

000303637

000012166

000820167

## LONGSTD

000891384

000669807

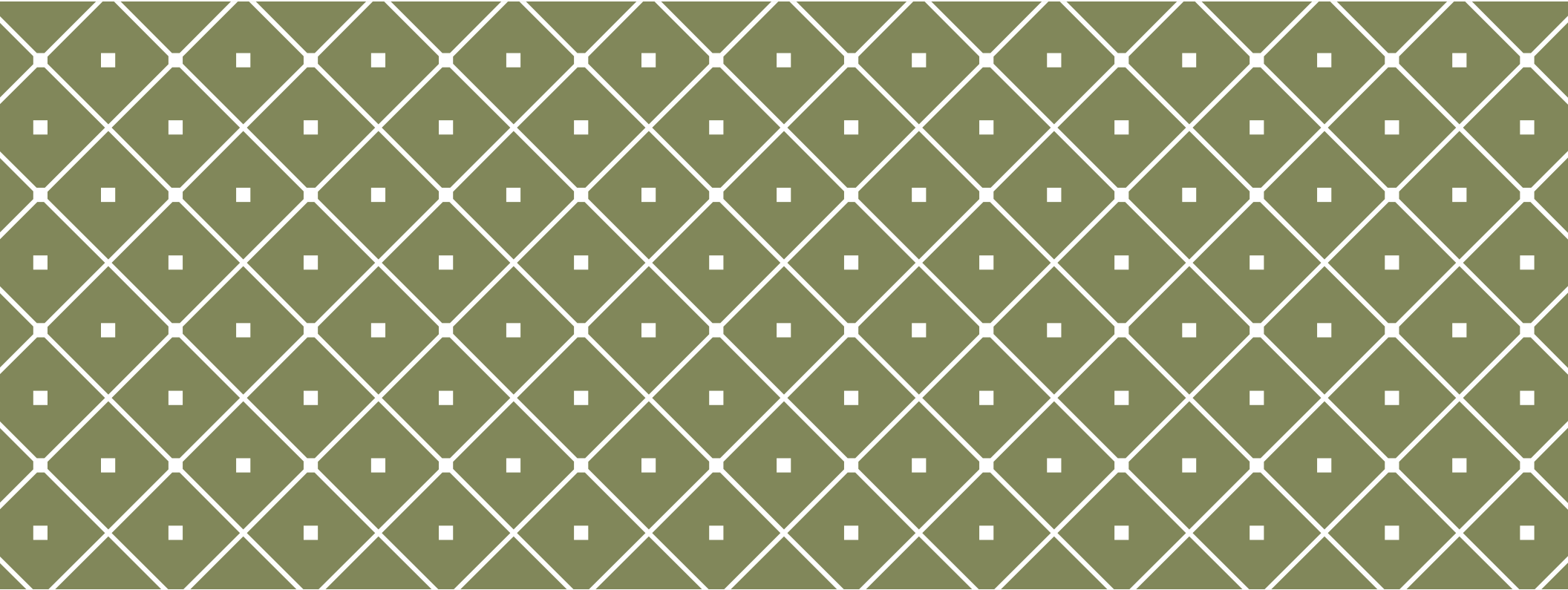
000353569

000013186

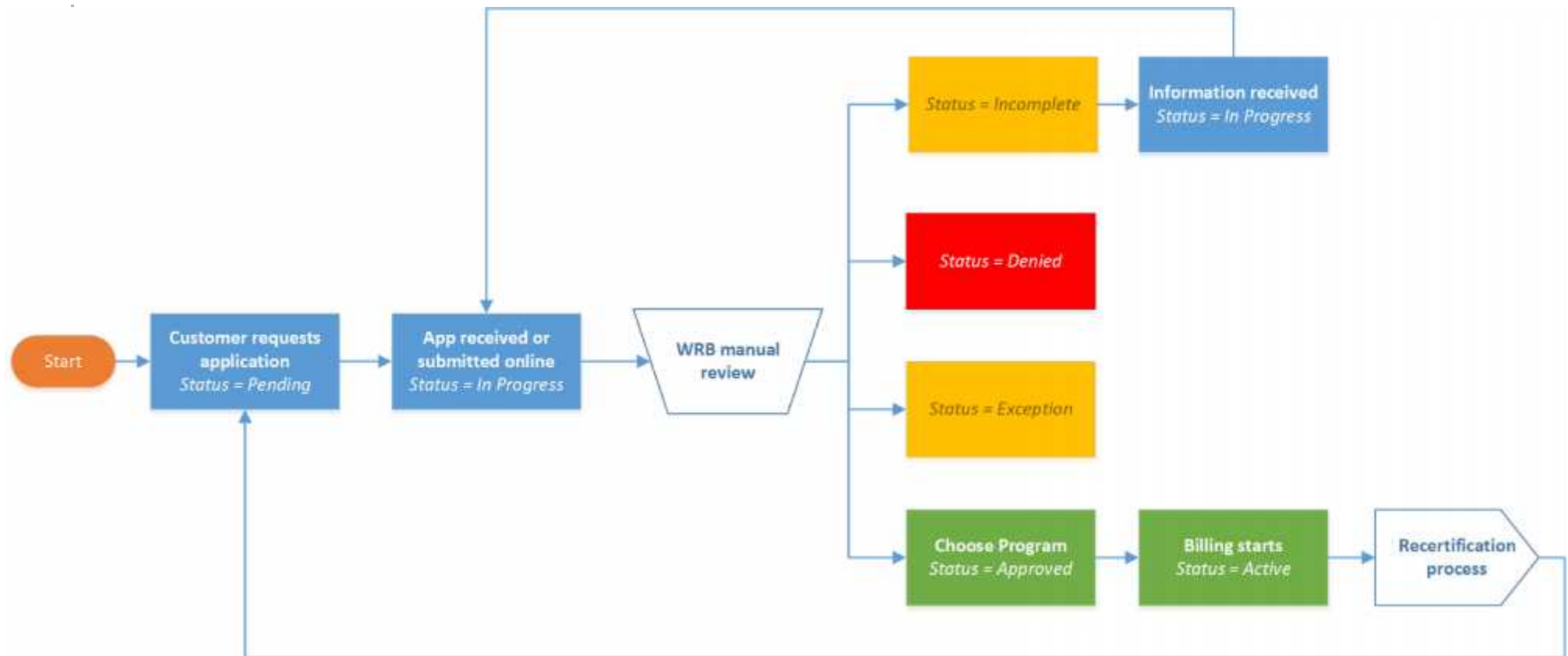
001007955

001054267

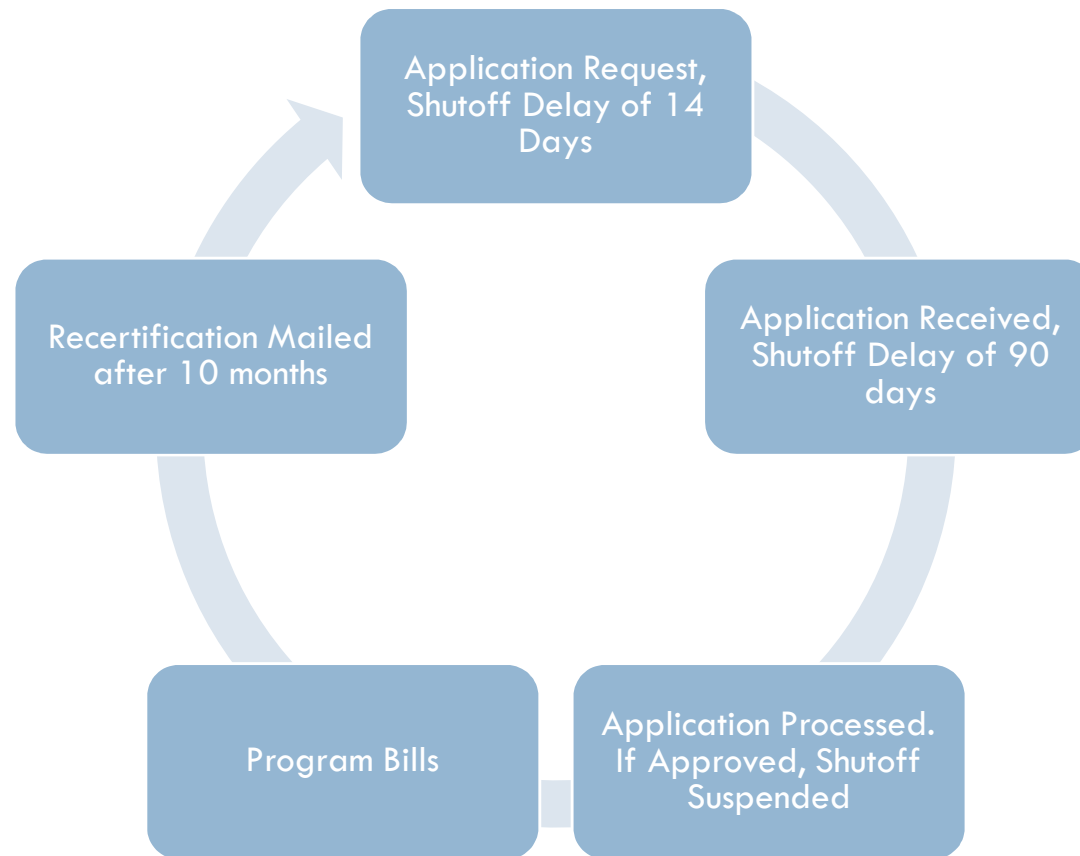




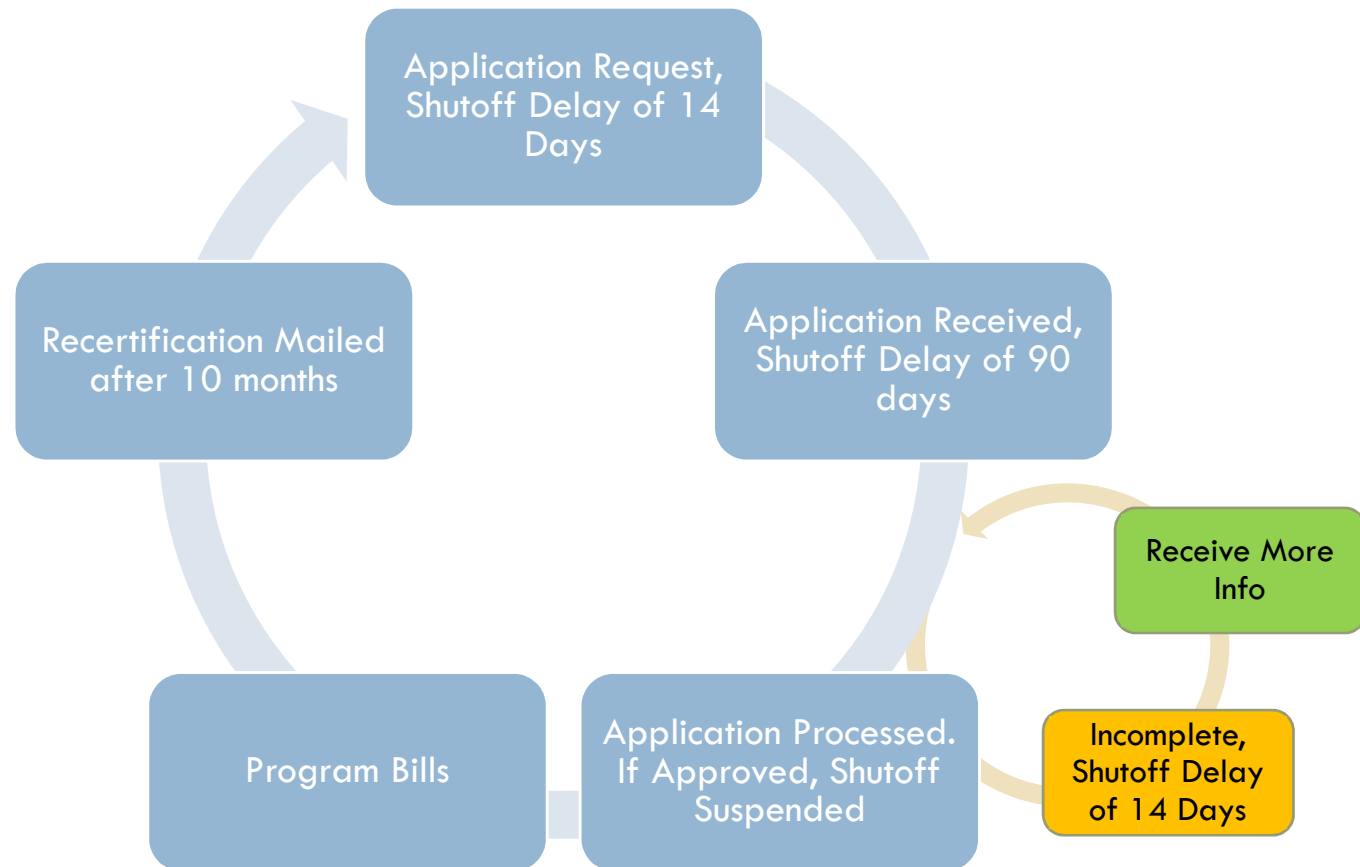
# APPLICATION LIFECYCLE



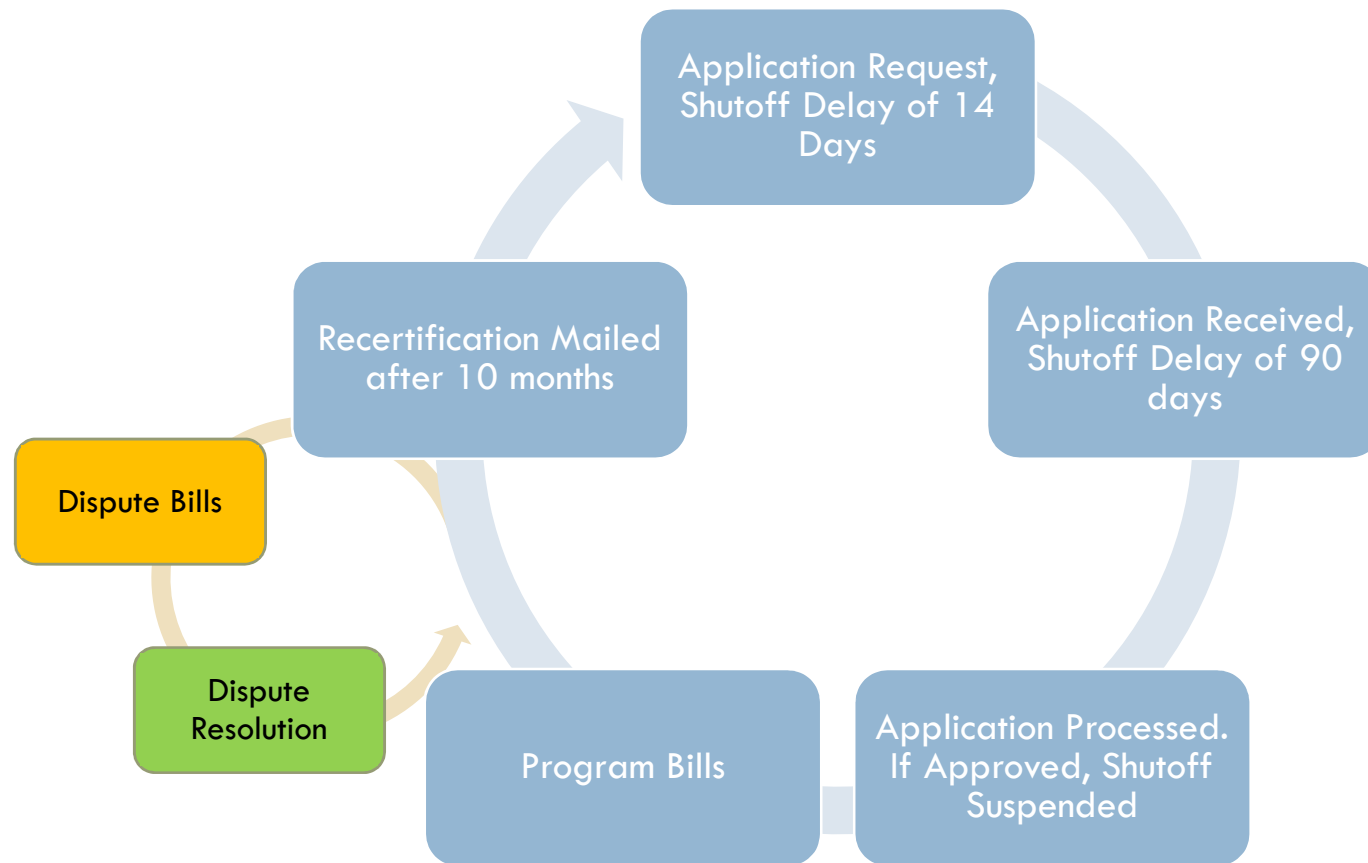
# TAP APPLICATION LIFECYCLE

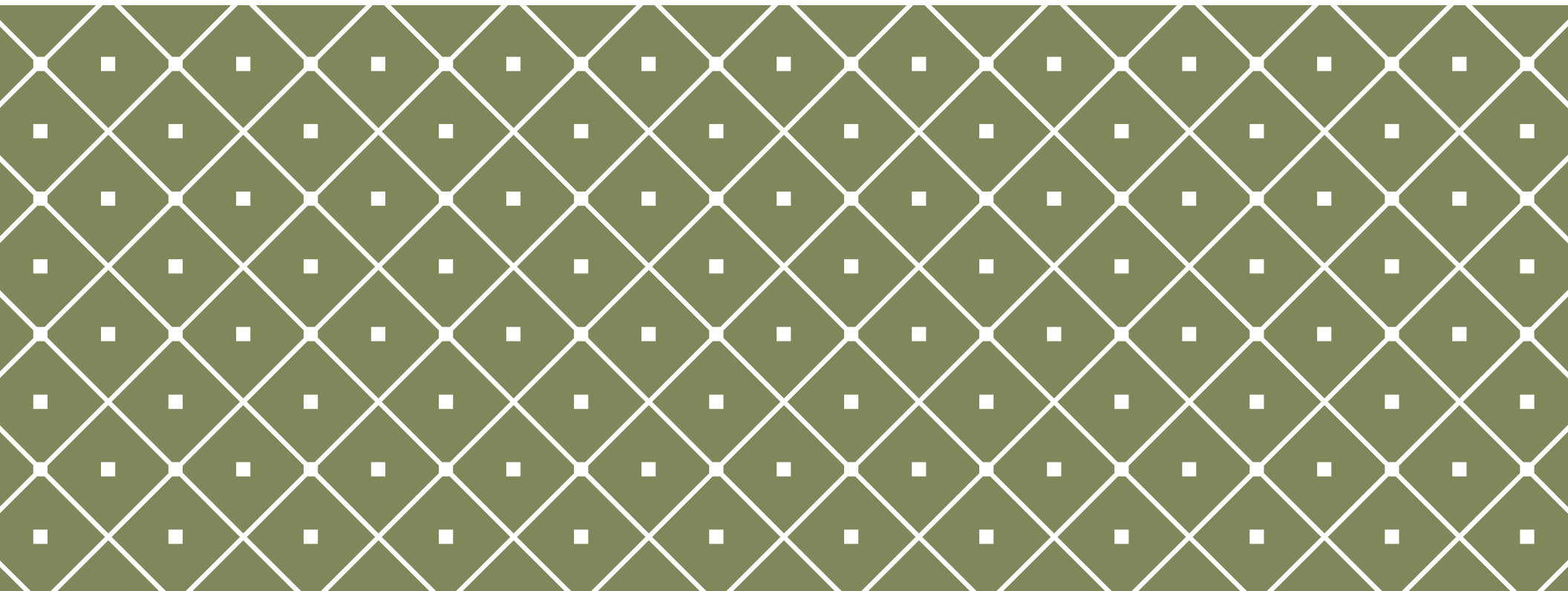


# TAP APPLICATION LIFECYCLE



# TAP APPLICATION LIFECYCLE





# COLLECTIONS

# PRIMARY ROLES

Managing debt collection records

# IWFE

Sign in

Print an application or

Send an application to the customer



The form is titled "City of Philadelphia Water Revenue Bureau Customer Assistance Application". It includes a section "Enter Your User Name" with two input fields labeled "User Name" and "Name". A "Submit" button is located at the bottom right of the form. A red asterisk and the word "Required" are visible next to the "Name" field.

## Applicant Information

All information must be current.



The form contains the following fields and values:

Name of Applicant	IRONE & CATHERINE MA		
9-Digit Water Access Code	00001174		
Address of Property	2101 FRATT ST PHILADELPHIA PA 19124	Mailing Address	2101 FRATT ST PHILADELPHIA PA 19124

Below the mailing address field, there is a checked checkbox and the text "Mailing Address is Correct".

At the bottom of the form, there are three buttons: "Print Now", "Mail Me an Application", and "Apply Online".





# IWBE

Look up customer application information


Manage

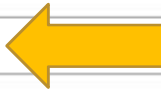
Dashboard

Reports

Tools

## Manage Application Assignments





SEARCH

CLEAR

From Date:

To Date:

Status:

In Progress

Assigned To:

All

Priority Flag:

# WATER ACCESS CODE (BASIS2)

You can find WAC in the Customer Inquiry Screen



Call Center Inquiry

Customer	CU1008888	ENNA S PEEL	4	WOS									
Balance	1124.46	954 BELMONT AVE 19104 [C131676000954001] 062341900											
Account	000898314	Balance	1124.46	Debit Card Balance	841.92	Installation	IN000352203	Inst Type	11	Supply	WATER	Status	Current
Installation Address: 954 BELMONT AVE 19104 [C131676000954001] 062341900													

# IWBE

Find information on:

- Application status
- Household member information
- Submitted documents
- Missing application information
- Letters sent about the application

The screenshot shows the IWBE application portal interface. At the top, there is a blue header with the IWBE logo. Below the header, there are two rows of navigation tabs. The first row contains 'Application Info', 'Household Members', 'Billing History', and 'Documents'. The second row contains 'Choose Program', 'Letters', 'Logs', and 'Audit'. The 'Household Members' and 'Letters' tabs are highlighted with red boxes. Below the tabs, there is a section titled 'Application Information' with a minus icon. This section contains a table of application details. Below this, there is a section titled 'Child Support Information' with a minus icon, and a section titled 'Customer Responsibilities' with a plus icon.

Application Information			
Signature:	None	Application Status Code:	In Progress
Application ID:	100007080	Application Letter Code:	
Water Access Code:	000150100	Daytime Phone:	9192170015
Applicant Name:	MARIA NA ORTE	Email Address:	TRASH OVER@GMAIL.COM
Property Address:	701 WARDEN ST. PHILADELPHIA PA 19130	Mailing Address:	
Application Status Date:	7/14/2019 2:08:10 PM	Ownership Status:	OWNERSHIP
Household Size:	1	Assigned To:	Unassigned
Children Under 18:	0	Manager Review Requested:	Yes
Language:	English	Reviewed:	No
Total Income:	\$20,000		
Account Balance:	\$1,000.00		

Child Support Information	
Receives Child Support:	No
Monthly Child Support Amount:	0.00

Customer Responsibilities

## OPEN THESE WEBSITES:

test-cap.phila.gov/csr

http://rev36vswebwbe01:10042/

<http://erpdevapps21.city.phila.local:8025/>

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training

# CUSTOMER QUESTIONS



## EXPECTED QUESTIONS

What if customer already has an application in progress but they claim they haven't received it?

- Raise a call to TAP group for expiring application
- Note in call whether the customer will now be applying on-line, printing themselves or if they want us to mail one to them
- Tell the customer they can try again the following business day

## EXPECTED QUESTIONS

What if customer information on the pre-populated information is incorrect?

- They need to know what the options are for the customer

# ONLINE APPLICATION QUESTIONS

How do I find my water access code?

- on bill
- we can help!



# ONLINE APPLICATION QUESTIONS

## Which fields to complete?

- Age, income, and household member information are critical to application
- Supporting documentation required for backing up information on application

# ONLINE APPLICATION QUESTIONS

How long will it take to process?

- Once we receive a complete application, we expect to review it within 3-4 weeks.
- Your account will be protected from any enforcement action during that time
  - Official script to follow

# DOCUMENT QUESTIONS

Which documents should be included?

- Refer to application document

# DOCUMENT QUESTIONS

## How to attach documents?

- If you have digital copies, attach to online application through website.
- If you have paper copies, include them with a paper version of the application.

## STATUS QUESTIONS

Statuses: Pending, In Progress\*, Approved, **Denied**, Exception\*\*, Incomplete, Expired, Active, Active Recertify

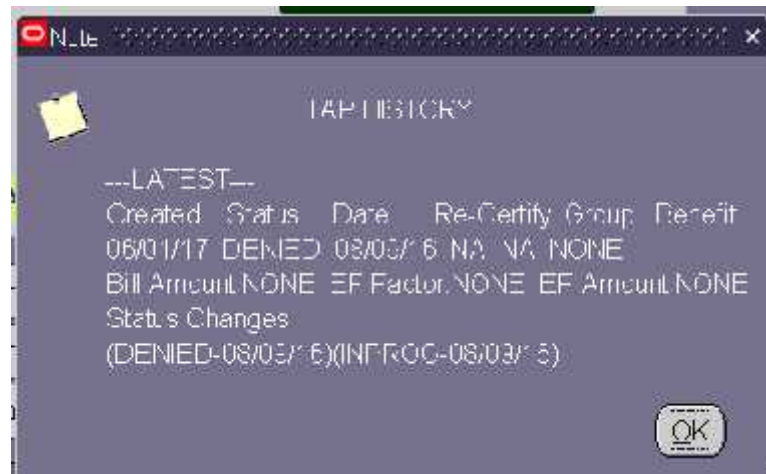
- Add a table for status code, definition, customer communication
- More information on Incomplete letter in IWBE

# STATUS QUESTIONS

What are the next steps?

# APPLICATION STATUSES

Status		
Pending	Approved	Dispute
In Progress	Denied	Closed
Exception	Active	Canceled
Incomplete	Active-R	
Expired	WRAP-R	





# CCR ROLE

## Thing to Say

Status DENIED: denial reasons only

Status IN PROGRESS: provide information on status, documents

## Things not to Say

Additional detail on denials

# SUPPORT FOR CUSTOMERS

Additional application assistance for customers is available from our partners:

Utility Emergency Services Fund (UESF)  
Community Legal Services (CLS)  
Neighborhood Energy Center (NEC).

# LETTER QUESTIONS

Who receives the letters?

What do the letters mean?

What if I don't get a letter?

# OTHER QUESTIONS THAT HAVE COME UP

Qs about becoming a customer.

- can apply for TAP right away

Customer representative.

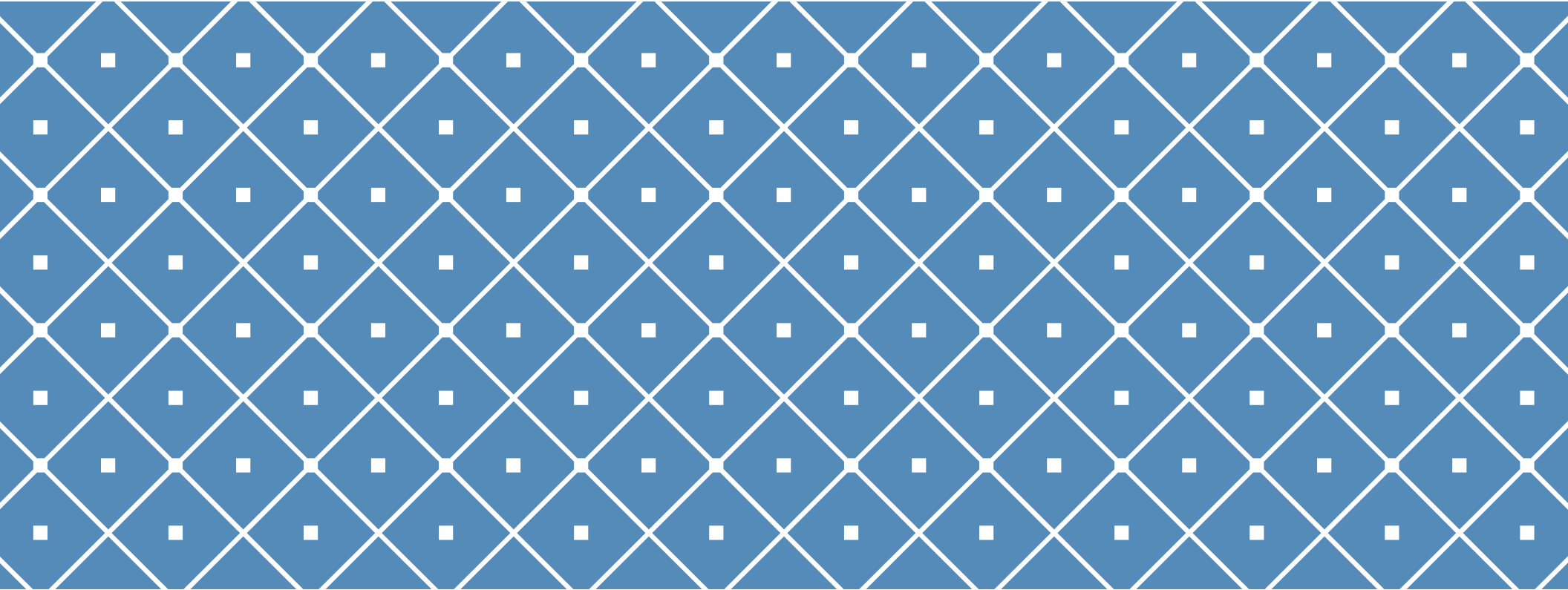
Stays of enforcement.

Zero usage, SPIN

Restores at application

Zero Income

Business vs. Natural Person



# TAP & AAU

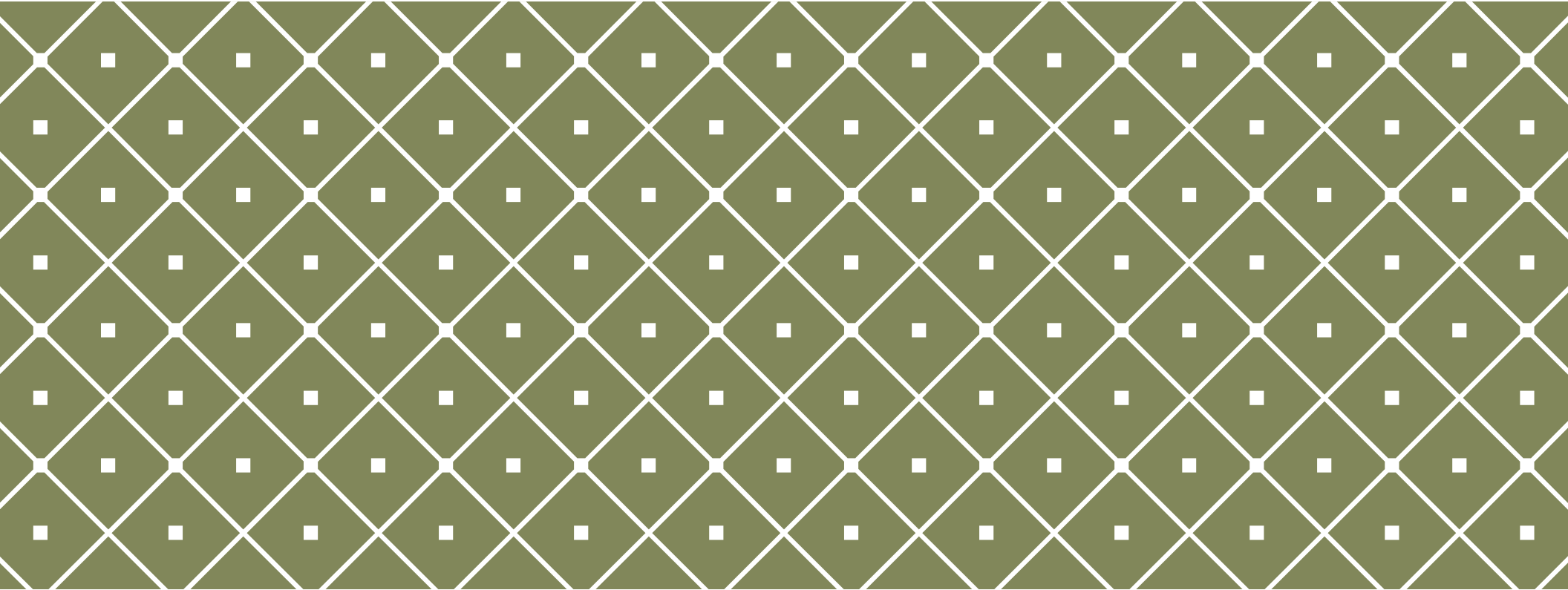
June 2017

# TRAINING AGENDA

Change to Customer Assistance Programs

TAP overview

AAU role



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE



# CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

## Current programs

WRBCC

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE

## New programs

TAP

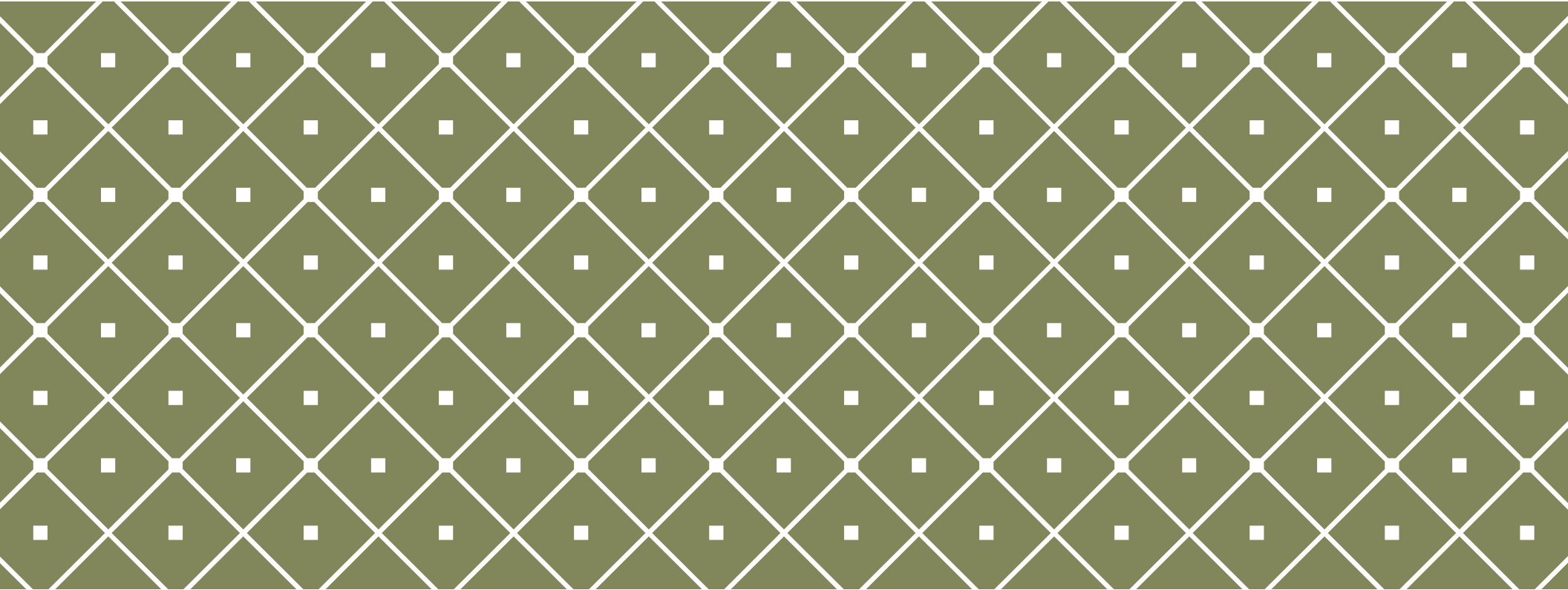
WRBCC

- Only for currently enrolled customers
- No City grant

SCD

### Payment agreements:

- 1STD
- 2STD
- TENFIVE
  - No new TENFIVE agreements
- LONGSTD
- TAPBACK



# TAP OVERVIEW

# TIERED ASSISTANCE PROGRAM (TAP)

New affordability program for customers that:

- Are low-income ( $\leq 150\%$  FPL), or
- Have a special hardship

TAP provides customers significant savings on the customer's monthly water bill by offering a consistent bill based on the customer's income.

# CUSTOMER ASSISTANCE PROGRAMS - TAP

## Eligibility

- Do not have to be delinquent
- At or below 150% of FPL
- Special Hardship can be above 150% FPL
  - Death of primary wage earner, illness, expenses, new dependent, domestic violence

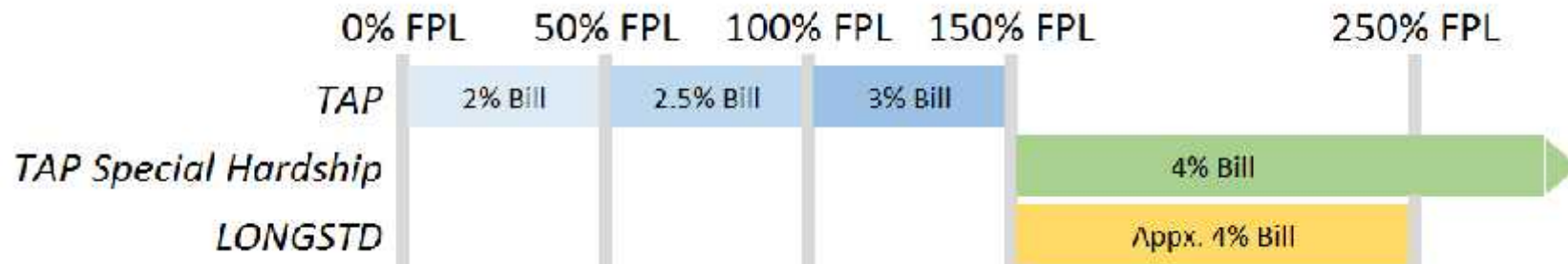
## Benefits

- Consistent bills at a flat rate
- No additional payment toward arrears is required
- Account balance is protected from collection
- Forgiveness of penalties after 24 months of full payment

# CUSTOMER ASSISTANCE PROGRAMS — LONG STANDARD PLAN

## Eligibility

## Benefits

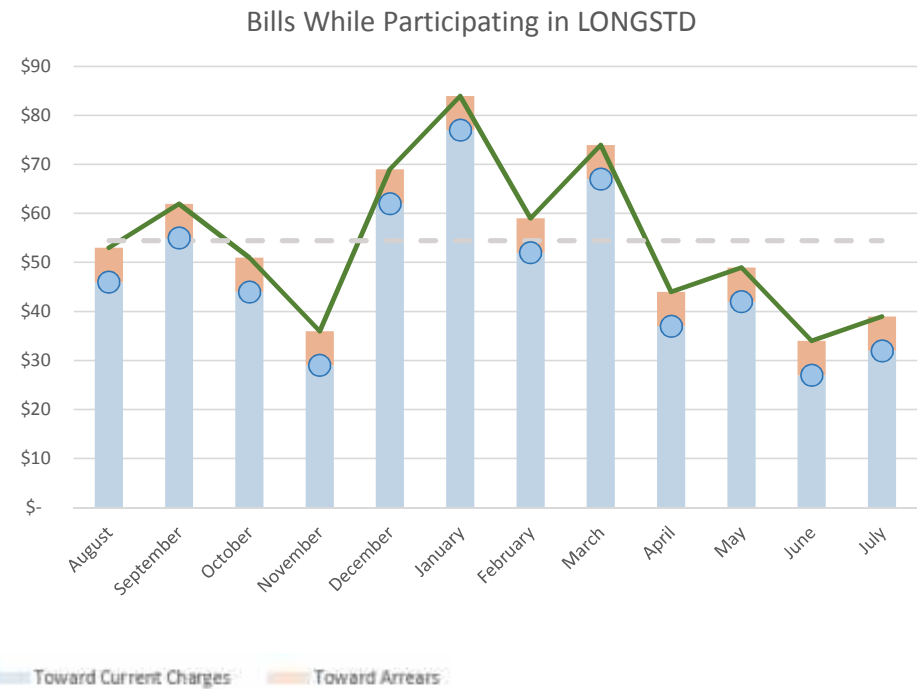
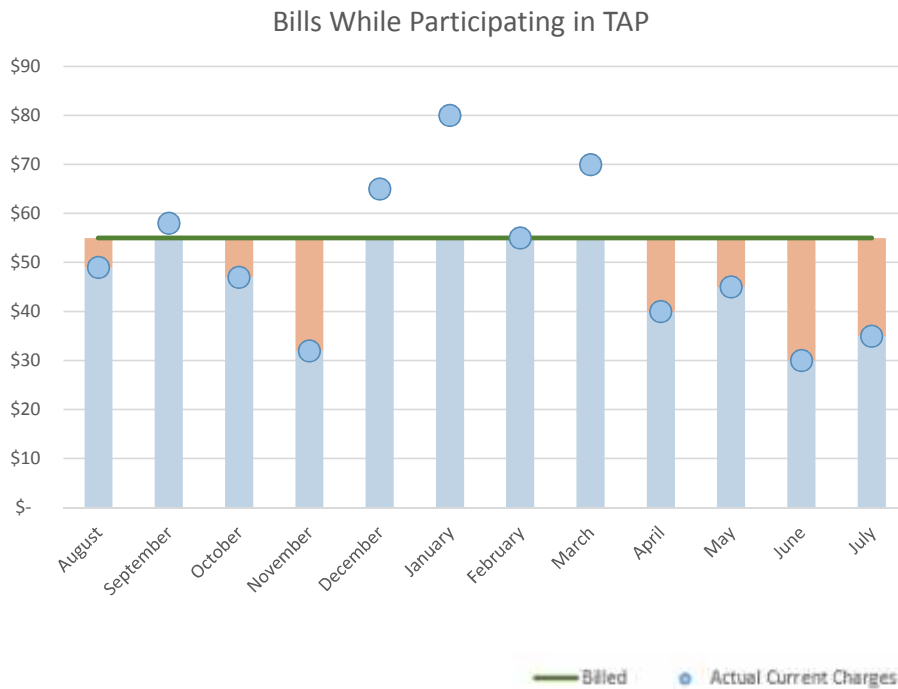


# TAP BILL AMOUNTS

For TAP and TAP Landlord Payment Agreement...

If your household income is this % of FPL:	Your bill is equal to:
< 50%	2% of household monthly income
> 50% and ≤100%	2.5% of household monthly income
> 100% and ≤150%	3% of household monthly income
> 150% (special hardship only)	4% of household monthly income

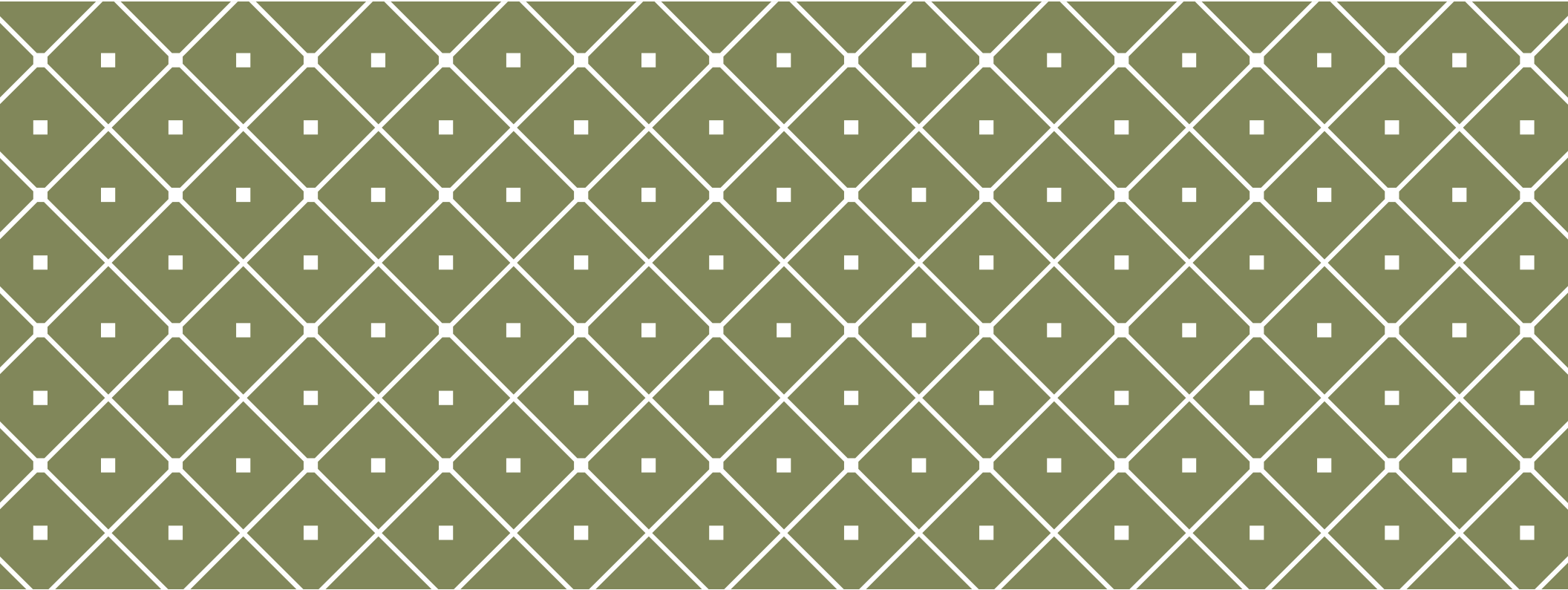
# NEW PROGRAM BILL PATTERNS



# PROGRAM COMPARISON

	<b>TAP Participation</b>	<b>WRBCC Agreement</b>	<b>Standard Agreement</b>	<b>LONGSTD Agreement</b>
<b>Timing</b>	) Recertify annually	) Recertify annually	) Agreement lasts up to 12 months	) Agreement lasts beyond 1 year
<b>Enrollment</b>	) First-time applications and recertifications through single Customer Assistance application	) Recertifications through single Customer Assistance application	) Enroll through current WRB process	) For 151-250% FPL, can apply through Customer Assistance application. ) For others, enroll through current WRB process
<b>Agreement</b>	) Consistent ) Covers current charges and payment toward arrears ) Pre-TAP Arrears are protected from enforcement	) Consistent ) Covers current charges ) Pre-WRBCC arrears are protected ) No enforcement	) Consistent amount on top of current charges ) No enforcement unless customer breaches	) Consistent amount on top of current charges ) No enforcement unless customer breaches
<b>Nonpayment</b>	) Enforcement (shut-off, visit or restore fee) ) Plan required for unpaid TAP bills - TAPBACK ) Pre-TAP arrears remain protected regardless of non-payment	) No enforcement ) At the end of the plan, eligible for WRBCC recertification if unpaid amount is cured, or eligible for TAP	) Enforcement ) Customer can cure the breach by paying the unpaid amount ) Customer can renegotiate the agreement prior to nonpayment	) Enforcement ) Customer can cure the breach by paying the unpaid amount ) Customer can renegotiate the agreement prior to nonpayment





# TAP & DEBT COLLECTION RECORDS

# TAPHOLD DEBT COLLECTION RECORD

When a customer is enrolled in TAP, debt will be linked to a new TAPHOLD debt collection record.

Prior to enrollment, debt must be unlinked from other DCRs

- can be done automatically through DCR status update or manually

Excludes:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN

# AUTO UNLINKING BY UPDATING DCR STAGE

On the Debt Collection Screen, changing the Debt Collection Stage to **Closed** will auto unlink transactions for most paths. (see list of Auto Unlink stages in 'auto unlink dcr stages.docx').

The screenshot shows the 'Debt Collection' screen for a customer named STEWART T WILEY. The 'Debt Collection Stage' dropdown menu is highlighted with a red box, and the 'Closed' option is selected. A red arrow points from the text above to the 'Closed' option. The screen also displays various fields for 'Debt Collection Path', 'Debt Collection Stage', 'Card Period', 'Total Debt', 'Outstanding', 'Principal', 'Penalty', 'Late', and 'Amount'.

Field	Value
Debt Collection Path	ALL
Debt Collection Stage	Closed
Card Period - From	04/11/2012
Card Period - Up To	11/17/2016
Total Debt	\$36.50
Outstanding	\$11.81
Principal	\$11.81
Penalty	\$11.81
Late	\$11.81
Amount	

# AUTO UNLINKING BY UPDATING DCR STAGE

ALL1 - CLOSED	LINEBAR - CLOSED	OLD-BNKR - CLOSED	RCB10K - CLOSED
BNKRPT07 - DISMISSD	MUNICORT - REMOVE	OLD-WRAP - CLOSED	RDA - CLOSED
BNKRPT11 - DISMISSD	MUNICORT - DISMISSD	PENN - CLOSED	SH-WATER - CLOSED
BNKRPT13 - DISMISSD	MUNICORT - CLOSED	PHDC - CLOSED	TAGT1 - CLOSED
CACI - CLOSED	NCO - CLOSED	PRE10K - CLOSED	TAGT2 - CLOSED
GILA - CLOSED	OBE - CLOSED	PRO - CLOSED	TAPHLD - TAPCANCL
		RCB - CLOSED	TAPHLD - TAPCLOSE
			VACANT - CLOSED

# MANUAL UNLINKING

Debt Collection Trans Detail

Debt Collector Ref: 5101581758      Billing Ref: 5101581758

Customer: C0000000      STEWART WILEY

Installation: 1000000000      2241 RUFFER ST 10110 (504) 835-2241

Supply: WATER      Country: USA

General      Flags

Debt Collector: ALL      In: ALL

Debt Collection Stage: C0000000      Collection Agency: 00000000      00/00/00 11:47:47      Stat: 1

Out. Period - From: 01/01/2012      To: 11/17/2015      Total Due: 330.58      Outstanding: 302.08

Client: 10110      Principal: 100.75

Code:      Penalty: 102.55

Date Produced:      Period:      Letter Due:      Day: 23.00

Cost:      Amount:      Letter Due:      Amount:      Letter Due:      Amount:

Judgment:      Date Received:      Produced:      Letter Due:      Amount:      Letter Due:      Amount:

Person:      Amount:      Letter Due:      Amount:      Letter Due:      Amount:

Water:      Date Produced:      Period:      Letter Due:      Amount:      Letter Due:      Amount:

Cost:      Amount:      Letter Due:      Amount:      Letter Due:      Amount:

Water Status:      Amount:      Letter Due:      Amount:      Letter Due:      Amount:

Water Type Code:      Amount:      Letter Due:      Amount:      Letter Due:      Amount:

Excutor Reference:      Amount:      Letter Due:      Amount:      Letter Due:      Amount:

Pay Advice Ref:      Amount:      Letter Due:      Amount:      Letter Due:      Amount:

Link/Unlink Trans      Balance Calc      Bill to Stage Holder

Otherwise, click on the Link/Unlink Trans button, and then click on the Unlink All button to unlink transactions from the Debt Collection record.

Debt Collection Trans Detail

Debt Collector Ref: 5101581758      Billing Ref: 5101581758

Customer: C0000000      STEWART WILEY

Installation: 1000000000      2241 RUFFER ST 10110 (504) 835-2241

Supply: WATER      Country: USA

General      Flags

Debt Collector: ALL      In: ALL

Debt Collection Stage: C0000000      Collection Agency: 00000000      00/00/00 11:47:47      Stat: 1

Out. Period - From: 01/01/2012      To: 11/17/2015      Total Due: 330.58      Outstanding: 302.08

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Date Produced:      Period:      Letter Due:      Day: 23.00

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Judgment:      Date Received:      Produced:      Letter Due:      Amount:      Letter Due:      Amount:

Person:      Amount:      Letter Due:      Amount:      Letter Due:      Amount:

Water:      Date Produced:      Period:      Letter Due:      Amount:      Letter Due:      Amount:

Cost:      Amount:      Letter Due:      Amount:      Letter Due:      Amount:

Water Status:      Amount:      Letter Due:      Amount:      Letter Due:      Amount:

Water Type Code:      Amount:      Letter Due:      Amount:      Letter Due:      Amount:

Excutor Reference:      Amount:      Letter Due:      Amount:      Letter Due:      Amount:

Pay Advice Ref:      Amount:      Letter Due:      Amount:      Letter Due:      Amount:

Link/Unlink Trans      Balance Calc      Bill to Stage Holder

Trans Ref	Trans Date	Trans Type	Total Amount	Balance Amount	Days	Period	Letter Due	Amount
00000000	01/01/2012	LN	10.00	10.00				
00000001	01/01/2012	LN	10.00	10.00				
00000002	01/01/2012	LN	10.00	10.00				
00000003	01/01/2012	LN	10.00	10.00				
00000004	01/01/2012	LN	10.00	10.00				
00000005	01/01/2012	LN	10.00	10.00				
00000006	01/01/2012	LN	10.00	10.00				
00000007	01/01/2012	LN	10.00	10.00				
00000008	01/01/2012	LN	10.00	10.00				
00000009	01/01/2012	LN	10.00	10.00				
00000010	01/01/2012	LN	10.00	10.00				
00000011	01/01/2012	LN	10.00	10.00				
00000012	01/01/2012	LN	10.00	10.00				
00000013	01/01/2012	LN	10.00	10.00				
00000014	01/01/2012	LN	10.00	10.00				
00000015	01/01/2012	LN	10.00	10.00				
00000016	01/01/2012	LN	10.00	10.00				
00000017	01/01/2012	LN	10.00	10.00				
00000018	01/01/2012	LN	10.00	10.00				
00000019	01/01/2012	LN	10.00	10.00				
00000020	01/01/2012	LN	10.00	10.00				
00000021	01/01/2012	LN	10.00	10.00				
00000022	01/01/2012	LN	10.00	10.00				
00000023	01/01/2012	LN	10.00	10.00				
00000024	01/01/2012	LN	10.00	10.00				
00000025	01/01/2012	LN	10.00	10.00				
00000026	01/01/2012	LN	10.00	10.00				
00000027	01/01/2012	LN	10.00	10.00				
00000028	01/01/2012	LN	10.00	10.00				
00000029	01/01/2012	LN	10.00	10.00				
00000030	01/01/2012	LN	10.00	10.00				
00000031	01/01/2012	LN	10.00	10.00				
00000032	01/01/2012	LN	10.00	10.00				
00000033	01/01/2012	LN	10.00	10.00				
00000034	01/01/2012	LN	10.00	10.00				
00000035	01/01/2012	LN	10.00	10.00				
00000036	01/01/2012	LN	10.00	10.00				
00000037	01/01/2012	LN	10.00	10.00				
00000038	01/01/2012	LN	10.00	10.00				
00000039	01/01/2012	LN	10.00	10.00				
00000040	01/01/2012	LN	10.00	10.00				
00000041	01/01/2012	LN	10.00	10.00				
00000042	01/01/2012	LN	10.00	10.00				
00000043	01/01/2012	LN	10.00	10.00				
00000044	01/01/2012	LN	10.00	10.00				
00000045	01/01/2012	LN	10.00	10.00				
00000046	01/01/2012	LN	10.00	10.00				
00000047	01/01/2012	LN	10.00	10.00				
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00000049	01/01/2012	LN	10.00	10.00				
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00000066	01/01/2012	LN	10.00	10.00				
00000067	01/01/2012	LN	10.00	10.00				
00000068	01/01/2012	LN	10.00	10.00				
00000069	01/01/2012	LN	10.00	10.00				
00000070	01/01/2012	LN	10.00	10.00				
00000071	01/01/2012	LN	10.00	10.00				
00000072	01/01/2012	LN	10.00	10.00				
00000073	01/01/2012	LN	10.00	10.00				
00000074	01/01/2012	LN	10.00	10.00				
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00000078	01/01/2012	LN	10.00	10.00				
00000079	01/01/2012	LN	10.00	10.00				
00000080	01/01/2012	LN	10.00	10.00				
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00000094	01/01/2012	LN	10.00	10.00				
00000095	01/01/2012	LN	10.00	10.00				
00000096	01/01/2012	LN	10.00	10.00				
00000097	01/01/2012	LN	10.00	10.00				
00000098	01/01/2012	LN	10.00	10.00				
00000099	01/01/2012	LN	10.00	10.00				
00000100	01/01/2012	LN	10.00	10.00				

# TAPHOLD DEBT COLLECTION RECORD

When a customer is enrolled in TAP, debt will be linked to a new TAPHOLD debt collection record.

Prior to enrollment, debt must be unlinked from other DCRs

- can be done automatically through DCR status update or manually

Excludes:

- BNKRPT07, BNKRPT11, BNKRPT13
- CITY, LIHEAP, UESF
- LIEN

# TAPHOLD

When entering TAP, debt linked to TAPHOLD record

When bankruptcy dismissed (or discharged >0), debt linked to TAPHOLD record

- done by Collections

# TAP DISPUTES

## TAPADISP

Disputing application decision

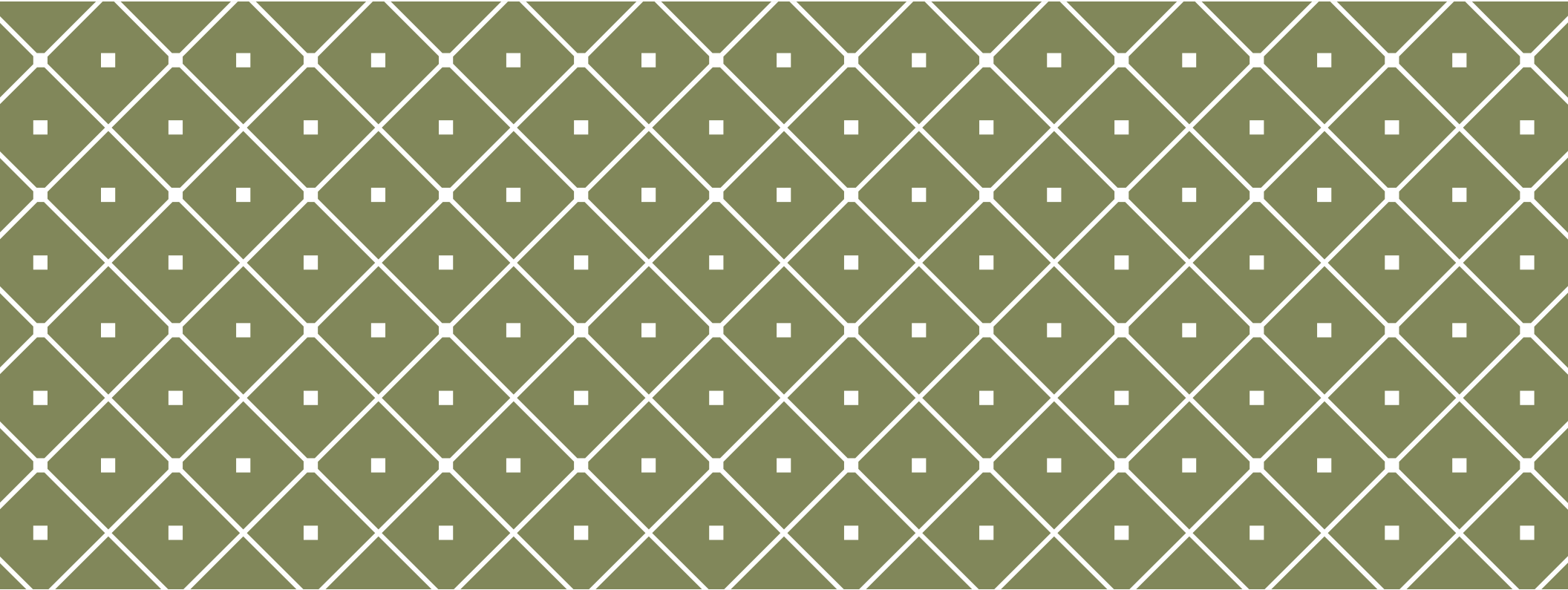
- may result in manual adjustment (AAU)

## TAPPDISP

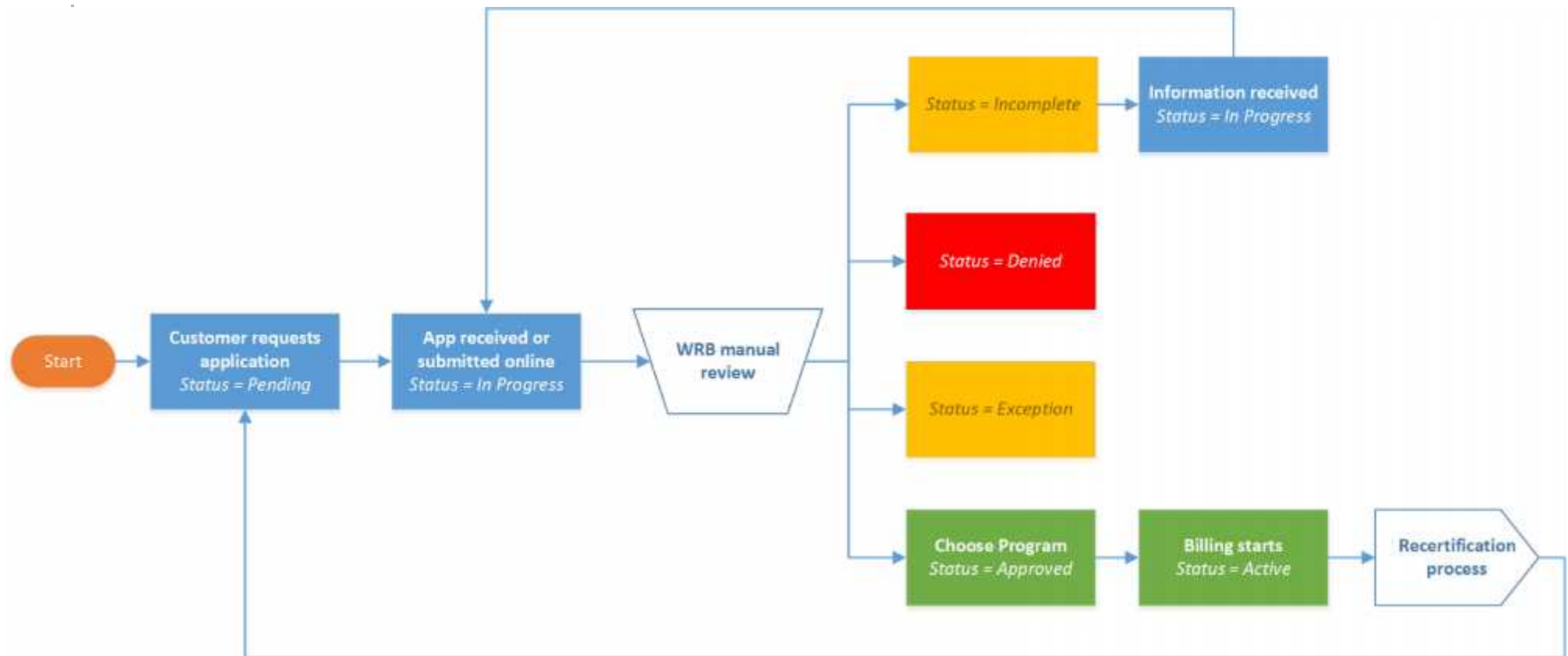
Disputing plan precision

- reverse and rebill happens automatically





# APPLICATION LIFECYCLE



# TAP DISPUTES

## TAPADISP

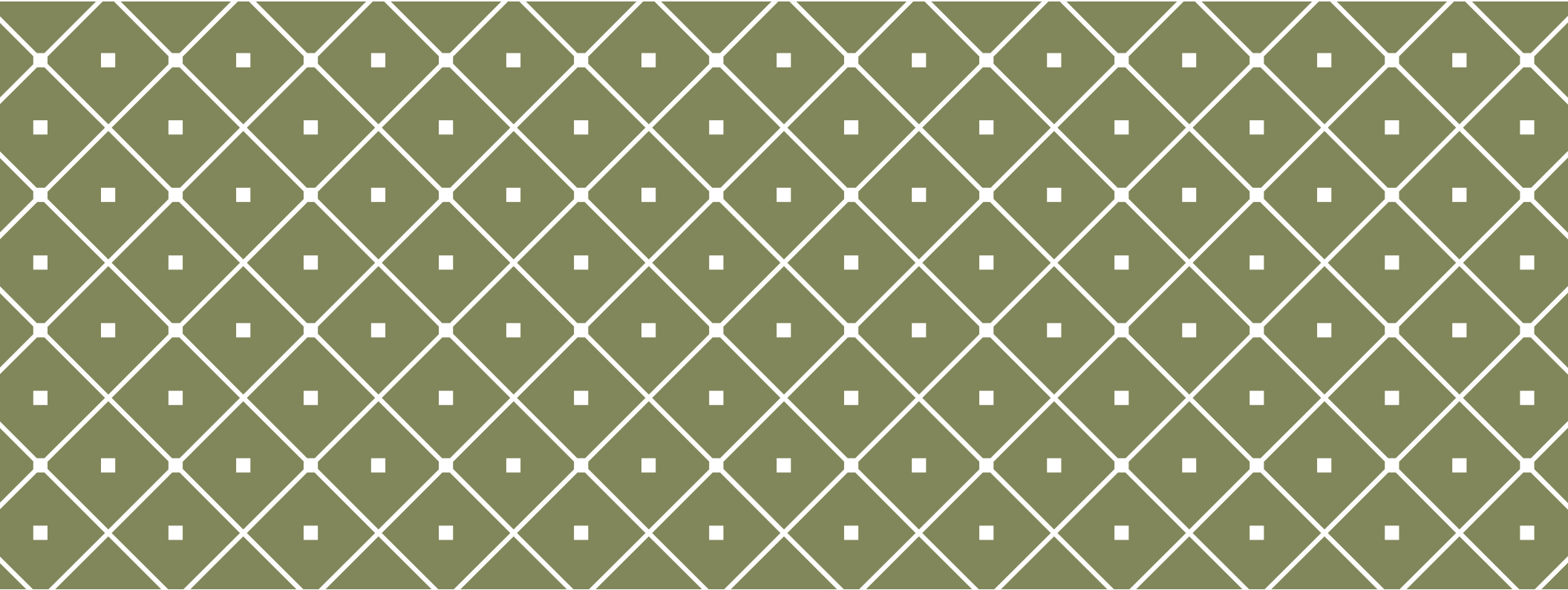
Disputing application decision

- may result in manual adjustment (AAU)

## TAPPDISP

Disputing plan precision

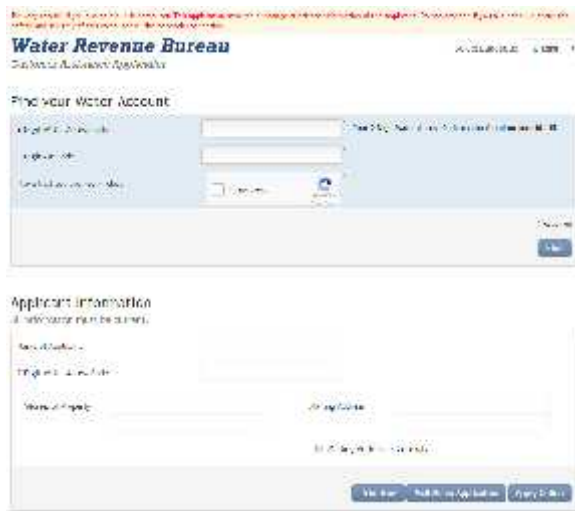
- reverse and rebill happens automatically



# TOOLS

# TOOLS

## IWFE – Front End Application Website



## IWBE – Application Processing Software



# HANDS ON

Log into basis2 (WUAT)

<http://erpdevapps21.city.phila.local:8025/>

Ravonne.Muhammed

training

# HANDS ON

[test-cap.phila.gov/csr](http://test-cap.phila.gov/csr)

<http://rev36vswebwbe01:10042/>

# TAP PARTICIPANTS IN BASIS2 (WUAT)

## TAP

000491772

000103213

000998352

000700578

000303637

000012166

000820167

## LONGSTD

000891384

000669807

000353569

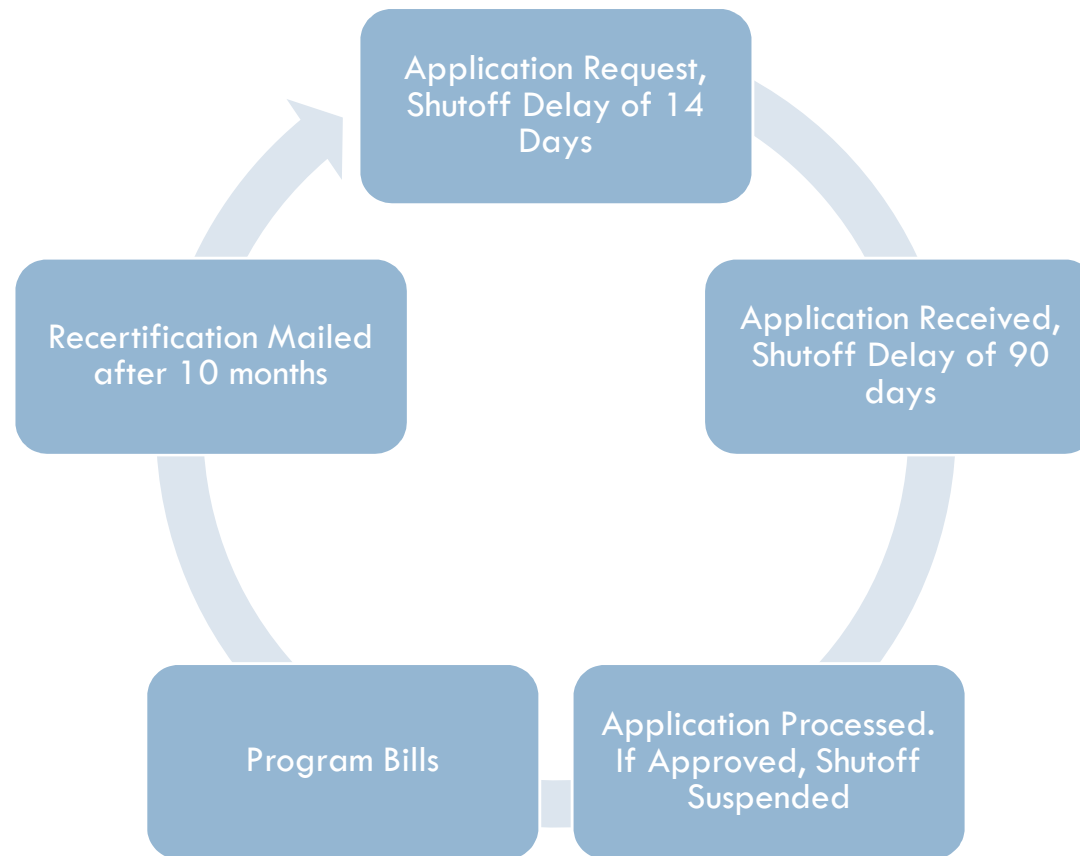
000013186

001007955

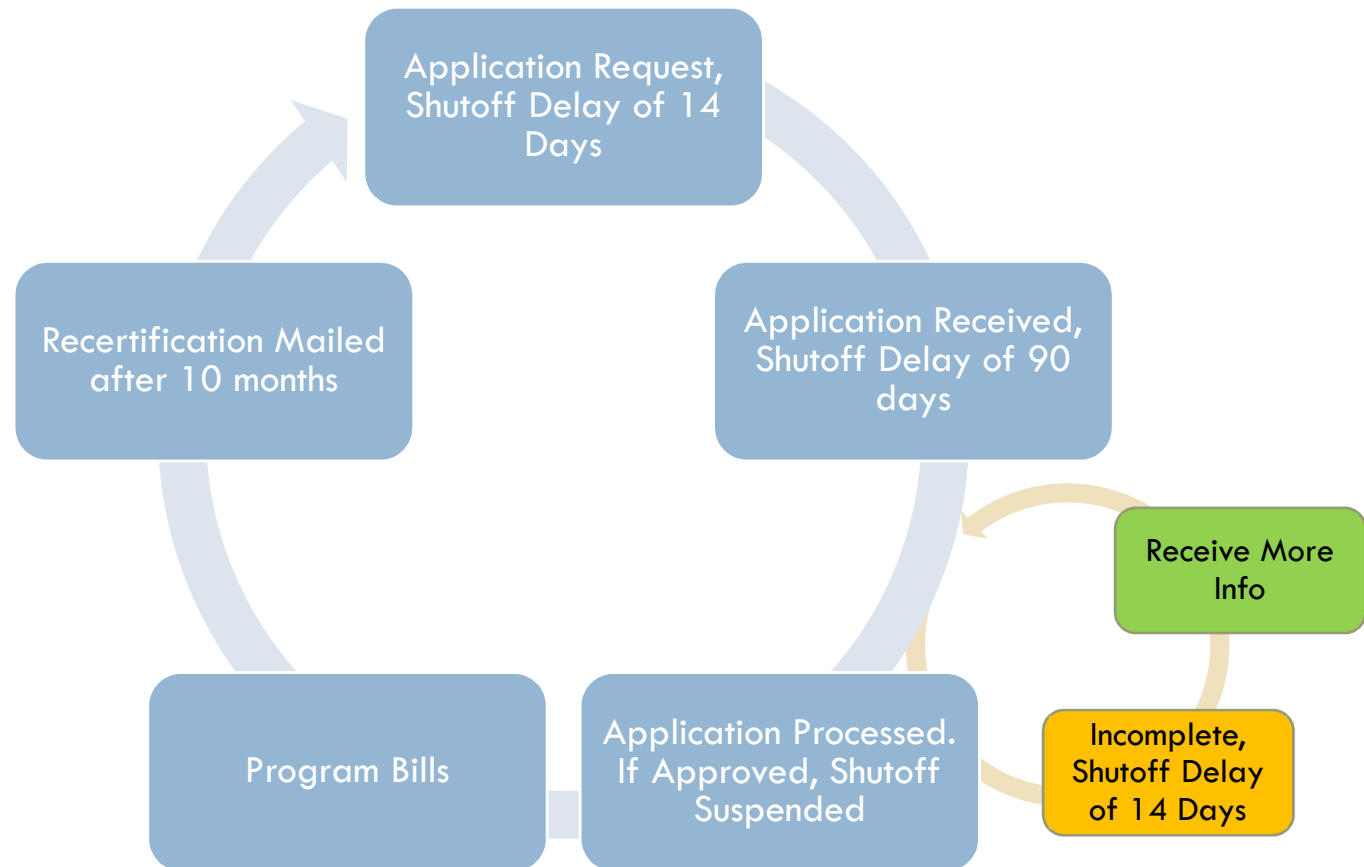
001054267



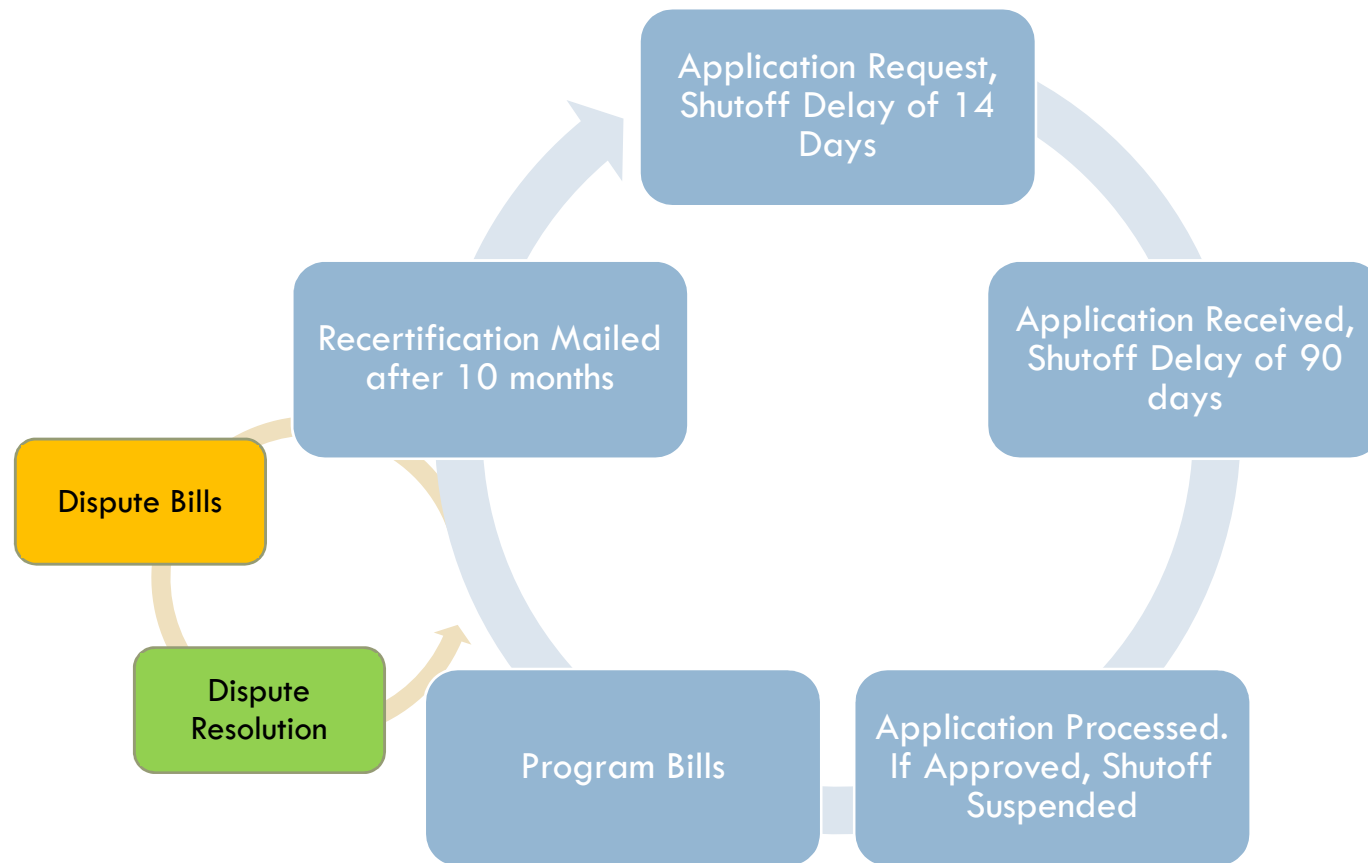
# TAP APPLICATION LIFECYCLE

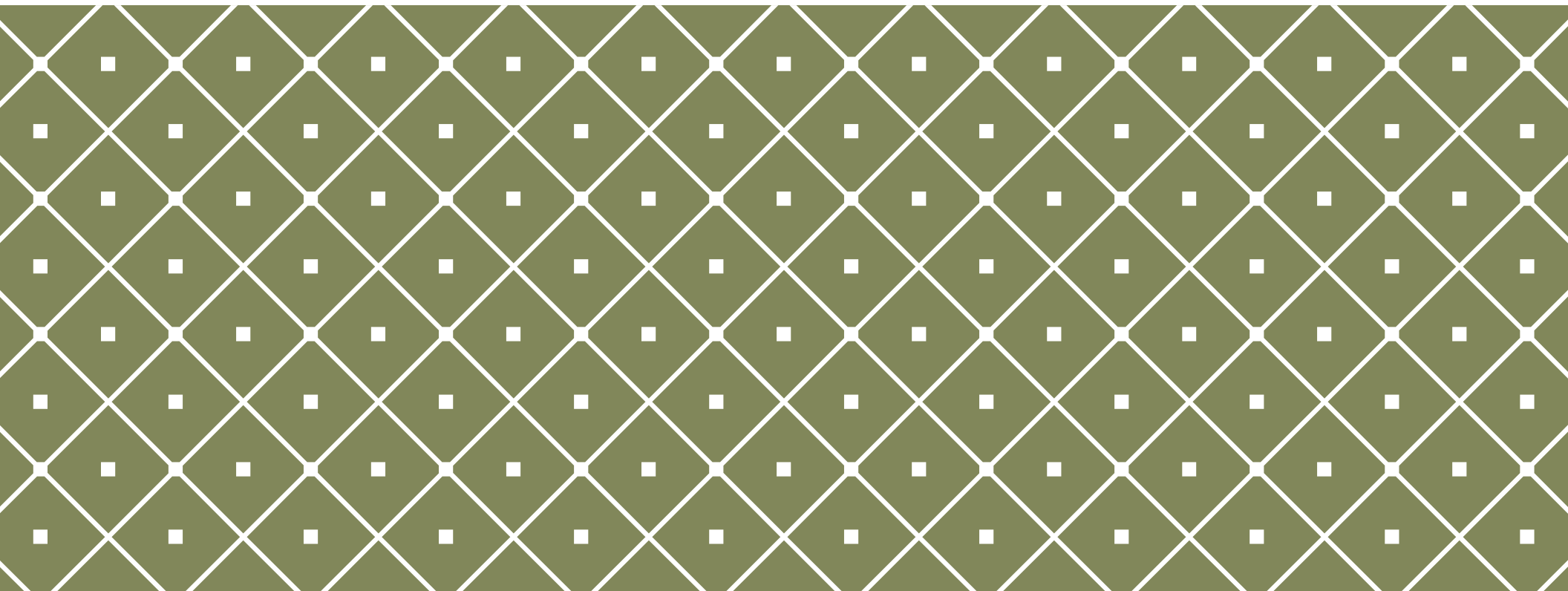


# TAP APPLICATION LIFECYCLE



# TAP APPLICATION LIFECYCLE





# COLLECTIONS

# IWFE

Sign in

Print an application or

Send an application to the customer

The screenshot shows the top of a web page for the City of Philadelphia. It includes the city logo and name. Below that is the title 'Water Revenue Bureau' and subtitle 'Customer Assistance Application'. A section titled 'Enter Your User Name' contains two input fields labeled 'User Name' and 'Name'. A 'Submit' button is at the bottom right of this section. A small red asterisk and the word 'Required' are visible next to the 'Name' field.

## Applicant Information

All information must be current.

The screenshot shows a form titled 'Applicant Information' with the instruction 'All information must be current.' The form has several input fields: 'Name of Applicant' (IRONE & CATHERINE MA), '9-Digit Water Access Code' (00001174), 'Address of Property' (2101 FRATT ST, PHILADELPHIA PA 19124), and 'Mailing Address' (2101 FRATT ST, PHILADELPHIA PA 19124). A checkbox labeled 'Mailing Address is Correct' is checked. At the bottom, there are three buttons: 'Print Now', 'Mail Me an Application', and 'Apply Online'.



# IWBE

Look up customer application information


Manage

Dashboard

Reports

Tools

## Manage Application Assignments



Customer Name, Property Address, Water Access Code, Application ID

SEARCH

CLEAR

From Date:

To Date:

Status:

In Progress

Assigned To:

All

Priority Flag:

All information provided is as of the specified time of use. Processes and documentation are subject to change.

# WATER ACCESS CODE (BASIS2)

You can find WAC in the Customer Inquiry Screen



Call Center Inquiry

Customer	CU1008888	ENNA S PEEL	4	WOS		
Balance	1124.46	954 BELMONT AVE 19104 [C131676000954001] 062341900				
Account	Balance	Debit Card Balance	Installation	Inst Type	Supply	Status
000898314	1124.46	841.92	IN000352203	11	WATER	Current
Installation Address: 954 BELMONT AVE 19104 [C131676000954001] 062341900						

# IWBE

Find information on:

- Application status
- Household member information
- Submitted documents
- Missing application information
- Letters sent about the application

The screenshot displays the IWBE application portal interface. At the top, there is a blue header with the IWBE logo. Below the header, a navigation bar contains four tabs: 'Application Info', 'Household Members', 'Billing History', and 'Documents'. The 'Household Members' tab is currently selected and highlighted with a red border. Below the navigation bar, the 'Application Information' section is visible, displaying various details about the application. The details are organized into two columns. The left column includes fields such as 'Signature', 'Application ID', 'Water Access Code', 'Applicant Name', 'Property Address', 'Application Status Date', 'Household Size', 'Children Under 18', 'Language', 'Total Income', and 'Account Number'. The right column includes fields such as 'Application Status Code', 'Application Entry Code', 'Daytime Phone', 'Email Address', 'Mailing Address', 'Ownership Status', 'Assigned To', 'Manager Review Requested', and 'Reviewed'. Below the 'Application Information' section, there is a 'Child Support Information' section with fields for 'Receives Child Support' and 'Monthly Child Support Amount'. At the bottom, there is a 'Customer Responsibilities' section.

Application Information			
Signature	None	Application Status Code	In Progress
Application ID	100007080	Application Entry Code	
Water Access Code	000150100	Daytime Phone	9192170015
Applicant Name	MARIA NA ORTE	Email Address	TRASH OVER@GMAIL.COM
Property Address	711 WARDEN ST. PHILADELPHIA PA 19130	Mailing Address	
Application Status Date	7/14/2019 2:08:10 PM	Ownership Status	OWNERSHIP
Household Size	1	Assigned To	Unassigned
Children Under 18	0	Manager Review Requested	Yes
Language	English	Reviewed	No
Total Income	\$20,000		
Account Number	547710		

Child Support Information	
Receives Child Support	No
Monthly Child Support Amount	0.00

Customer Responsibilities	
---------------------------	--



## OPEN THESE WEBSITES:

test-cap.phila.gov/csr

http://rev36vswebwbe01:10042/

<http://erpdevapps21.city.phila.local:8025/>

Ravonne.Muhammed  
training

# CUSTOMER QUESTIONS



## EXPECTED QUESTIONS

What if customer already has an application in progress but they claim they haven't received it?

- Raise a call to TAP group for expiring application
- Note in call whether the customer will now be applying on-line, printing themselves or if they want us to mail one to them
- Tell the customer they can try again the following business day

## EXPECTED QUESTIONS

What if customer information on the pre-populated information is incorrect?

- They need to know what the options are for the customer

# ONLINE APPLICATION QUESTIONS

How do I find my water access code?

- on bill
- we can help!

# ONLINE APPLICATION QUESTIONS

## Which fields to complete?

- Age, income, and household member information are critical to application
- Supporting documentation required for backing up information on application

# ONLINE APPLICATION QUESTIONS

How long will it take to process?

- Once we receive a complete application, we expect to review it within 3-4 weeks.
- Your account will be protected from any enforcement action during that time
  - Official script to follow

# DOCUMENT QUESTIONS

Which documents should be included?

- Refer to application document



# DOCUMENT QUESTIONS

## How to attach documents?

- If you have digital copies, attach to online application through website.
- If you have paper copies, include them with a paper version of the application.

## STATUS QUESTIONS

Statuses: Pending, In Progress\*, Approved, **Denied**, Exception\*\*, Incomplete, Expired, Active, Active Recertify

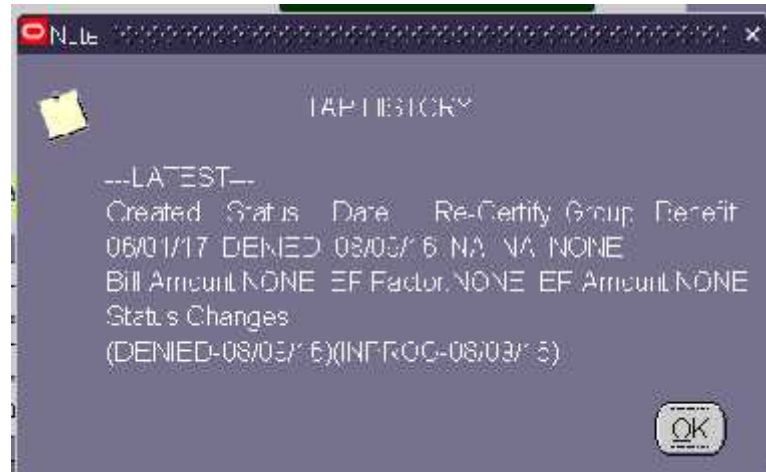
- Add a table for status code, definition, customer communication
- More information on Incomplete letter in IWBE

# STATUS QUESTIONS

What are the next steps?

# APPLICATION STATUSES

Status		
Pending	Approved	Dispute
In Progress	Denied	Closed
Exception	Active	Canceled
Incomplete	Active-R	
Expired	WRAP-R	



# CCR ROLE

## Thing to Say

Status DENIED: denial reasons only

Status IN PROGRESS: provide information on status, documents

## Things not to Say

Additional detail on denials

# SUPPORT FOR CUSTOMERS

Additional application assistance for customers is available from our partners:

Utility Emergency Services Fund (UESF)  
Community Legal Services (CLS)  
Neighborhood Energy Center (NEC).

# LETTER QUESTIONS

Who receives the letters?

What do the letters mean?

What if I don't get a letter?



# OTHER QUESTIONS THAT HAVE COME UP

Qs about becoming a customer.

- can apply for TAP right away

Customer representative.

Stays of enforcement.

Zero usage, SPIN

Restores at application

Zero Income

Business vs. Natural Person

# IWFE Messages

Definition	Notes
Be very careful if you are on a public computer. This application involves exchange of private information of the applicant. Do not proceed if you are not sure about the safety and security of this computer or the network connection.	
Your Water Access Code and Zip Code search was a success! Please choose One of the following selections below to continue: Print Now, Mail Me an Application or Apply Online.	Customer may proceed with application.
This combination of Water Access Code and ZIP code was not found. Please enter the information again. If you have questions, please call the Water Revenue Bureau at 215-686-6880.	WAC and ZIP combination entered by customer does not match what WRB has on file.
An application for this account is currently under review. Duplicate applications cannot be submitted.	WRB already has a copy of the application or is awaiting a Pending application. If the customer misplaced a Pending application, you can set it to Expired and print or mail them a new application or have them try again online.
There was a communications error while retrieving information from the server. Make sure that you have a connection to the internet before trying again.	The customer's internet service is malfunctioning.
There was an internal server error processing your request.	Website error. Advise the customer to wait and try again later.
Changing your address will <b>not</b> automatically update your mailing address for your water bills. To correct or update the address for your water bills please call the Water Revenue Bureau at 215-686-6880.	For "Send" option only: where should the application be mailed?
Prove that you are not a robot.	Use the box to enter the characters you see in the image.
<p>You will not be able to save a partially completed application and retrieve it to complete it later. If you close your session before submitting your application all data entered will be lost.</p> <p>Completing the online application could take up to an hour, so please be sure you have enough time to answer all questions and upload all supporting documents. Incomplete applications will delay your approval and could result in rejecting the application.</p> <p>The application requires you to upload proof of residency, proof of income for yourself and other household members and proof of hardship if applicable. Please ensure you have all documents ready to upload before starting the online form.</p>	



Date	Time	Group	Topic
6/6 SESSION 1	8:30 am – 10:00 am	PWD Call Center (3) WRB Call Center (5-6)	- program overview - getting applications
6/6 SESSION 2	10:15 am – 11:45 am	PWD Call Center (3) WRB Call Center (5-6) Intake (2)	- program overview - getting applications
6/6 SESSION 3	12:00 noon – 1:30 pm	PWD Call Center (3) WRB Call Center (5-6) Intake (2)	- program overview - getting applications
6/6 SESSION 4	2:15 pm – 3:45 pm	PWD Call Center (3) WRB Call Center (5-6) Intake (2)	- program overview - getting applications
6/6 SESSION 5	4:00 pm – 5:30 pm	Partner Organizations <i>Option 2</i>	- program overview - getting applications - completing applications
6/7 SESSION 6	8:30 am – 10:00 am	PWD Call Center (3) WRB Call Center (5-6) Intake (2)	- program overview - getting applications
6/7 SESSION 7	10:15 am – 11:45 am	PWD Call Center (3) WRB Call Center (5-6) Intake (2)	- program overview - getting applications
6/7 SESSION 8	12:00 noon – 1:30 pm	PWD Call Center (3) WRB Call Center (5-6) Intake (2)	- program overview - getting applications
6/7 SESSION 9	2:15 pm – 3:45 pm	WRB Call Center (5-6) Intake (2)	- program overview - getting applications
6/7 SESSION 10	4:00 pm – 5:30 pm	Partner Organizations <i>Option 2</i>	- program overview - getting applications - completing applications
6/8 SESSION XX	8:30 am – 10:00 am	Collections	- program overview - debt records and collections
6/8 SESSION 11	12:00 noon – 1:30 pm	Collections	- program overview - debt records and collections
6/8 SESSION 12	2:15 pm – 3:45 pm	TRB Unit	- Application and Plan disputes and resolution
6/9 SESSION 13	8:30 am – 10:00 am	Accounting (17)	- program overview - adjustments, rebills
6/9 SESSION 14	10:30 am – 12:00 noon	Accounting (17)	- program overview - new payment agreements and debt collection records

6/9 <b>SESSION 15</b>	2:00 pm – 3:30 pm	Acct Analysis (as needed)	<ul style="list-style-type: none"> <li>- program overview</li> <li>- analysis related to TAP</li> </ul>
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Date	Time	Group	Topic
6/12/17	9:00 am – 11:30 am	TAP Group 1	- TAP Program Overview
6/12/17	1:00 pm – 4:00 pm	TAP Group 1	- IWFE & IWBE Guided Walkthrough
6/13/17	9:00 am – 12:00 noon	TAP Group 1	- SOPs and Example Applications
6/13/17	1:00 pm – 3:30 pm	TAP Group 2	- TAP Program Overview
6/14/17	9:00 am – 12:00 noon	TAP Group 2	- IWFE & IWBE Guided Walkthrough
6/14/17	1:00 pm – 4:00 pm	TAP Group 2	- SOPs and Example Applications
6/15/17	10:00 am – 12:00 noon	ECA	<ul style="list-style-type: none"> <li>- Tap Program Overview</li> <li>- IWFE Walkthrough</li> </ul>
6/15/17	12:30 pm – 1:45 pm	Law	- Tap Program Overview
6/15/17	2:00 pm – 4:00 pm	Clerical	<ul style="list-style-type: none"> <li>- TAP Program Overview</li> <li>- Clerical Staff duties</li> </ul>

# CALL CENTER & INTAKE

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Training #3

# Agenda

Topic	Time
Introduction, Call Center & Intake Roles	10 minutes
Helping Customers Obtain an Application	30 minutes
Answering Questions about the Website	15 minutes
Application Status Requests	50 minutes
Questions	10 minutes
-- break --	
Disputes	5 minutes
Setting up a TAPBACK Plan	15 minutes
What's on a TAP Bill?	20 minutes
Questions	10 minutes

# INTRODUCTION

---



# Call Center and Intake Roles

- Helping customers obtain an application
- Answering fundamental website questions
- Referring complex website questions
- Responding to application status requests
- Addressing letter questions
- Explaining TAP bills
- Directing disputes
- Setting up TAPBACK agreements (when needed)

# HELPING CUSTOMERS OBTAIN AN APPLICATION

---

# Finding a Water Access Code

Call Center Inquiry

Customer: **CU0499640** VALARIE DAVIS 4  
 Balance: 0.00 6536 WALNUT PARK DR 19120-1032

Access Code	Balance	Debt Coll Balance	Installation	Inst Type	Supply	Status	Calls	Refund
<b>000490656</b>	0.00		IN004864559	11	WATER	Current		

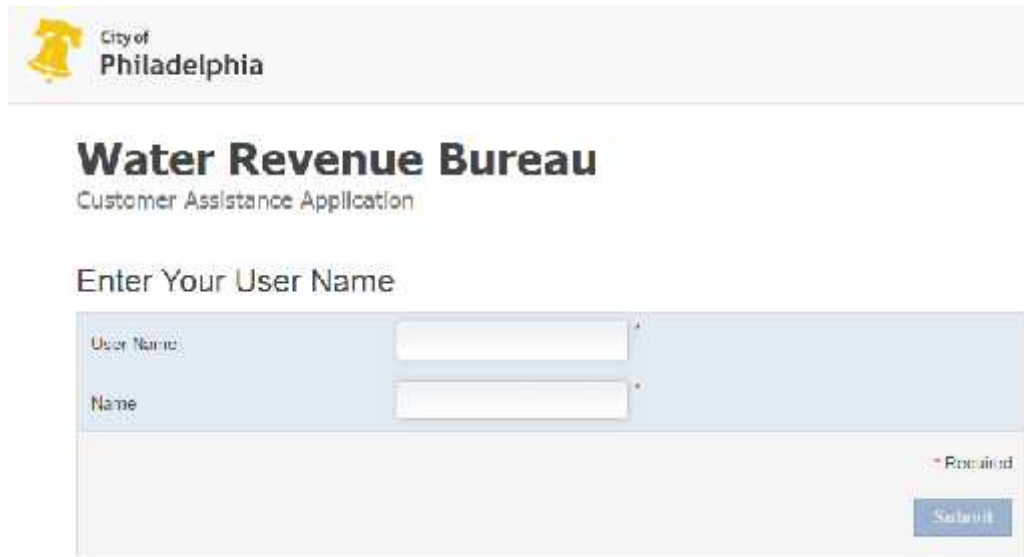
Installation Address: 546 W WYOMING AVE 19140 [0218504000546001] 491050600

General | Arrears | Debt Coll | Aged Debt | Tax | Payment | Billing | Deposit | Consumption | Contacts

Occupation Date: 02/29/1972 Leaving Date: Next Bill: 08/01/2016  
 Metering: Metered Sell Code:  
 Bill: B0188349361 Normal Rdg/Bill: 03/23/2011 Chronic Bad Check: On 0 check  
 Payment: REC0008267247 PAYMENT 11/02/2009 Vacant: No  
 Work Order:  
 Special Rdg/Bill:  
 Payment Plan:

TAP: (PENDING-08/05/16)

# Mailing or Printing an Application



The screenshot shows the City of Philadelphia Water Revenue Bureau Customer Assistance Application form. At the top, there is a header with the City of Philadelphia logo and name. Below this, the title "Water Revenue Bureau" is displayed in a large, bold font, followed by "Customer Assistance Application" in a smaller font. The main section of the form is titled "Enter Your User Name" and contains two input fields: "User Name" and "Name". A "Submit" button is located at the bottom right of the form. A small red asterisk and the word "Required" are visible next to the "Name" field, indicating it is a mandatory field.

City of Philadelphia

**Water Revenue Bureau**  
Customer Assistance Application

Enter Your User Name

User Name

Name

\* Required

Submit

# Mailing or Printing an Application

We have conducted an audit of your account. The audit has found that you are not paying the correct amount for your water service. Please contact us at (800) 456-1234 for more information.

**Water Revenue Bureau**  
Customer Assistance Application

Find your Water Account

8 Digit Water Account Code:  Your 8 Digit Water Account Code is based on your lot:

5-Digit ZIP Code:

Account Number (if you have one):

☐ Print Application ☐ Email Application

Applicant Information

All information must be accurate.

Name of Applicant:

Address:

City:  State:  ZIP:

Phone Number:  E-mail Address:

☐ I am the owner of the property.

## Hands On!

- Log into the application website.

[test-cap.phila.gov/csr](https://test-cap.phila.gov/csr)

- Mail an application to the account on your sheet labeled “Send”
- Print an application for the account on your sheet labeled “Print”

# ANSWERING QUESTIONS ABOUT THE WEBSITE

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# Website Planned Error Messages

- Water Access Code and Zip Code combination not found
- Applications will not be generated for accounts with an application:
  - Pending
  - In Progress
  - Dispute
- Applications only be generated for accounts with the following installation types:
  - 08,11, 12, 13



# Changing customer information in basis2

- Address changes will show up in website immediately.

# IT Assistance

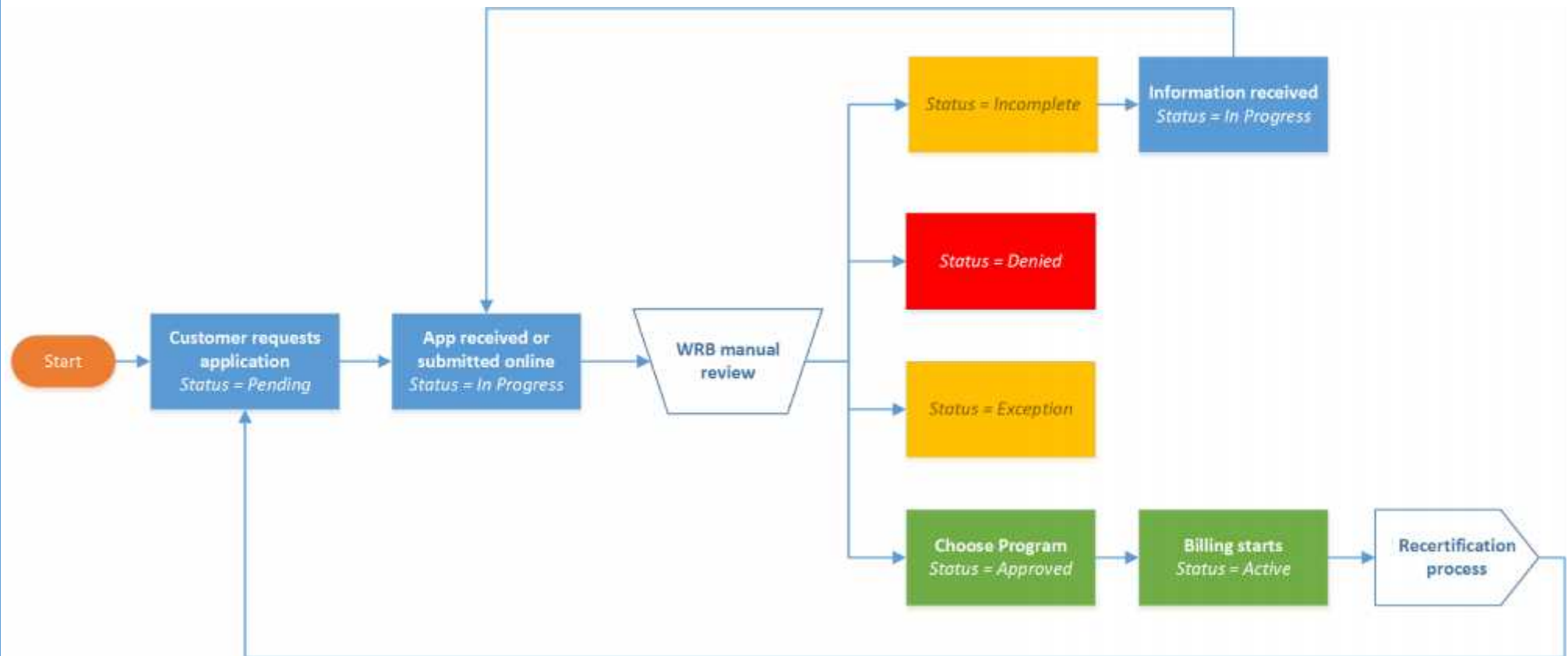
- New Call Type: **TAPIT**, Action Department: b2support
- Leave call as “to be reviewed”
- Include:
  - Customer First & Last Name
  - Phone number
  - Email
  - WAC
  - Web Browser: (IE11, IE7, IE6, Chrome, Firefox, Safari, Edge)
  - Brief description of Issue
  - Date and time of issue reported (may differ from date and time of the call)

## Other Questions

- New Call Type: **TAPOPTO**, Action Department: LIU
- New Call Type: **TAPRTWR**, Action Department: LIU
- New Call Type: **TAPCALL**, Action Department: LIU
- **For all – leave call as “to be reviewed”**
- Include:
  - Customer First & Last Name
  - Telephone number
  - Email address
  - WAC
  - Description of Question

# APPLICATION STATUS REQUESTS

---



# Stays of Enforcement

- When a customer requests an application, he or she gets a stay of enforcement for 14 days.
- When a customer sends in an application, he or she gets a stay of enforcement while the application is reviewed.
- When a customer's application is determined to be incomplete, he or she has 14 days to return completed information or he or she will be denied.

# Groups

- Group 1: TAP Income
- Group 2: TAP Special Hardship
- Group 3: LONGSTD
- Group 4: SCD
- Group 5: Landlord
- Group 6: WRAP

# Finding Status in basis2

Call Center Inquiry

Customer: **CU0499640** VALARIE DAVIS 4  
 Balance: 0.00 6536 WALNUT PARK DR 19120-1032

Account	Balance	Debt Coll Balance	Installation	Inst Type	Supply	Status	Calls	Refund
000490656	0.00		IN004864559	11	WATER	Current		

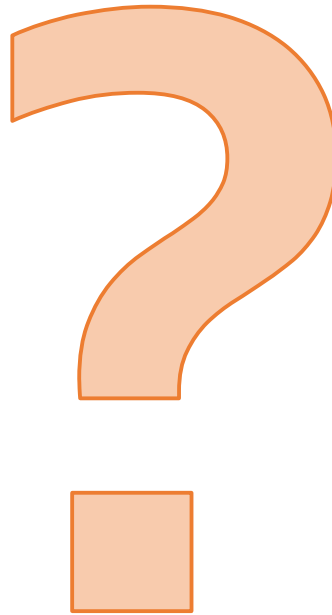
Installation Address: 546 W WYOMING AVE 19140 [0218504000546001] 491060600

General | Arrears | Debt Coll | Aged Debt | Tax | Payment | Billing | Deposit | Consumption | Contacts

Occupation Date: 02/29/1972 Leaving Date: Next Bill: 08/01/2016  
 Metering: Metered Sell Code:  
 Bill: B0188349361 Normal Rdg/Bill: 03/23/2011 Chronic Bad Check: On 0 check  
 Payment: REC0008267247 PAYMENT: 11/02/2009 Vacant: No  
 Work Order:  
 Special Rdg/Bill:  
 Payment Plan:

TAP:(PENDING-08/05/16)





# Hands On!



WUAT

- Ravonne.Muhammed
- training

# Hands On!

- Search for the application(s) you just created, those on your sheet labeled “Send” or “Print”
- Under REP/ENQ1:
- Create a **TAPIT** call, direct it to the b2support Action Dept

# Hands On!

- Search for the application(s) you just created, those on your sheet labeled “Send” or “Print”
- Search for the applications on your sheet labeled:
  - “INPROG”
  - “EXPIRED”
  - “DISPUTE”
  - “ACTIVE”
  - “INCMPLT”
  - “DENIED” – Incomplete
  - “DENIED” – Reg Better
  - “APPROVED” – Group 1 (TAP Income)
  - “APPROVED” – Group 2 (TAP Special Hardship)
  - “APPROVED” – Group 3 (LONGSTD)
  - “APPROVED” – Group 4 (SCD)

# Letters

- Application Receipt
- Approval
- Denial
- Incomplete



OBERLTON JUANETTA  
543 E CHELTEN AVE  
PHILADELPHIA PA 19144

## Customer Assistance Application Denied

June 7, 2017

Dear Customer:

We have reviewed your application for a customer assistance program. We regret to inform you that at this time you do not meet the eligibility criteria for any of our assistance programs based on the information provided in your application (income, residency, or age). You are ineligible for the Tiered Assistance Program (TAP) for the following reason(s):

Application was submitted without required proof of income for one or more household members and with invalid proof of residency for the applicant.

We encourage you to re-apply if your circumstances change.

You have the right to dispute this decision 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: [http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html)

If you have questions, please call the Water Revenue Bureau at 215 686 6880. We are also partnering with the Utility Emergency Services Fund (UESF), Community Legal Services (CLS) and your local Neighborhood Energy Center (NEC).



Questions:

[www.phila.gov](http://www.phila.gov)

(215) 686 6880

Monday-Friday, 8am-5pm

**Water Access Code:**  
000079084

**Account Number:**  
020-22560-00543-001

**Service Address:**  
543 E CHELTEN AVE  
PHILADELPHIA PA 19144

# More information in Incomplete and Denied

- Incomplete Applications
  - Letter available in CAMP
  - Can view and reprint *if needed*
- Denied Applications
  - Reason available in CAMP
  - Only give description, no further explanation

# More information on Denied

Reason Code	Description
Income does not meet TAP guidelines.	Household income is above 150% FPL and no special hardship was claimed
No proof of income.	Application was submitted without proof of income for one or more household members
Invalid or outdated proof of income.	Proof of income is invalid or outdated for one or more household members
Inadequate documentation for TAP SH.	Application did not include adequate documentation to qualify for special hardship
Residency does not meet guidelines	Application did not provide sufficient or valid proof of residency at service location.
No proof of residency	Application was submitted without required proof of residency for the applicant.
Missing POI and POR	Application was submitted without required proof of income for one or more household members and without proof of residency for the applicant.
Missing POI and invalid POR	Application was submitted without required proof of income for one or more household members and with invalid proof of residency for the applicant.
Invalid POI and Missing POR	Application was submitted with invalid proof of income for one or more household members and without proof of residency for the applicant.
Income and residency do not meet guidelines	Household income is above 150% FPL and no special hardship was claimed and application did not provide sufficient or valid proof of residency at service location.
Installation code is ineligible for customer assistance programs	Application was submitted for a property type, such as commercial business, that is not eligible for customer assistance programs
Missing information in form not submitted	Application was submitted with incomplete or missing fields and the requested information to complete the form was not received.

# More information in Incomplete and Denied



TAP



# More information in Incomplete and Denied

- Search for the applications on your sheet labeled:
  - "INCMPLT"
  - "DENIED" – Incomplete
  - "DENIED" – Reg Better

# DISPUTES

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# Disputes

- Managed directly through TRB
- No informal hearings

You have the right to dispute this decision 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: [http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html).

# SETTING UP A TAPBACK PLAN

---

# TAPBACK Plan

- A payment agreement for unpaid TAP Bills
- Hands On!
  - Search for account **000183198** for a TAPBACK agreement
  - Create a TAPBACK agreement for the account n your sheet labeled "TAPBACK"

# WHAT'S ON A TAP BILL?

---

## Your Account

Water/Sewer/Stormwater balance at last bill	\$99.99
You last paid on 05/20/2016 - thank you	\$0.00
<b>Account Balance</b>	<b>\$99.99</b>

### This Bill

Usage Charge (2ccf, see page 2 for details)	\$14.33
Service Charge	\$13.75
Stormwater Charge	\$14.12
Senior Citizens Discount	\$0.00
TAP Discount	-\$8.87
TAP Charge	\$33.33
Repair Charge (Inv # 1001110001)	\$125.00
Payment Agreement	\$8.33
<b>Total Current Charges</b>	<b>\$166.66</b>
<b>TOTAL Account Balance</b>	<b>\$258.32</b>
<b>Please Pay</b>	<b>\$166.66</b>

### Payment Agreement

This bill is covered by a payment agreement. Please pay \$166.66.

### Payment Types

[www.phila.gov](http://www.phila.gov). Select water bill from pay menu options.  
Pay by phone (877) 309-3709; credit card or e-check

See back for more information and contact details.

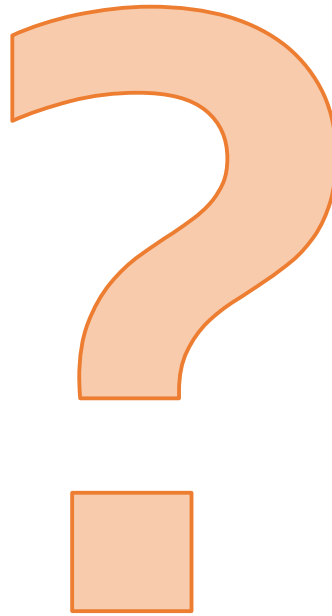
## Your TAP History

Total actual usage and service charges <sup>1</sup>	\$255.76
Total TAP charges	\$199.98
Total amount you've saved	\$55.78
Total amount you've paid towards past due bills	\$15.00
Earned penalty forgiveness counter <sup>2</sup>	3

<sup>1</sup>Includes usage, service, sewer, and stormwater charges

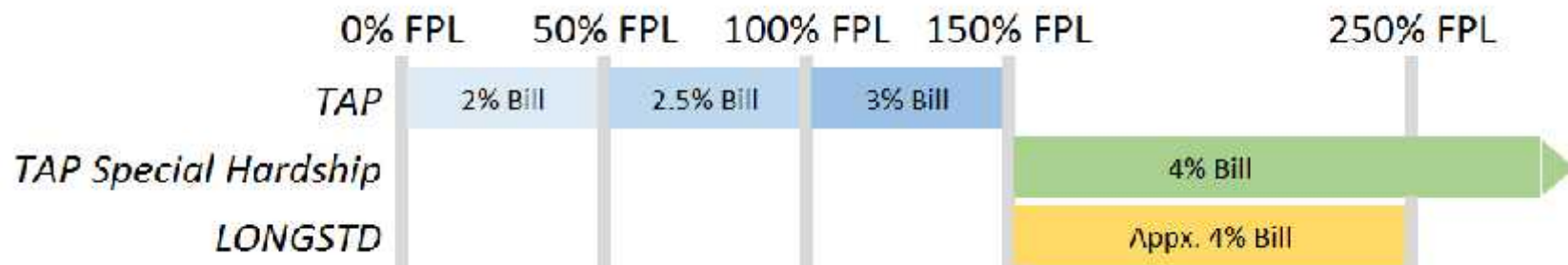
<sup>2</sup>Number of full payments. Penalties forgiven after 24 full payments.

You are able to recertify no earlier than November 1, 2018

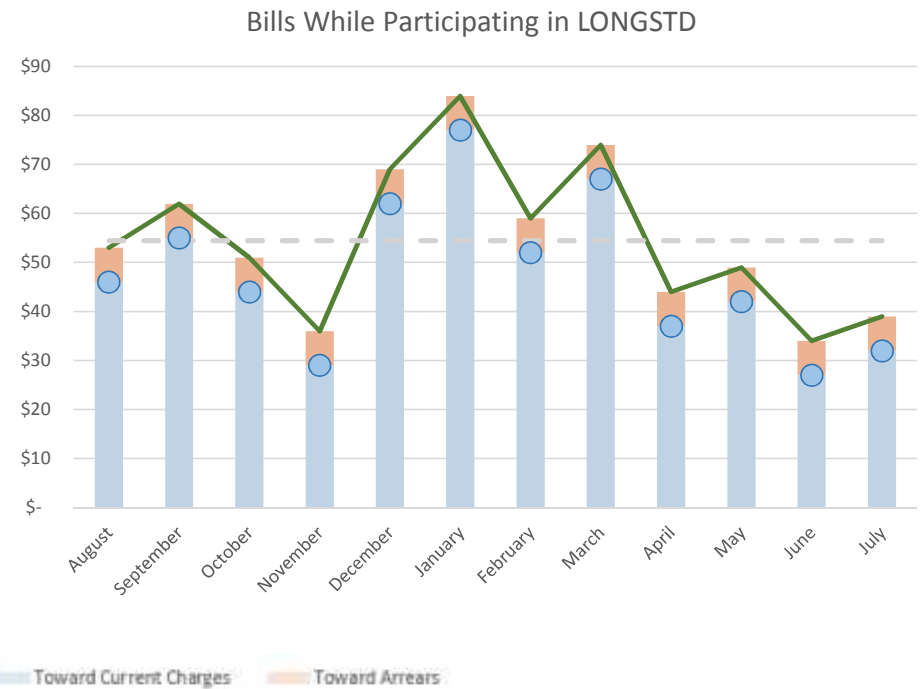
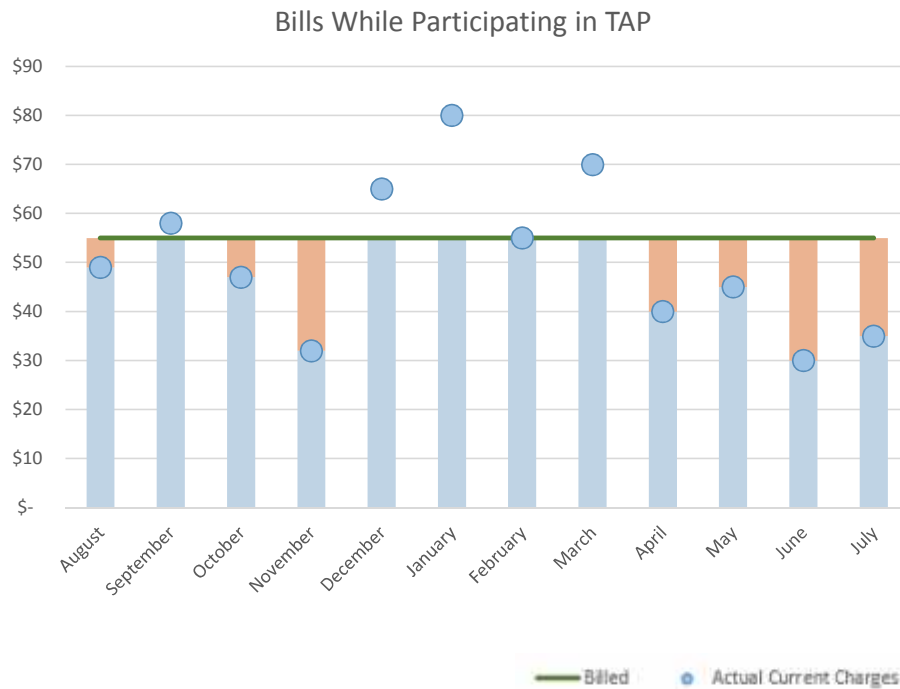




# Income Eligibility



# New Program bill patterns

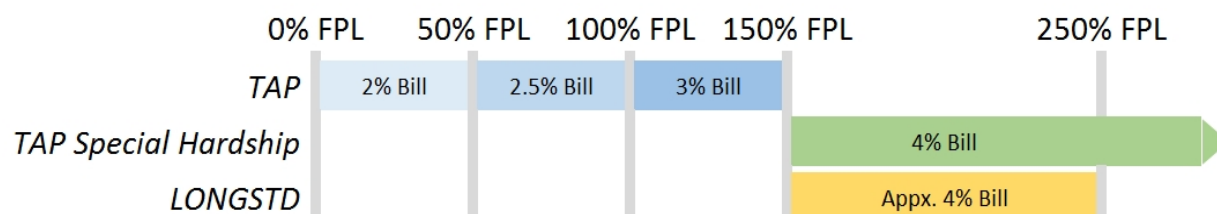


## Call Center Training Agenda

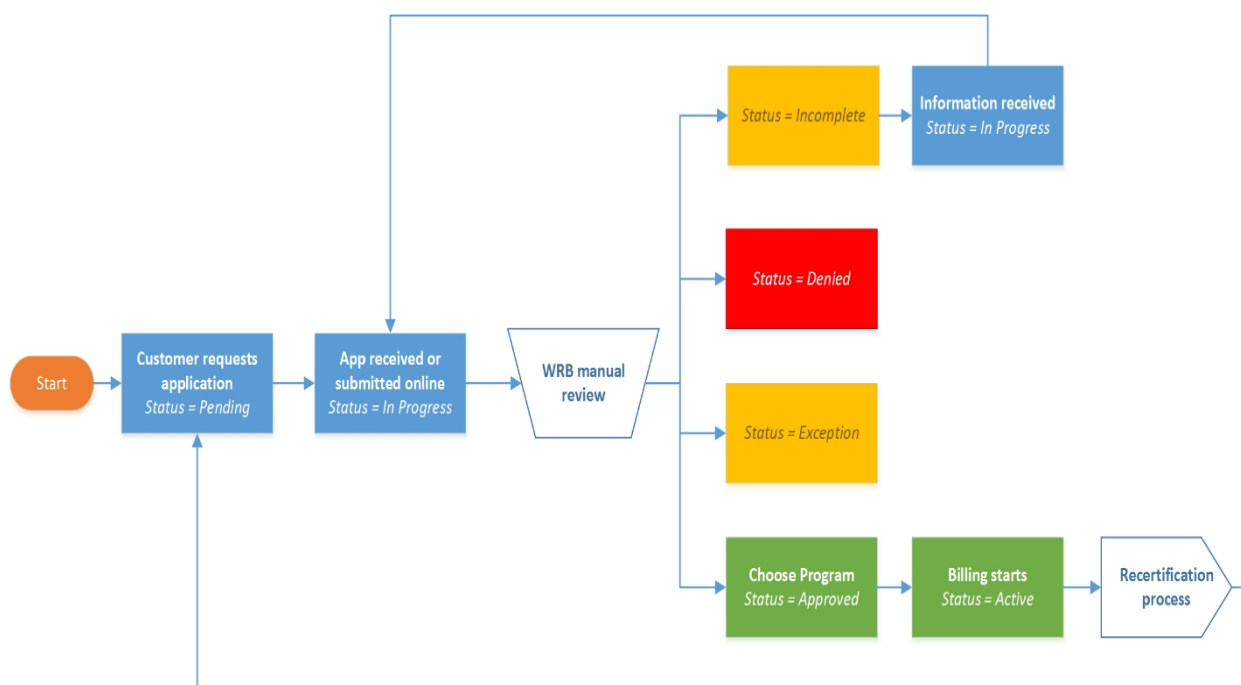
Saturday October 7, 2017 | 8:30 – 10:30 am

Topic	Time	Reference Materials
<b>Customer Assistance Programs Review</b>	10 minutes	Handout Page 1
<b>CAMP Navigation, Finding Letters</b>	15 minutes	Handout Pages 2-4
<b>Incomplete Letters &amp; Application Completeness</b>	20 minutes	Handout Pages 5-9
<b>Approval Letters</b>	15 minutes	Handout Pages 10-14
-- 5 minute break --		
<b>Denial Letters</b>	10 minutes	Handout Pages 15-16
<b>TAP Billing</b>	15 minutes	Handout Pages 17-22
<b>Questions</b>	30 minutes	

## Income Eligibility



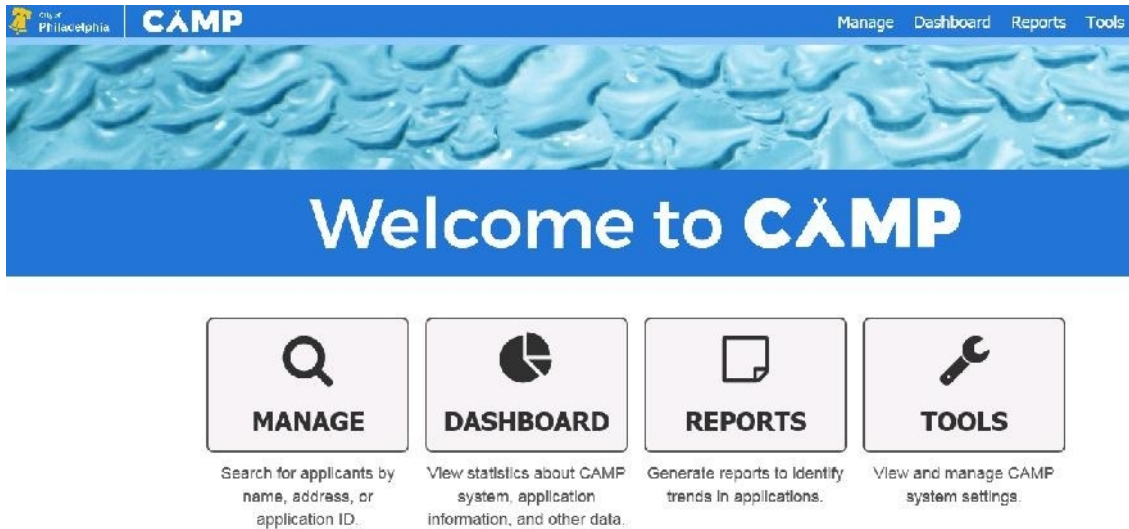
## Application Lifecycle



## CAMP Navigation


### Finding Letters

1. Open CAMP using the icon on your desktop or this URL: <http://rev36vpwebwbe01:10042/>
2. Click on MANAGE:



3. You will see the Search screen where you can search by customer name, property address, Water Access Code, or Application ID.

### Manage Application Assignments



**From Date:**

**To Date:**

**Page Size:**

**Status:**

**Assigned To:**

**Priority Flag:**

4. When you find the record you are looking for, click on the [Application ID](#).

### Manage Application Assignments

From Date:

To Date:

Page Size:

Status:

Assigned To:

Priority Flag:

There is 1 result for

All <input type="checkbox"/>	Application ID ↕	Water Access Code ↕	Customer Names ↕	Property Address ↕	Status ↕	Letter Code	Status Date ↕	Received Date ↕	Assigned User ↕	Assigned Date ↕	Priority Flag ↕
	100000713				Denied	Residency Guidelines	8/10/16	5/26/2017 12:00:00 AM	Unassigned		

5. Once the application opens, click on Letters tab.

City of Philadelphia
☰

Application Info

Household Members

Billing History

Documents

Choose Program

Letters

Logs

Audit

⊖
Application Information

Signature: No

Application ID: 100000713

Water Access Code:

Applicant Name:

Application Status Code: Incomplete

Application Letter Code: Incomplete application

Daytime Phone:

Email Address:

6. Preview or download the Incomplete letter that was sent to the customer

City of Philadelphia
☰

Application Info

Household Members

Billing History

Documents

Choose Program

Letters

Logs

Audit

Name	Status	Assigned To	Last Updated By	Last Updated	Preview	Download
Incomplete_100000713_170531_0945.pdf	Pending		Josh.Doran	5/31/17 9:45 AM		

Application Status: Incomplete

Field Status: [16/55 complete fields](#)

Letter Template:

The letter will list items that are required for application processing that are either missing, invalid, or illegible. The missing items could include missing documents, such as:

- a. Proof of Income or Proof of Residency, which are required for all applications
- b. Support documentation for Special Hardship, if the customer is claiming a hardship

**Preview**

**CITY OF PHILADELPHIA**  
DEPARTMENT OF REVENUE  
WATER REVENUE BUREAU

**City of Philadelphia**  
LIFE • LIBERTY • AND JUSTICE

**Questions:**  
**www.phila.gov**  
**(215) 686 6880**  
Monday-Friday, 8am–5pm

**Incomplete Assistance Application**  
May 31, 2017

Dear Water Customer:

We have begun reviewing your application for a customer assistance program. Your application was missing some information or supporting documentation that is required to complete the review.

Your application was missing:

- Applicant's Email Address on Part 1 of Application
- Applicant's Daytime Phone Number on Part 1 of Application
- Signature of Applicant on Part 1 of Application
- Intials acknowledging Responsibility 10 on Part 2 of Application
- Intials acknowledging Responsibility 9 on Part 2 of Application
- Intials acknowledging Responsibility 8 on Part 2 of Application

**Account Number:**

**Service Address:**

PART

1

# Applicant and Household Information

## Applicant Information All information must be current. Please type or print clearly.

Recertifying (or renewing) applicants are also required to complete this section.

Name of Applicant

Water Access Code (9 Digits)

Email Address




Social Security Number

Daytime Phone Number

Date of Birth (MM/DD/YY)




Address of Property

Mailing Address (if different than address of property)




Proof of residency at this property address (such as a gov't issued ID, utility bill or tax bill) must be enclosed with your application. Full list of acceptable documentation appears in the Application Checklist.

**Your Gross (pre-tax) Monthly Income** > \$

If this amount is zero, complete **Attachment B**.

## Household Information All information must be current. Please type or print clearly.

Number of Other People  
Living In Household  
(do not include yourself)

Number of Children  
Under Age 18



**Do You Receive Child Support?**

☐ No ☐ Yes

**Monthly Child Support Amount** ▼

\$

**If yes:** Please attach a copy of **either:** A current Child Support document. (log in and print out from [childsupport.state.pa.us](http://childsupport.state.pa.us)) OR **Attachment A**

**Please list information for all other members of your household in the table below. Do not include yourself.**

If household members are over age 18 and have no income: In the Gross Monthly Income column, write '0', and please make a note of their current situation. You can use 'S' for 'Student', or 'U' for 'Unemployed'.

Household Member's First and Last Name	Social Security Number	Birth Date (mm/dd/yy)	Relationship To Applicant	Gross Monthly Income ▼
				\$ <input type="text"/>
				\$ <input type="text"/>
				\$ <input type="text"/>
				\$ <input type="text"/>
				\$ <input type="text"/>
				\$ <input type="text"/>
				\$ <input type="text"/>



If you have any income support from a non-household member, you must complete **Attachment A**.



Social security number is only required for those household members between the ages of 18 and 65.



**Income Documentation for all sources in the household must be enclosed with your application.**

Date (mm/dd/yy)

**Your Signature** >



# Customer Responsibilities

**Applicant** Please add your initials inside the boxes to acknowledge each responsibility.

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. I agree that if my check is returned unpaid for insufficient or uncollected funds,
  - (1) I authorize The City of Philadelphia or its agent to make a one-time electronic fund transfer from my account to collect a fee of \$20;
  - AND
  - (2) The City of Philadelphia or its agent may re-present my check electronically to my 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 information provided on this application through the City and third party sources.
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, repair charges and HELP loans.  \*
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. Please initial all responsibilities even if you are not sure which program you are eligible for.

All information provided on this application is true and complete. By signing below, I acknowledge that I have provided complete and correct information, have read and understand this document, and agree to the Customer Responsibilities above.

Print Name ➤

Date (mm/dd/yy)

Your Signature ➤




**This page is mandatory for ALL applications.  
Your application cannot be processed without signing this page.**

ATTACHMENT

**A**

# Income Support Documentation Form

Include this attachment to document any income support received from a person outside of your household.

## Recipient of Support All information must be current. Please type or print clearly.

Name of Applicant

Water Access Code (9 Digits)

Email Address

Address Of Property

Daytime Phone Number

## Person Providing Income to Applicant All information must be current. Please type or print clearly.

Name of Person Providing Support

Relationship to Applicant

Daytime Phone Number

Address of Person Providing Support

Email Address



*To verify income support, we must be able to reach the person providing support by using the contact information provided above.*

When did this person start providing support to the applicant? (Month and Year)

How much financial support do they provide, and how often?

\$

per

Are they still providing this support to the applicant? ☐ No ☐ Yes

By signing here, I certify that all information provided on this attachment is true and complete.

Applicant's Signature ➤

Date (mm/dd/yy)

All information provided is as of the specified time of use. Processes and documentation are subject to change. <sup>Page 4</sup>

ATTACHMENT

**B**

# Zero Income Documentation Form

Include this attachment if you are reporting zero income on your application.

## Applicant Information All information must be current. Please type or print clearly.

Name of Applicant

Water Access Code (9 Digits)

Email Address

Address Of Property

Daytime Phone Number

## Applicant Financial Information Please answer the following questions. Please type or print clearly.

I have cash or money in bank account(s) (or other financial institution) totaling over \$500

☐ No ☐ Yes

I own real estate other than my primary residence valued over \$10,000

☐ No ☐ Yes

I own securities (stocks, bonds, CDs, etc.) valued over \$500

☐ No ☐ Yes

I own other assets (e.g., vehicles) not mentioned above valued over \$500

☐ No ☐ Yes

In the space below, please provide a brief explanation of your source of livelihood or means of support ▼

By signing here, I certify that all information provided on this attachment is true and complete.

Applicant's Signature ►

Date (mm/dd/yy)

All information provided is as of the specified time of use. Processes and documentation are subject to change. Page 5



# Special Hardship Claim

Include this attachment if you want to be considered for Special Hardship benefits. For the purpose of this application, **Special Hardship** is when you have at least one of the situations listed in the Hardship Claim Guidelines table below (or other similar situation as determined by a Water Revenue Bureau Supervisor) within the past 12 months, **and** your household income is **greater than 150%** of Federal Poverty Level (FPL) as shown in the Program Eligibility Guidelines table on page 7.

**i** If your documented income is **less than 150%** of FPL, you can apply for TAP benefits **without** needing to fill out this form.

Hardship Claim Guidelines	
Hardship Type	Code
Increase in household size	A
Loss of job (lasting over 4 months)	B
Serious illness of household member (lasting over 9 months)	C
Death of primary wage earner	D
Domestic violence or abuse	E
Household Expenses	F
Other	G

**!** You must enclose some form of hardship documentation along with this attachment. The following are examples of acceptable forms of hardship documentation.

1. Official document demonstrating hardship claim, such as:

- birth or adoption certificate
- employment termination letter
- unemployment compensation printout
- hospital admission or discharge documentation
- death certificate
- safe harbor program admission documentation

OR

2. Proof of current monthly household expenses, including most recent bills or statements for:

- Housing (mortgage, rent, real estate taxes)
- Utilities (heating oil, gas, electricity, telephone)
- Other expenses (must be paid by you) (medical, childcare, child support)

OR

3. Proof of recent hardship claim approval by a state or local agency

OR

4. Other documentation approved by the Water Revenue Bureau

Which letter code from the table above best describes the situation for your household? >

If you selected "Other" (G): Please provide a description of your hardship situation:

By signing here, I certify that all information provided on this attachment is true and complete.

Applicant's Signature >

Date (mm/dd/yy)



Questions:

[www.phila.gov](http://www.phila.gov)

(215) 685-6300

(215) 686-6880

Monday-Friday, 8am-5pm

## Customer Assistance Application Approved

September 22, 2017

Dear Customer:

We have reviewed your application for our Customer Assistance Programs and have placed you in the Senior Citizen Discount program with an average monthly bill of \$27.21. We have also placed you in an extended payment agreement of \$53.43 per month toward your account balance. As a result, your estimated monthly bill is \$80.64. If you are responsible for other additional fees, such as repair charges, a HELP Loan or bad check fees, they will be added to this amount.

We reviewed your projected bills under each of the billing options for which you were potentially eligible. Your expected monthly bills under each of these billing options were calculated to be:

Average Monthly Bill + Payment Agreement, if applicable: \$1,274.91

TAP Bill: Not Eligible

Average Monthly Bill + Extended Payment Agreement: \$89.72

Average Senior Citizen Discounted Monthly Bill + Payment Agreement, if applicable: \$1,265.83

Average Senior Citizen Discounted Monthly Bill + Extended Payment Agreement: \$80.64

**We are pleased to be able to offer you a Senior Citizen Discount bill and an extended payment agreement that will average \$80.64 per month.**

To avoid interruption of your water service, you must make your payment in full and by the due date each month. You have the right to dispute this decision 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: [http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html).

For more information about TAP and our Customer Assistance Programs, you can go online to [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help) or contact our call centers at (215) 685-6300 or (215) 686-6880.

Thank you.

**Water Access Code:**

**Account Number:**

**Service Address:**

**PHILADELPHIA PA 19139**





Questions:

[www.phila.gov](http://www.phila.gov)

(215) 685-6300

(215) 686-6880

Monday-Friday, 8am-5pm



## Customer Assistance Application Approved

September 21, 2017

Dear Customer:

We have reviewed your application for our Customer Assistance Programs and have placed you in the Senior Citizen Discount program because it provides you with the lowest expected monthly bill. As a result, your monthly bill in the Senior Citizen Discount program will average \$27.21. If you are responsible for other additional fees, such as repair charges, a HELP Loan or bad check fees, they will be added to this amount.

We reviewed your projected bills under each of the billing options for which you were potentially eligible. Your expected monthly bills under each of these billing options were calculated to be:

Average Monthly Bill: \$36.29

TAP Bill: Not Eligible

Average Senior Citizen Discounted Monthly Bill: \$27.21

**We are pleased to be able to offer you a Senior Citizen Discount bill that will average \$27.21 per month.**

To avoid interruption of your water service, you must make your payment in full and by the due date each month. You have the right to dispute this decision 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: [http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html).

For more information about TAP and our Customer Assistance Programs, you can go online to [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help) or contact our call centers at (215) 685-6300 or (215) 686-6880.

Thank you.

**Water Access Code:**



**Account Number:**



**Service Address:**



**PHILADELPHIA PA 19133**





Questions:

[www.phila.gov](http://www.phila.gov)

(215) 685-6300

(215) 686-6880

Monday-Friday, 8am-5pm

## Customer Assistance Application Approved

September 22, 2017

Dear Customer:

We have reviewed your application for our Customer Assistance Programs and have placed you in the Tiered Assistance Program (TAP) because it provides you with the lowest expected monthly bill. As a result, your monthly bill for regular service and usage charges under TAP will be \$12.00. If you are responsible for other additional fees, such as repair charges, a HELP Loan or bad check fees, they will be added to this amount.

We reviewed your projected bills under each of the billing options for which you were potentially eligible. Your expected monthly bills under each of these billing options were calculated to be:

Average Monthly Bill: \$36.29

TAP Bill: \$12.00

**We are pleased to be able to offer you a TAP bill of \$12.00 per month. As stated above, this will be your total monthly bill for regular service.**

To avoid interruption of your water service, you must make your payment in full and by the due date each month. You have the right to dispute this decision 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: [http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html).

For more information about TAP and our Customer Assistance Programs, you can go online to [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help) or contact our call centers at (215) 685-6300 or (215) 686-6880.

Thank you.

**Water Access Code:**

[REDACTED]

**Account Number:**

[REDACTED]

**Service Address:**

[REDACTED]

**PHILADELPHIA PA 19140**

Software, Inc.



\* 1 0 0 0 0 1 4 4 7 0 0 0 5 0 1 0 1 7 0 3 \*



Questions:

[www.phila.gov](http://www.phila.gov)

(215) 685-6300

(215) 686-6880

Monday-Friday, 8am-5pm

## Customer Assistance Application Approved

September 20, 2017

Dear Customer:

We have reviewed your application for our Customer Assistance Programs and have placed you in the Senior Citizen Discount program because it provides you with the lowest expected monthly bill. As a result, your monthly bill in the Senior Citizen Discount program will average \$38.54. If you are responsible for other additional fees, such as repair charges, a HELP Loan or bad check fees, they will be added to this amount.

We reviewed your projected bills under each of the billing options for which you were potentially eligible. Your expected monthly bills under each of these billing options were calculated to be:

Average Monthly Bill: \$51.39

TAP Bill: Not Eligible

Average Senior Citizen Discounted Monthly Bill: \$38.54

**We are pleased to be able to offer you a Senior Citizen Discount bill that will average \$38.54 per month.**

To avoid interruption of your water service, you must make your payment in full and by the due date each month. You have the right to dispute this decision 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: [http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html).

For more information about TAP and our Customer Assistance Programs, you can go online to [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help) or contact our call centers at (215) 685-6300 or (215) 686-6880.

Thank you.

**Water Access Code:**

[REDACTED]

**Account Number:**

[REDACTED]

**Service Address:**

[REDACTED]

**PHILADELPHIA PA 19124**







Questions:

[www.phila.gov](http://www.phila.gov)

(215) 685-6300

(215) 686-6880

Monday-Friday, 8am-5pm

## Customer Assistance Application Approved

September 22, 2017

Dear Customer:

We have reviewed your application for our Customer Assistance Programs and have placed you in the Senior Citizen Discount program because it provides you with the lowest expected monthly bill. As a result, your monthly bill in the Senior Citizen Discount program will average \$27.21. If you are responsible for other additional fees, such as repair charges, a HELP Loan or bad check fees, they will be added to this amount.

We reviewed your projected bills under each of the billing options for which you were potentially eligible. Your expected monthly bills under each of these billing options were calculated to be:

Average Monthly Bill: \$36.29

TAP Bill: \$104.00

Average Senior Citizen Discounted Monthly Bill: \$27.21

**We are pleased to be able to offer you a Senior Citizen Discount bill that will average \$27.21 per month.**

To avoid interruption of your water service, you must make your payment in full and by the due date each month. You have the right to dispute this decision 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: [http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html).

For more information about TAP and our Customer Assistance Programs, you can go online to [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help) or contact our call centers at (215) 685-6300 or (215) 686-6880.

Thank you.

**Water Access Code:**

[REDACTED]

**Account Number:**

[REDACTED]

**Service Address:**

[REDACTED]

**PHILADELPHIA PA 19133**



for-each

CUST\_NAME  
MAIL\_LINE1  
MAIL\_LINE2  
MAIL\_LINE3  
MAIL\_LINE4

Questions:

[www.phila.gov](http://www.phila.gov)

**(215) 686 6880**

Monday-Friday, 8am-5pm

## Customer Assistance Application Denied

July 7, 2017

Dear Customer:

We have reviewed your application for a customer assistance program. We regret to inform you that at this time you do not meet the eligibility criteria for any of our assistance programs based on the information provided in your application (income, residency, and/or age).

You are ineligible for the Tiered Assistance Program (TAP) and for an extended payment agreement for the following reason(s):

Application was submitted without required proof of income for one or more household members and without proof of residency for the applicant.

### **We encourage you to apply again if your circumstances change.**

You have the right to dispute this decision 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:  
[http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html).

For more information about TAP and our Customer Assistance Programs, you can go online to [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help) or contact our call centers at 215-685-6300 or 215-686-6880.

Thank you.

end for-each

**Water Access Code:**  
**WaterAccessCode**

**Account Number:**  
**ACCT\_KEY**

**Service Address:**  
**SERV\_ADDRESS**  
**SERV\_ADDRESS2**  
**SERV\_ADDRESS3**

Short Description	Long Description
Inst Type Not Eligible	Application was submitted for a property type, such as a commercial business, that is not eligible for Customer Assistance Programs.
Income Guidelines	Household income is above the income guidelines and no special hardship was claimed.
Residency Guidelines	Applicant does not meet residency guidelines.
Income and Residency Guidelines	Household income is above the income guidelines and no special hardship was claimed <b>and</b> applicant did not provide sufficient or valid proof of residency at service location.
Missing POI and Missing POR	Application was submitted without required proof of income for one or more household members <b>and</b> without proof of residency for the applicant.
Missing POI and Invalid POR	Application was submitted without required proof of income for one or more household members <b>and</b> with invalid proof of residency for the applicant.
Invalid POI and Missing POR	Application was submitted with invalid proof of income for one or more household members <b>and</b> without proof of residency for the applicant.
Invalid POI and Invalid POR	Application was submitted with invalid proof of income for one or more household members <b>and</b> invalid proof of residency for the applicant.
Missing Proof of Income	Application was submitted without proof of income for one or more household members.
Invalid Proof of income	Proof of income is invalid or outdated for one or more household members.
Special Hardship	Application did not include adequate documentation to qualify for special hardship.
Missing Proof of Residency	Application was submitted without required proof of residency for the applicant.
Invalid Proof of Residency	Application did not provide sufficient or valid proof of residency at service location.
Missing information not submitted	Application was submitted with incomplete or missing fields and the requested information to complete the form was not received.

## Water/Sewer & Stormwater Bill

Please pay **\$67.50**

Questions?

[www.phila.gov/revenue](http://www.phila.gov/revenue)

(215) 686-6880 Monday-Friday, 8am-5pm

Customer Name: [REDACTED]  
Service Address: [REDACTED], Philadelphia PA 19120  
Bill Date: October 03, 2016 (Bill Period: Sep 01, 2016 - Oct 02, 2016)

Account Number: [REDACTED]  
Water Access Code: [REDACTED]  
Bill Number: B0540334477  
Includes Payments Through: October 02, 2016

### Your Account

Water/Sewer/Stormwater balance at last bill	\$69.29
You last paid on 09/01/16 - thank you	-\$69.29
<b>Account Balance</b>	<b>\$0.00</b>

### This Bill

Usage Charge (10 ccf, see page 2 for details)	\$75.54
Service Charge	\$14.02
Stormwater Charge	\$14.12
Senior Citizen Discount	\$0.00
TAP Discount	-\$36.18
<b>Total Current Charges</b>	<b>\$67.50</b>
<b>Total Account Balance</b>	<b>\$67.50</b>

**Please Pay Now \$67.50**

### Duplicate Bill

Duplicate copy as requested

### Payment Types

Pay by phone (215) 686-6880 and press 3. Be sure to have your 9-digit access code available; credit card or e-check at [www.phila.gov](http://www.phila.gov). Select water bill from pay menu options.

See back for more information and contact details →

See page 2 for your water usage →

Please fold and detach

### Paying by mail?

Send this coupon with your payment.  
See back for other ways to pay →

### Account Number

C01-59720-05811-001

**Please pay \$67.50**

Late payment penalty	\$0.00
<b>Total amount due if paid after Nov 02, 2016</b>	<b>\$67.50</b>



MONSERRATE & DOMINGO RODRIGUEZ  
5811 NEWTOWN AVE  
PHILADELPHIA PA 19120

C01



CITY OF PHILADELPHIA  
DEPARTMENT OF REVENUE  
WATER REVENUE BUREAU

3337211021600005972005811001100000067500000006750C010000100000000005

**Customer Name:** [REDACTED]  
**Service Address:** [REDACTED], Philadelphia PA 19120  
**Bill Date:** October 03, 2016 (Bill Period: Sep 01, 2016 - Oct 02, 2016)

**Account Number:** [REDACTED]  
**Water Access Code:** [REDACTED]  
**Bill Number:** B0540334477  
**Includes Payments Through:** October 02, 2016

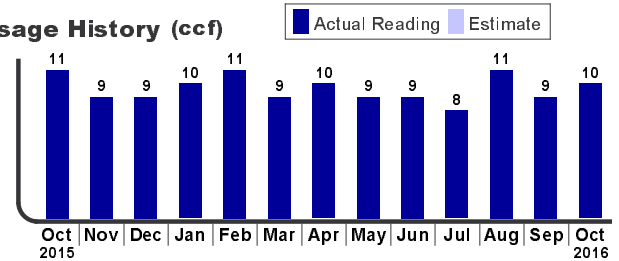
## Your Water Usage

### Meter Readings

Meter: 0403442 ERT: 0023159967 Service: D1R

October 02, 2016	actual reading	1839
September 01, 2016	actual reading	1829
Total CCFs used		10
Approximate gallons used per day		241

### Usage History (ccf)



## Your TAP History

Total actual usage and service charges <sup>1</sup>	\$103.68
Total TAP charges	\$67.50
Total amount you've saved	\$36.18
Total amount you've paid towards past due bills	\$0.00
Earned penalty forgiveness counter <sup>2</sup>	0

<sup>1</sup> Includes usage, service, sewer, and stormwater charges.

<sup>2</sup> Number of full payments. Penalties forgiven after 24 full payments.

You are able to recertify no earlier than 09/22/17



## Water/Sewer & Stormwater Bill

Please pay **\$75.00**

Questions?

[www.phila.gov/revenue](http://www.phila.gov/revenue)

**(215) 686-6880** Monday-Friday, 8am-5pm

Customer Name: [REDACTED]

Service Address: [REDACTED] Philadelphia PA 19120

Bill Date: November 01, 2016 (Bill Period: Oct 03, 2016 - Nov 01, 2016)

Account Number: [REDACTED]

Water Access Code: [REDACTED]

Bill Number: B0540334565

Includes Payments Through: November 01, 2016

### Your Account

Water/Sewer/Stormwater balance at last bill	\$533.19
You last paid on 10/01/16 - thank you	-\$75.00
<b>Unpaid Balance</b>	<b>\$458.19</b>

### This Bill

Usage Charge (10 ccf, see page 2 for details)	\$75.54
Service Charge	\$14.02
Stormwater Charge	\$14.12
Senior Citizen Discount	\$0.00
TAP Discount	-\$28.68
<b>Total Current Charges</b>	<b>\$75.00</b>
Total Account Balance	\$533.19

**Please Pay Now \$75.00**

### Payment Types

Pay by phone (215) 686-6880 and press 3. Be sure to have your 9-digit access code available; credit card or e-check at [www.phila.gov](http://www.phila.gov). Select water bill from pay menu options.

See back for more information and contact details →

See page 2 for your water usage →

Please fold and detach

### Paying by mail?

Send this coupon with your payment.  
See back for other ways to pay →

### Account Number

C01-22280-00213-001

**Please pay \$75.00**

Late payment penalty	\$0.00
<b>Total amount due if paid after Dec 01, 2016</b>	<b>\$75.00</b>



RUTH A ELUWA  
213 W CHAMPLOST AVE  
PHILADELPHIA PA 19120

C01



CITY OF PHILADELPHIA  
DEPARTMENT OF REVENUE  
WATER REVENUE BUREAU

3337212011600002228000213001100000075000000007500C010000100000000005

**Customer Name:** [REDACTED]  
**Service Address:** [REDACTED], Philadelphia PA 19120  
**Bill Date:** November 01, 2016 (Bill Period: Oct 03, 2016 - Nov 01, 2016)

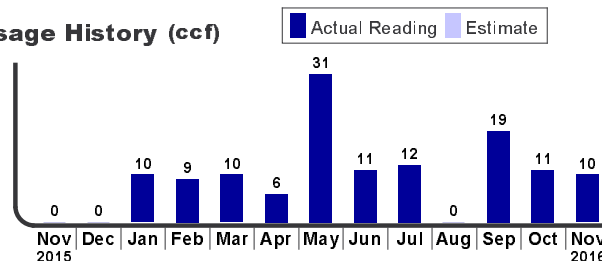
**Account Number:** [REDACTED]  
**Water Access Code:** [REDACTED]  
**Bill Number:** B0540334565  
**Includes Payments Through:** November 01, 2016

## Your Water Usage

### Meter Readings

Meter: 0282370	ERT: 0069216273	Service: 41R
November 01, 2016	actual reading	140
October 03, 2016	actual reading	130
Total CCFs used		10
Approximate gallons used per day		257

### Usage History (ccf)



## Your TAP History

Total actual usage and service charges <sup>1</sup>	\$214.92
Total TAP charges	\$150.00
Total amount you've saved	\$64.92
Total amount you've paid towards past due bills	\$0.00
Earned penalty forgiveness counter <sup>2</sup>	1

<sup>1</sup> Includes usage, service, sewer, and stormwater charges.

<sup>2</sup> Number of full payments. Penalties forgiven after 24 full payments.

You are able to recertify no earlier than 09/22/17



## Water/Sewer & Stormwater Bill

Please pay **\$140.00**

Questions?

[www.phila.gov/revenue](http://www.phila.gov/revenue)

**(215) 686-6880** Monday-Friday, 8am-5pm

Customer Name: [REDACTED]

Service Address: [REDACTED], Philadelphia PA 19139

Bill Date: October 03, 2016 (Bill Period: Sep 01, 2016 - Oct 03, 2016)

Account Number: [REDACTED]

Water Access Code: [REDACTED]

Bill Number: B0540334324

Includes Payments Through: October 03, 2016

### Your Account

Water/Sewer/Stormwater balance at last bill	\$20,044.38
No payment received	\$0.00
<b>Unpaid Balance</b>	<b>\$20,044.38</b>

### This Bill

Usage Charge (2 ccf, see page 2 for details)	\$15.11
Service Charge	\$14.02
Stormwater Charge	\$14.12
Senior Citizen Discount	\$0.00
<b>Total Current Charges</b>	<b>\$43.25</b>
TAP amount toward account balance	\$96.75
<b>Total Account Balance</b>	<b>\$20,087.63</b>

**Please Pay Now \$140.00**

### Payment Types

Pay by phone (215) 686-6880 and press 3. Be sure to have your 9-digit access code available; credit card or e-check at [www.phila.gov](http://www.phila.gov). Select water bill from pay menu options.

See back for more information and contact details →

See page 2 for your water usage →

Please fold and detach

### Paying by mail?

Send this coupon with your payment.  
See back for other ways to pay →

### Account Number

C01-67680-00321-001

### Please pay

**\$140.00**

Late payment penalty	\$0.00
<b>Total amount due if paid after Nov 02, 2016</b>	<b>\$140.00</b>



HAMEED ABDUL-AZIZ  
321 N REDFIELD ST  
PHILADELPHIA PA 19139

C01



CITY OF PHILADELPHIA  
DEPARTMENT OF REVENUE  
WATER REVENUE BUREAU

33372110216000067680003210011000001400000000140000010000100000000001



**Customer Name:** [REDACTED]  
**Service Address:** [REDACTED], Philadelphia PA 19139  
**Bill Date:** October 03, 2016 (Bill Period: Sep 01, 2016 - Oct 03, 2016)

**Account Number:** [REDACTED]  
**Water Access Code:** [REDACTED]  
**Bill Number:** B0540334324  
**Includes Payments Through:** October 03, 2016

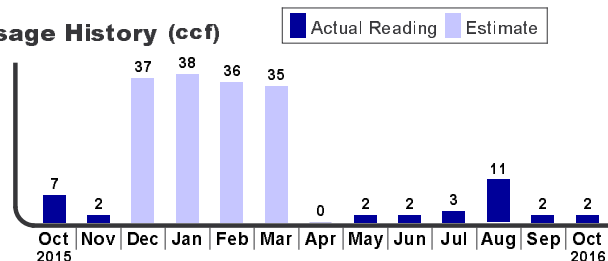
## Your Water Usage

### Meter Readings

Meter: 0291359 ERT: 0070688332 Service: 41R

October 03, 2016	actual reading	2278
September 01, 2016	actual reading	2276
Total CCFs used		2
Approximate gallons used per day		46

### Usage History (ccf)



## Your TAP History

Total actual usage and service charges <sup>1</sup>	\$43.25
Total TAP charges	\$140.00
Total amount you've saved	\$0.00
Total amount you've paid towards past due bills	\$0.00
Earned penalty forgiveness counter <sup>2</sup>	0

<sup>1</sup> Includes usage, service, sewer, and stormwater charges.

<sup>2</sup> Number of full payments. Penalties forgiven after 24 full payments.

You are able to recertify no earlier than 09/22/17



City of Philadelphia

# Customer Assistance Programs - Standard Operating Procedures Document

December 1, 2017

Version 1.6

## Revision History

Date	Author	Changes	Version
Before June 30, 2017	RFC		1.0
July 27, 2017	RFC	1.7.1 Basis2 calls 1.10 Service Restoration and Stays of Enforcement 1.13 Outstanding Questions on Existing Applications 3.1 Vetting application for important information 3.6.3 Canceling application in progress 3.8.4 Landlord Agreements 3.10 Application Denial 5.2 Application Disputes	1.1
August 28, 2017	RFC	3.6 Additional application review steps 2.4 Added Previously Expired Section. App D. Requirements Matrix Guidance. 3.3 Added clarification to review of documentation. 2.3.6, 2.3.7 Unlinking and Deleting documents	1.2
October 5, 2017	RFC	General – remove gender references 1.1.1 TAP Description 1.7.1 Information in basis2 1.9 Describe what's on a TAP Bill 2.5 Recertifications 3.1 Two-Step Review Process 3.6.2 Debt Collection Records 2.4 Apps submitted when previously Expired 3.8 Exceptions App E – Two Step Review Process	1.5
December 1, 2017	RFC	Appendix G – Senior Citizen Discount and TAP Bill Scenarios	1.6

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Draft 12/1/2017

# 1 RESPONDING TO CUSTOMER REQUESTS

---

## 1.1 INFORMATION REQUEST FOR ASSISTANCE

Customers may call to inquire about the Water Revenue Bureau's (WRB) assistance programs if they are:

- ) Currently enrolled in an assistance program and are looking to re-certify; or
- ) Are not currently enrolled in an assistance program and are looking to get information.

When speaking with the customer, if they indicate that they are having trouble paying their water bill, offer to help them obtain an application. Your role is to describe the programs and help the customer obtain an application. There is no need for you or the customer to attempt to figure out which program they may be enrolled in.

You can explain the City of Philadelphia's (City) range of customer assistance programs:

1. If the customer lives in a low-income household or is experiencing a Special Hardship, then they may be eligible for a payment plan through the **Tiered Assistance Program (TAP)**.
2. If the customer is a senior citizen (65 years or older) and if the household income is less than \$31,500, then they may be eligible for the **Senior Citizen Discount** of 25% off monthly bills.
3. The customer may be eligible for an **Extended Payment Agreement**.
4. The customer may re-certify for the **Water Revenue Bureau Conference Committee (WRBCC)** if they are already enrolled in WRBCC.
5. The customer may be eligible for a **Standard Payment Agreement**.

If the customer would like to apply or re-certify with the **Assistance Application**, you can:

1. Offer to mail a paper application (if on the phone with the customer) or print a paper application (if in person with the customer);
2. Refer the customer to the online application at [phila.gov/waterbillhelp](http://phila.gov/waterbillhelp) so that the customer may print, have a application mailed or fill out an application online; or
3. Direct the customer to stop by a WRB office, a Neighborhood Energy Center, Utility Emergency Services Fund (UESF), or Community Legal Services (CLS) office to have a paper application printed, obtain assistance with having an application mailed, or obtain assistance with filling out an application online.

### 1.1.1 Summary of the Tiered Assistance Program (TAP)

Under TAP, a customer's bill is capped at 2-4% of their household income based on the federal poverty guideline. For monthly gross income limits based on household size for the current calendar year, see Table 1 below.

- ) If the gross monthly income is at or below **50% of the federal poverty guideline**, then monthly bills for water, sewer, and stormwater usage and service charges are fixed at **2% of the household income**. The **minimum TAP bill is \$12.00 per month**.

- J) If the gross monthly income is above 50% and at or below **100% of the federal poverty guideline**, then monthly bills for water, sewer, and stormwater usage and service charges are fixed at **2.5% of the household income**.
- J) If the gross monthly income is above 100% and at or below **150% of the federal poverty guideline** then monthly bills for water, sewer, and stormwater usage and service charges are fixed at **3% of the household income**.
- J) If the customer has a gross household income higher than 150% PFL, and has had a **Special Hardship** within the last 12 months, then the customer may still qualify to participate in TAP. If a customer qualifies for TAP based on a special hardship, then the monthly bills for water, sewer, and stormwater usage and service charges are fixed at **4% of the household income**. A special hardship can be:
  - o Increase in household size
  - o Loss of a job, lasting more than 4 months
  - o Serious illness, lasting more than 9 months
  - o Death of primary wage earner
  - o Domestic violence
  - o Other circumstances that threaten household's access to necessities of life

A customer does not need to have any back debt or even any balance on their account to qualify for TAP. If the customer does have back debt on an account with the supply type of WATER, that debt will be protected, meaning no enforcement action or collection activity will be taken on that debt while the customer is in TAP. Additionally, WRB provides a 14-calendar day stay of enforcement to customers for the first three times a request for an application is made over a 12-month timeframe. (After the third request the stay is no longer offered.) A customer's back debt related to HELP loans or agency charges are not covered under TAP.

TAP can relate to current charges and arrears in a number of ways, depending on the customer's situation. Further information describing a customer's TAP bill and the different situations they may encounter can be found in Section 1.9 and Appendix G below. Following are three scenarios:

- 1) Customer's TAP bill (\$30) is lower than their regular or senior citizen discounted current charges (\$40) (customer may or may not have an account balance)
  - a. Customer will be asked to pay their full TAP amount (\$30), and the difference between the regular or senior citizen discounted current charges and the TAP amount (\$10) will be written off, not added to the account balance.
  - b. Any payment above the TAP amount (\$35>\$30) will be put toward the account balance (\$5) or carried as a credit on the account.
- 2) Customer's TAP bill is higher (\$40) than their regular or senior citizen discounted current charges (\$30) (customer has an account balance)
  - a. Customer will be asked to pay their full TAP amount (\$40), but the difference between the TAP amount and regular or senior citizen discounted current charges (\$10) will go toward offsetting the account balance.
  - b. Any payment above the TAP amount will be put toward the account balance.
- 3) Customer's TAP bill (\$40) is higher than their regular or senior citizen discounted current charges (\$30) (customer does not have an account balance)

- a. Customer will be asked to pay only their regular or senior citizen discounted current charges (\$30).
- b. Any payment above the TAP amount will be carried as a credit on the account.

After 24 full TAP payments, a customer's pre-TAP penalties will be forgiven.

Table 1. Overview of monthly gross income limits for Calendar Year 2017.

<b>Monthly Gross (pre-tax) Household Income and Potential Assistance Benefits</b>		
<b>Household Size</b>	<b>Maximum Gross Income (150% of FPL)</b>	<b>Maximum Gross Income (250% of FPL)</b>
<b>1 person</b>	<b>\$1,508 / month</b>	<b>\$2,513 / month</b>
<b>2 people</b>	<b>\$2,030 / month</b>	<b>\$3,383 / month</b>
<b>3 people</b>	<b>\$2,553 / month</b>	<b>\$4,254 / month</b>
<b>4 people</b>	<b>\$3,075 / month</b>	<b>\$5,125 / month</b>
<b>5 people</b>	<b>\$3,598 / month</b>	<b>\$5,996 / month</b>
<b>6 people</b>	<b>\$4,120 / month</b>	<b>\$6,867 / month</b>
<b>7 people</b>	<b>\$4,643 / month</b>	<b>\$7,738 / month</b>
<b>8 people</b>	<b>\$5,165 / month</b>	<b>\$8,608 / month</b>
<i>For each additional person:</i>	<b>Add \$523 to the amount above</b>	<b>Add \$871 to the amount above</b>

#### 1.1.1.1 *Creating a TAP plan directly in basis2*

As a rule, all TAP plans should be created through CAMP, the TAP Standalone system. A TAP plan should only be created directly in basis2 as part of dispute resolution (see Section 5).

#### 1.1.2 Summary of the Tiered Assistance Program (TAP) Landlord Agreement

A customer who is enrolled in TAP and becomes a landlord may continue to be enrolled in TAP only temporarily until another arrangement can be established. In this case, the customer will be placed on a TAP Landlord (TAPLLRD) plan for the same monthly amount as the TAP bill, and the entire payment will go toward the account balance.

#### 1.1.3 Summary of the Extended Payment Agreement

If a customer's gross monthly income is **151-250% of FPL**, the customer may still be eligible to receive a bill at approximately **4% of household income**. This bill includes current charges plus a payment toward the account balance, and the total amount would not typically exceed 4% of gross income. This total amount is variable from month to month depending on water and sewer usage. The payment agreement can last for as long as needed to keep payments toward the account balance at an affordable level. **The minimum payment toward arrears per month is \$5.00 per month.**

##### 1.1.3.1 *Creating an Extended Payment Agreement directly in basis2*

Generally, all Extended Payment Agreements should be created through CAMP. An Extended Payment Agreement should only be created directly in basis2 as part of dispute resolution (see Section 5).

#### 1.1.4 Summary of Senior Citizen Discount (SCD)

If the customer is a senior citizen (65 years or older) and if the household income is less than \$31,500, then they may be eligible for the **Senior Citizen Discount** of 25% off monthly bills.

##### 1.1.4.1 *Establishing a Senior Citizen Discount directly in basis2*

With TAP processing in place, all SCD applications occur via the TAP program. Previously used call types within basis2 (SD-APPLY, SD-ASSESS, SD-INFO) have been disabled to prevent their usage.

#### 1.1.5 Summary of WRBCC

Customers who maintain their certification in the Water Revenue Assistance Program's Water Revenue Bureau Conference Committee (WRBCC) are eligible to re-certify. WRBCC bills will remain consistent from month to month, but any difference between actual charges and WRBCC charges will be added to the account balance. The City Grant is no longer available.

##### 1.1.5.1 *Establishing a WRBCC Agreement directly in basis2*

A WRBCC Agreement should only be entered directly in basis2 if it fails to transfer through the WRAP2 database – basis2 interface, or if someone has filed bankruptcy or bankruptcy has been dismissed. In the latter cases, the Bankruptcy Unit will cancel the agreement in basis2 and the Water Revenue Assistance Unit will recalculate the agreement amount.

#### 1.1.6 Summary of the Standard Payment Agreement

A Standard Payment Agreement is available to customers with any outstanding account balance. With a down payment, that balance can be paid off over up to a 12-month period. This alternative assumes no down payment, so if the payment agreement created includes a down payment, the monthly amount will be lower.

### 1.1.6.1 Creating a Standard Payment Agreement directly in basis2

A Standard Payment Agreement can be created directly in basis2. If a customer attempts to enter into a Standard Payment Agreement without completing the application, you may use the chart above (Table 1) to determine whether they may benefit from another assistance program (accessible through the application). If so, offer to mail the customer an application as described in Section 1.2. If not, set up the agreement in basis2 per existing SOP.

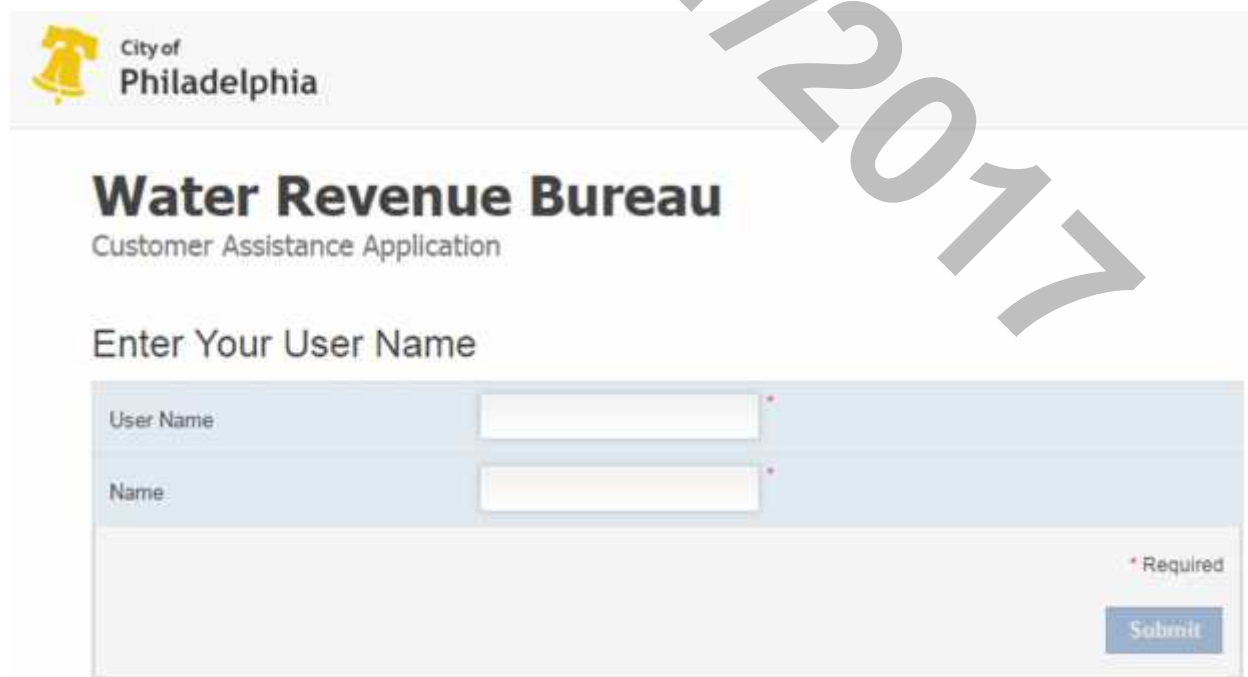
### 1.1.7 Referral to Other Agencies

If the customer wants an application, one should be provided to them. If the customer has an account balance of \$3,000 or less, or does not expect to qualify for TAP or the Senior Citizen Discount and is seeking other options, the Representative should consult with their Supervisor and refer the customer to the Utility Emergency Services Fund (UESF), which provides utility grants and may be able to help. See [uesfacts.org](https://uesfacts.org) for more information.

## 1.2 REQUEST FOR APPLICATION BY MAIL

A customer may call WRB or walk in to request that an application be mailed to them. The Representative assisting the customer should take the following steps. If the request coincides with a request to become a customer, the Representative should *first* follow the existing process of creating a new customer in basis2, then take the following steps.

1. Find out the customer's Water Access Code (which is a 9-digit code, usually beginning with '000', found on the customer's bill) and the zip code for the service address.
2. Log into <https://cap.phila.gov/csr> by entering your user name (for Windows) and name (first and last), and clicking Submit.



City of Philadelphia

## Water Revenue Bureau

Customer Assistance Application

### Enter Your User Name

User Name	<input type="text"/>	*
Name	<input type="text"/>	*

\* Required

Submit

3. Enter the customer's Water Access Code and zip code, and click on "Find" to search for their account.

## Water Revenue Bureau

Customer Assistance Application

Select Language English

### Find your Water Account

4. The address of the property and the mailing address for that account will be pulled up.
5. Confirm the mailing address of the account with the customer.
6. Click the "Mailing Address is Correct" button.
7. Click the "Mail Me an Application" button.

Choose the appropriate language (See Section on Completed paper applications can be submitted by mail or in person. Customers can submit the application by mail to:

Water Revenue Bureau  
Customer Assistance Application Processing Center  
P.O. Box 51270  
Philadelphia, PA 19115

Customers can also hand deliver their application to WRB at the Municipal Services Building by putting the completed application package in the dropbox on the Concourse. In the satellite offices, customers should hand the completed application package to a Representative.

8. Foreign Language Application Request).
9. Confirm the language choice.
10. Each application is linked to a unique customer via its **barcode**. Explain to the customer that this application will only work for them and not a neighbor or a relative.
11. Explain to the customer that if they received a shut off notice, the application request will delay shut off for 14 days. Applications must be submitted within 14 days of the request to avoid shut off.

Completed paper applications can be submitted by mail or in person. Customers can submit the application by mail to:

Water Revenue Bureau  
Customer Assistance Application Processing Center  
P.O. Box 51270  
Philadelphia, PA 19115

Customers can also hand deliver their application to WRB at the Municipal Services Building by putting the completed application package in the dropbox on the Concourse. In the satellite offices, customers should hand the completed application package to a Representative.

### 1.3 APPLICATION REQUEST ON THE SPOT

A customer may walk in to the Intake center or satellite offices to request that an application be given to them. The Representative assisting the customer should take the following steps. If the request coincides with a request to become a customer, the Representative should *first* follow the existing process of creating a new customer in basis2, then take the following steps.

1. Find out the customer's Water Access Code (which is a 9-digit code, usually beginning with '000', found on the customer's bill) and the zip code for the service address.
2. Log into <https://cap.phila.gov/csr> by entering your user name (for Windows) and name (first and last), and clicking Submit.

3. Enter the customer's Water Access Code and zip code, and click on "Find" to search for the account.



## Water Revenue Bureau

Customer Assistance Application

Select Language

English

### Find your Water Account

4. The address of the property and the mailing address for that account will be pulled up.
5. Click the "Print Now" button

Choose the appropriate language (See Completed paper applications can be submitted by mail or in person. Customers can submit the application by mail to:

Water Revenue Bureau  
Customer Assistance Application Processing Center  
P.O. Box 51270  
Philadelphia, PA 19115

Customers can also hand deliver their application to WRB at the Municipal Services Building by putting the completed application package in the dropbox on the Concourse. In the satellite offices, customers should hand the completed application package to a Representative.

6. Foreign Language Application Request section).
7. Confirm the language choice.
8. The application will bring up the printer dialog box. Choose a printer and select "Print."
9. Retrieve the application from the printer and hand it to the customer.
10. Each application is linked to a unique customer via its **barcode**. Explain to the customer that this application will only work for them and not a neighbor or a relative.
11. Explain to the customer that if they received a shut off notice, the application request will delay shut off for 14 days. Applications must be submitted within 14 days of the request to avoid shut off.

Completed paper applications can be submitted by mail or in person. Customers can submit the application by mail to:

Water Revenue Bureau  
Customer Assistance Application Processing Center  
P.O. Box 51270  
Philadelphia, PA 19115

Customers can also hand deliver their application to WRB at the Municipal Services Building by putting the completed application package in the dropbox on the Concourse. In the satellite offices, customers should hand the completed application package to a Representative.

## 1.4 FOREIGN LANGUAGE APPLICATION REQUEST

### 1.4.1 Over the Phone

If a customer calls speaking a language other than English, connect the Language Line with the call. Use the translator to determine in which language the customer needs an application and find out the information needed to produce one. If the application is requested in one of the following languages, it can be generated out of IWFE. If a different language is requested, print an application in English and follow the steps in Section 1.4.3, below.

1. Arabic
2. Cambodian
3. Chinese (traditional)
4. Chinese (simplified)
5. Italian
6. Portuguese
7. Russian
8. Spanish
9. Vietnamese
10. English

### 1.4.2 In Person

If a customer comes in to the office speaking a language other than English, show the customer the list of available languages. Have the customer point to the language they speak. If the application is requested in one of the following languages, it can be generated out of IWFE. If a different language is requested, print an application in English and follow the steps in Section 1.4.3, below.

1. Arabic
2. Cambodian
3. Chinese (traditional)
4. Chinese (simplified)
5. Italian
6. Portuguese
7. Russian
8. Spanish
9. Vietnamese
10. English

### 1.4.3 New Language Request

If a different language is requested, the application has to be translated. Refer this request to a Supervisor. The Supervisor should:

1. Print the application in English to generate a barcode and create an initial stay of enforcement. Save this barcode number.

2. Create an extended (45 day) stay of enforcement in basis2 to allow for enough time for translation, mailing, and completion.
3. Email a request to the Public Information Officer of the Public Affairs Office, to translate the cover letter and application in a new language.
4. Confirm that it can be completed within 3 weeks.
5. Have the translated application package emailed back to you.
6. Print a copy of the package and write the barcode of the originally printed English application in the upper right hand corner of each page.
7. Mail the application package to the customer.

Draft 12/1/2017

### 1.5 FINDING WATER ACCESS CODE IN BASIS2

A customer's Water Access Code, also known as the basis2 account number, is the account number specific to a customer, installation, and supply type. From the Call Center Inquiry screen, it can be found here:

Call Center Inquiry

Customer: CU0499640 VALARIE DAVIS 4

Balance: 0.00 6536 WALNUT PARK DR 19120-1032

Account: 000490666

Balance: 0.00 Debt Col Balance: Installation: IN004964559 Inst Type: 11 Supply: WATER Status: Current

Installation Address: 546 W WYOMING AVE 19140 [0218504000546001] 491050600

General | Arrears | Debt Col | Aged Debt | Tax | Payment | Billing | Deposit | Consumption | Contacts

Occupation Date: 02/29/1972 Leaving Date: Next Bill: 08/01/2016

Metering: Metered Sell Code: Normal Rdg/Bill: 03/23/2011 Chronic Bad Check: On 0 check

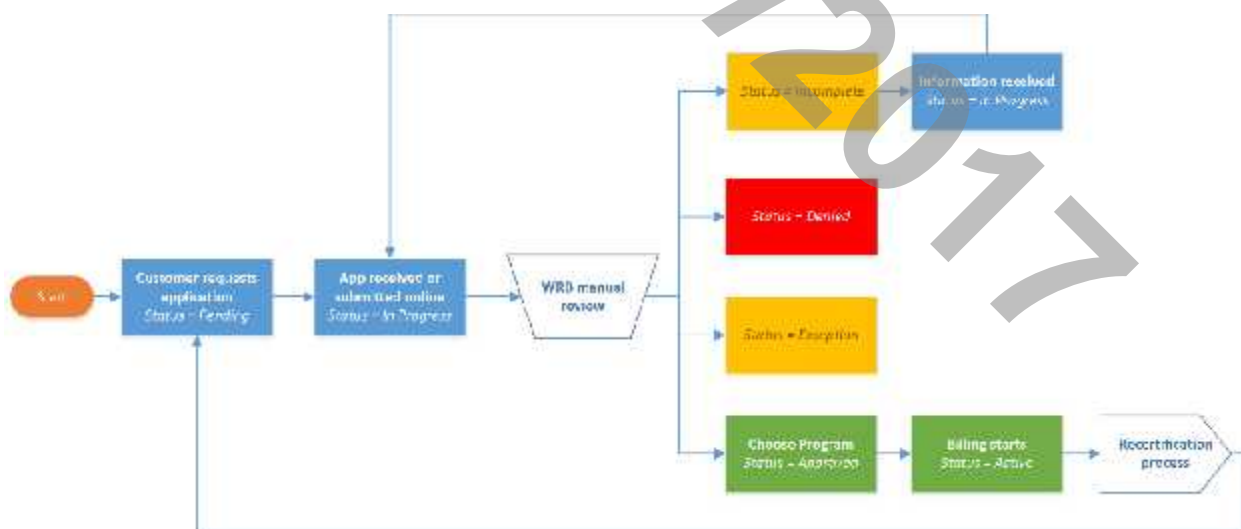
Bill: B0188349361 PAYMENT: 11/02/2009 Vacant: No

Payment: REC0008267247

Work Order: Special Rdg/Bill: Payment Plan:

TAP: (PENDING-08/05/16)

### 1.6 APPLICATION LIFECYCLE



The application lifecycle begins when the application has been requested (printed or requested to be mailed) or submitted (online). When a customer requests an application to be mailed, the initial status is Pending. Once the application is sent to the customer, the customer receives a 14-day shut off delay (if they are in danger of shut off) during which the customer must complete and return the application. If the application is not received during the 14-day period, the shut off delay expires. However, the

customer may still return the completed application to WRB to be processed after the initial 14 days; the customer does NOT need a new application unless they need to delay the shut off date again. A customer may receive up to three such 14-day stays of enforcement within a 12-month period. A new application cannot be generated if there are any Pending or In Progress applications. Instructions on expiring a Pending application in order to generate a new one for the same account are in Section 1.8.3.1.

We encourage customers to submit their applications as soon as possible so that we may begin reviewing it as quickly as possible and enroll them in a program that gives them a lower bill if they are eligible.

When a customer submits an paper application after printing or receiving in the mail, or completes and submits an application online, the status is changed to "In Progress." Once an application is submitted, it will remain as "In Progress" while the application is being reviewed.

The customer receives a 90-day stay of enforcement while WRB is reviewing the application. Once the application is reviewed, it will be determined whether the application is "Approved," "Incomplete," "Denied," or temporarily set aside as an "Exception."

If the application is Incomplete, the missing information will be noted and a letter, including a copy of the application, will be sent to the applicant for completion. The applicant will have 14 days to complete and return the application. If the application is not received during the 14-day period, the customer's application will be denied and the customer will have to re-apply. If the application is denied, the applicant will receive a letter with details regarding the decision. For an application set aside as an Exception, there will be additional steps taken before the application can be advanced to "In Progress." These are addressed throughout this document as exceptional cases arise.

After an application is selected for TAP, the status is changed to "Approved." During the next billing cycle, the applicant will be billed at the new rate according to the approved program. Once this begins, the application status will become "Active." Applicatioes selected for Senior Citizen Discount or a Long Standard agreement automatically go to "Active" status.

During the Recertification Process, the customer will resubmit an application and undergo the same process. While re-certifying, it is possible that the customer will have a current application that is an "Active" or "Active-R" status, while the new application will be in a "Pending" or "In Progress" status.

Similarly, if a customer has a change of circumstance (e.g., birth of a child), they can re-apply for assistance prior to the recertification period. Thus it is possible for a customer to have one "Approved" or "Active" application while also having a new "Pending" or "In Progress" application.

## 1.7 STATUS REQUEST

### 1.7.1 Finding Information in basis2

A customer may call WRB or walk in to request information on the status of an assistance application. The application status can be viewed in two places – in basis2 and in CAMP.

In basis2, TAP Status is visible on the Call Center Inquiry screen in the green box in the bottom right corner of the page. Clicking on that box will display the TAP History pop-up shown on the next page.

Call Center Inquiry

Customer: CU0292826 YVONNE PINKETT D INC SPN

Balance: 5031.66 4535 N MARVINE ST 19140 [0065414004535001] 491417700

Account	Balance	Debt Coll Balance	Installation	Inst Type	Supply	Status	Calls Refund
000279950	5031.66	5060.99	IN002776953	11	WATER	Current	

Installation Address: 4535 N MARVINE ST 19140 [0065414004535001] 491417700

General Arrears Debt Coll Aged Debt Tax Payment Billing Deposit Consumption Contacts

Occupation Date: 04/29/1960 Leaving Date: Next Bill: 09/11/2017

Metering: Metered Sell Code: Normal Rdg/Bill: 08/08/2017 Chronic Bad Check: On 0 check

Bill: B0600165305 PAYMENT: 07/03/2017 Vacant: No

Payment: REC0043826311

Work Order: Special Rdg/Bill: Payment Plan:

TAP:(ACTIVE 08/08/17)

Bill Inquiry Arrears Account Inquiry Cons History Reading History Customers Event Inquiry

Calls Call - No Link Spec Rdg/Bill Application Payment Plan Installations Supply Agreements

Meter Work Installation Info Cust Interaction Dispositions Pay Plan Detail Accounts

Note

TAP HISTORY

--LATEST--

Created Status Date Re-Certify Group Benefit

06/27/17 ACTIVE 08/08/17 08/01/18 1 41.83

Bill Amount:24.67 EF Factor:0.0000/1.0000 EF Amount NONE

Status Changes

(ACTIVE-08/08/17)(APPROVED-08/01/17)(INPROG-07/13/17)(PENDING-06/27/17)

OK

The information included in here is:

**Created: 06/27/17** – This is the first date anything happened on the application, so usually it will be the date it was requested or filled out online. (You can see a full history in the Events screen or below.)

**Status: ACTIVE** – Current application status. As described above, ACTIVE means this account is being billed on TAP.

**Date: 08/08/17** – This is the date of the status change (in this case, the date of the first bill)

**Re-Certify: 08/01/18** – This is 12 months from the APPROVED date, and it represents the *soonest* the customer would have to re-certify. We'll send them a recertification package 2 months ahead of recertification.

**Group: 1** – This means the customer is in Group 1, TAP (based on Income). For a description of this program, see Section 1.1.1.

Group 2 is TAP (Special Hardship – over 150% FPL). For a description of this program, see Section 1.1.1.

Group 3 is the Long Standard extended payment agreement – For a description of this program, see Section 1.1.2. More information can be found in basis2 in the Payment Plans screen.

Group 4 is SCD – Will also have customer type D. For a description of this program, see Section 1.1.4.

Group 5 is TAP Landlord (no approvals for this). For a description of this program, see Section 1.1.2.

Group 6 is WRBCC. For a description of this program, see Section 1.1.5. More information can be found in basis2 in the Payment Plans screen.

**Benefit: \$41.83** – This is the amount the customer has saved being in TAP. It's the difference between their total current (W+S+SW) charges and their total TAP charges.

**Bill Amount: \$24.67** – This is the monthly TAP bill for the customer.

**EF Factor: 0.0000/1.0000** – This counts the number of TAP bills the customer has paid (in this case, 0 so far) out of the number they've been billed (in this case, 1 so far). When this reaches 24.000/24.000 (or more), pre-TAP penalties will be forgiven. See Section 1.1.1 for more information.

**EF Amount: NONE** – This is the amount of pre-TAP penalties that have been forgiven. When the EF Factor gets to 24, this will show a dollar amount.

**Status Changes: (ACTIVE -08/08/17)(APPROVED-08/01/17)(INPROG-07/13/17)(PENDING-06/27/17)** – This information is also available in the Events screen as described below.

#### 1.7.1.1 Basis2 Calls

An application's status can also be identified in basis2 through TAP events raised. The basis2 codes and their descriptions are listed below. Most calls are generated automatically during various stages of the application process. Some calls, however, need to be raised manually.

#### Automatic calls (Rep/Eng1: ENFORCMT):

- J TAP-PKT – The application has been sent or printed. *This does not show in the Events screen.*
- J TAPRECP – The application has been received and is under review (In Progress).
- J TAPEXP – The application has been expired.
- J TAPGOOD – The applicant has been approved for a program.
- J TAPINC – The application is considered incomplete. A letter was sent to the customer requesting additional information.
- J TAPDENY – The applicant was not approved for any program.
- J TAPCTFY – The applicant has been sent a letter requesting recertification.
- J TAPCTFY2 – The applicant has been sent a reminder letter about recertification.



- )] TAP1BILL – The customer is actively participating in TAP.
- )] TAPEFTO – The customer has paid their bills for 24 months and has earned forgiveness of prior penalties.
- )] TAPCLOSE – TAP participation has ended for the current certification period due to end of application life cycle, because the customer opted out, or because the customer moved.
- )] TAPCANC – The applicant was sent a cancellation letter with reason codes.

Manual Calls and Completion Events to be raised by TRB unit in WRB (Rep/Enq1: DISPUTE):

- )] TAPADISP – Customer is disputing application.
- )] TAPPDISP – Customer is disputing participation.
- )] TAPC-CCE – Completion event to TAPADISP or TAPPDISP. TRB found in favor of customer.
- )] TAPW-CCE – Completion event to TAPADISP or TAPPDISP. TRB found in favor of WRB.
- )] TAPX-CCE – Completion event to TAPADISP or TAPPDISP. Customer retracted the dispute.

Manual calls to be raised by Call Center or Intake staff (Rep/Enq1: [blank]):

- )] TAPOPTO – Customer has opted out of TAP.
- )] TAPRTWR – Customer has opted out of TAP and back into WRBCC.
- )] TAPCALL – General questions about a TAP application directed to LIU/TAP group.

1.7.1.2 *Finding Letters Sent out of basis2*

Locate the date of the status in the bottom right corner of the General tab. Select Event Inquiry to view additional details.

The screenshot shows a 'Call Center Inquiry' window with the following details:

- Store:** CU0161600, **DIANE E BROCKWAY**, **SPN**
- Balance:** 64.78, **9236 EXETER RD 19114 [C143266009236001] 672260400**
- Account:** 000141645, **64.78**, **IN001405685**, **11**, **WATER**, **Current**
- Installation Address:** 9236 EXETER RD 19114 [C143266009236001] 672260400
- General** tab is selected.
- Service Date:** 05/01/1975, **Reading Date:** 08/16/2016
- Metering:** Metered, **Cell Code:** [blank]
- Bill:** B0540916326, **Normal Rdg/Bill:** 09/18/2016
- Payment:** REC0039122996, **PAYMENT:** 08/30/2016
- Work Order:** [blank], **Automatic Bill Check:** On 0 check
- Special Request:** [blank], **Verify:** No
- Payment Plan:** [blank]
- Status:** TAP (DENIED-08/09/16) (highlighted in a red box with a red arrow pointing to it)
- Buttons:** Bill Inquiry, Address, Account Inquiry, Usage History, Reading History, Customers, Event Inquiry, Calls, Call-Bill Work, Special Rdg/Bill, Application, Payment Plan, Installations, Supply Agreements, Meter Work, Installation Info, Last Interaction, Dispositions, Fee Plan Data, Accounts



On the Event tab, the Required column displays the date of change for the most recent as well as prior logs. The date and time that the transaction was created is reflected in the Creation column. For the TAPDENY entry, the Actioned column reflects the time and date that the letter was sent.

Event	Actioned	Required	Creation	Actioned
TAPDENY	Y	08/09/2016 00:00:00	08/01/2017 16:21:25	
TAPRECP	Y	08/09/2016 00:00:00	08/01/2017 11:41:11	

Event Log: TAP Application Declined

### 1.7.2 Finding Information in CAMP

To look in CAMP, where there will be more detail, users should:

1. Ask for the customer's water access code, application ID, property address, or name.
2. Search in CAMP, through the "Manage" screen, using one of those criteria.

## Manage Application Assignments

From Date:  Status:

To Date:  Assigned To:

Priority Flag:

Showing 1-50 of 125 results for this search.

App ID	Application ID	Water Access Code	Customer Name	Property Address	Status	Letter Code	Status Date	Assigned User	Priority Flag
<input type="checkbox"/>	100000032	000450045	DOROTHY DANEY	5111 WALTON AVE, PHILADELPHIA PA 19143	In Progress	Application Received	6/28/17	Austin Brown	H
<input type="checkbox"/>	100000034	000450045	DOROTHY DANEY	5111 WALTON AVE, PHILADELPHIA PA 19143	In Progress	Application Received	6/28/17	Austin Brown	H
<input type="checkbox"/>	100000043	001144050	ARANA ENTERPRISES, LLC	2225 FONTAIN ST 19127	In Progress	Application Received	6/28/17	Austin Brown	H
<input type="checkbox"/>	100000045	000450045	MR & MRS KENNEDY	5007 FANSHING LANE, PHILADELPHIA PA 19132	In Progress	Application Received	6/28/17	Austin Brown	H
<input type="checkbox"/>	100000077	000450045	D VETARRE & JIMANA	2155 WAREHOUSE ST, PHILADELPHIA PA 19124	In Progress	Application Received	6/28/17	Austin Brown	H

3. Select the application, and identify the Status field on the right-hand side of the Application Info screen.

Application info | Household members | Billing history | Documents | Phone Program | Filters | Notes

Decisions | Logs | Alerts

### Application Information

Signature	Yes	Application Status	In Progress
Application ID	100000032	Application Letter Code	Application Received
Water Access Code	000450045	Application Source	WCO
Application Name	DOROTHY DANEY	Daytime Phone	
Property Address	5111 WALTON AVE, PHILADELPHIA PA 19143	Email Address	
Installation Type	FI	Mailing Address	2225 FONTAIN ST PHILADELPHIA PA 19127
Application Status Date	6/28/17 10:00 AM	Household Status	Owner
Application Received Date	6/28/17 10:00 AM	Assigned To	Mary Tchamkina
Household Name	FI	Assigned Date	6/28/17 10:00 AM

The statuses are as follows:

Status	Definition
<b>Pending</b>	Application has been sent to or printed by customer.
<b>In Progress</b>	Application has been received and is under review.
<b>Exception</b>	Application requires additional processing.
<b>Incomplete</b>	Customer has been sent a letter detailing missing information. It cannot be processed until that information is provided. Information must be received within <b>14 days</b> of the letter date.
<b>Expired</b>	Application was Pending or WRAP-R. We are no longer awaiting its return. Pending and WRAP-R applications may be manually set to Expired if a customer comes in or calls to request a new application because the previous application was lost or damaged.
<b>Approved</b>	Application has been approved for a program.
<b>Denied</b>	Has been denied for a specific reason or because regular charges were better than any program.
<b>Active</b>	Customer is currently participating in a program and has been billed at the program rate.
<b>Active-R</b>	Customer is currently participating in a program, and has been sent a recertification package.
<b>WRAP-R</b>	Customer was previously participating in WRBCC, and a recertification application has been sent to the customer.
<b>Dispute</b>	Customer has disputed their TAP application decision or plan amount.
<b>Closed</b>	TAP participation has ended, or customer has opted out of TAP.
<b>Canceled</b>	Customers are removed from TAP.

## 1.8 ONLINE APPLICATION SUPPORT

Customers may reach out to WRB for assistance filling out the online application. This section describes ways to assist the customer in that pursuit.

### 1.8.1 Logging in to IWFE

From their home computer, or a public computer, a customer will log in with their water access code and the zip code to the service address. If the customer cannot find their water access code, point out where it can be found on the bill, in the right column in the purple account summary box. It is circled

below. The Water access code should be taken from the Water/Sewer & Stormwater Bill section on the first page and not from Help Loan or other type of bill listed on the second page.



**CITY OF PHILADELPHIA**  
DEPARTMENT OF REVENUE  
WATER REVENUE BUREAU



City of  
**Philadelphia**  
Life • Liberty • Justice

**Water/Sewer & Stormwater Bill**

Please pay **\$166.66**

**Customer Name:** JANE DOE  
**Service Address:** 315 Bayview Terrace, Philadelphia PA 19120  
**Bill Date:** August 01, 2016 (Bill Period: Jun 29, 2016 - Aug 01, 2016)

Questions?  
[www.phila.gov/revenue](http://www.phila.gov/revenue)  
**(215) 686-6880** Monday-Friday, 8am-5pm

**Account Number:** C90-12345-00316-001  
**Water Access Code:** 909342269  
**Bill Number:** B0540019157  
**Includes Payments Through:** August 01, 2016

If the customer doesn't have access to a bill, request their name, address, and other identifying information to find their account in basis2. Search using the *Find Customers* tool on property address, water1 account number or basis2 account number (Water Access Code, Account Number). Verify the customer's phone number or mailing address, and give the customer the Water Access Code.

The Water Access Code is the same as the basis2 account number. It can be found in the Inquiry screens as shown below:



Customer	Balance	Address	Account	Balance	Inst Type	Supply	Status
CU1008088	1124.46	954 BELMONT AVE 19104 [C131676000954001] 062341900	000898314	1124.46	11	WATER	Current

Installation Address: 954 BELMONT AVE 19104 [C131676000954001] 062341900

### 1.8.2 Verifying Address

The customer will have to verify their mailing address by checking the "Mailing Address is Correct" box before being able to receive an application in the mail. If the address is not verified, that option will not be available to the customer. If a customer wants an application sent to another address:

1. Edit the mailing address on the account in basis2 per existing SOP
2. Offer to send the application
3. Log into IWFE, confirm that the mailing address has been updated, and send the application as described in Section 1.2.

### 1.8.3 Error Messages

The online application can generate a number of error messages if the customer inputs invalid data or is not allowed to generate an application for some reason. The error messages will show up near the top of the screen, and look like this:



If the customer calls to ask about error messages they've received, refer to the following list to provide assistance and give the customer more information.

Message	Notes
Be very careful if you are on a public computer. This application involves exchange of private information of the applicant. Do not proceed if you are not sure about the safety and security of this computer or the network connection.	
Your Water Access Code and Zip Code search was a success! Please choose One of the following selections below to continue: Print Now, Mail Me an Application or Apply Online.	Customer may proceed with application.
This combination of Water Access Code and ZIP code was not found. Please enter the information again. If you have questions, please contact our call center at 215-685-6300 or 215-686-6880.	The Water Access Code and ZIP code combination entered by customer does not match what WRB has on file.
An application for this account was sent or is currently under review. Duplicate applications cannot be submitted. If you have questions, please contact our call centers at 215-685-6300 or 215-686-6880.	WRB already has a copy of the application or is awaiting a Pending application. If the customer misplaced a Pending application, you can set it to Expired (see Section 1.8.3.1) and print or mail them a new application or have them try again online.
There was a communications error while retrieving information from the server. Make sure that you have a connection to the internet before trying again.	The customer's internet service is malfunctioning.
There was an internal server error processing your request.	Website error. Advise the customer to wait and try again later.

Changing your address will <b>not</b> automatically update your mailing address for your water bills. To correct or update the address for your water bills please call the Water Revenue Bureau at 215-686-6880.	
Prove that you are not a robot.	Use the box to enter the characters you see in the image.
<p>You will not be able to save a partially completed application and retrieve it to complete it later. If you close your session before submitting your application, all data entered will be lost.</p> <p>Completing the online application could take up to an hour, so please be sure you have enough time to answer all questions and upload all supporting documents. Incomplete applications will delay your approval and could result in rejecting the application.</p> <p>The application requires you to upload proof of residency, proof of income for yourself and other household members and proof of hardship if applicable. Please ensure you have all documents ready to upload before starting the online form.</p>	

If the customer is having difficulty using the website, invite them to come to a WRB location to have the application printed. If they prefer, offer to send a paper version in the mail. If they want assistance with the online version, raise a TAPIT call (Rep/Enq1: [blank]) in basis2 including the following information:

- ) Customer First & Last Name
- ) Phone number
- ) Email
- ) Water Access Code
- ) Web Browser: Internet Explorer (IE) 11, IE7, IE6, Edge, Chrome, Firefox, Safari
- ) Brief description of the Issue
- ) Date and time of issue reported (may differ from date and time of the call)



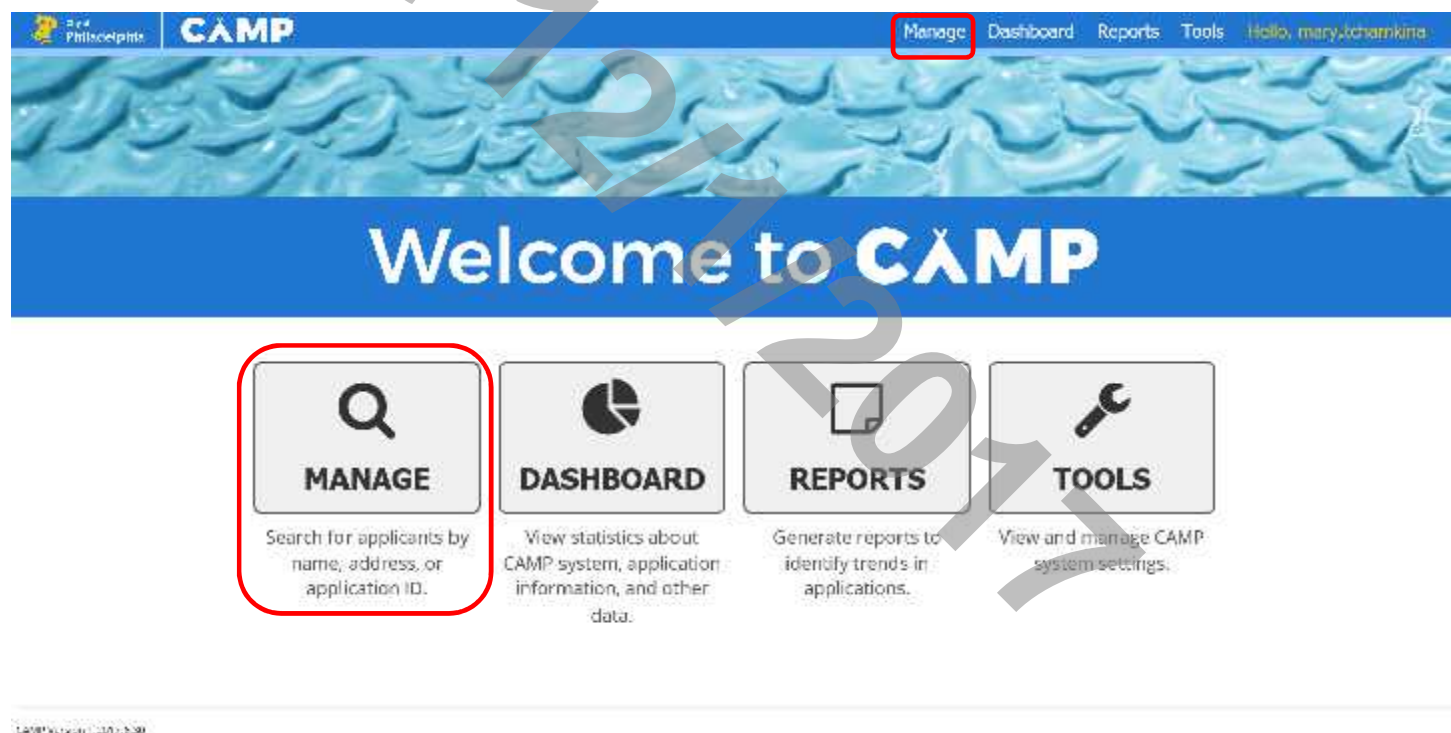
### 1.8.3.1 Call Center Staff Expiring an Application

To expire an application and allow the customer to reapply, a call center Representative should notify their Supervisor, including information on whether the customer would like to fill out the application online, print the application themselves, or have it sent through the mail (per Section 1.2.) For customers wishing to apply online, they should be instructed to try again in one business day.

Once a customer has had an application printed or mailed to them, no other applications may be printed or mailed for that water access code. In the event that a customer has misplaced or never received the original application, they may be provided with a new one. In order for this to occur, a Call Center Supervisor must expire the application by changing the customer's application status from "Pending" to "Expired". This will allow the Representative to issue a new application. The new application will have a different application ID. Only Supervisors may expire the application in CAMP to create a new one for the customer.

If you are a Call Center Supervisor, Administrator, Manager, Supervisor, or in the TAP group, you have access to expire an application. To expire an application:

1. Log into the CAMP site at <http://rev36vpwebwbe01:10042/> and navigate to Manage.



2. Next, search for the customer application by customer name, property address, water access code or application ID. Then, choose the application you want to expire. Only applications with the status "Pending" or "WRAP-R" can be expired. Click on the Application ID number link.

City of Philadelphia **CAMP** Manage Dashboard Reports Tools Hello, mary.tchamkina

### Manage Application Assignments

Customer Name, Property Address, Water Access Code, Application ID SEARCH CLEAR

From Date: To Date: Status: Pending Assignment To: All Priority Flag:

Showing 150 of 14152 results for this search

All	Application ID	Water Access Code	Customer Name	Property Address	Status	Editor Code	Status Date	Assignment User	Priority Flag
1	00000001	00000	SAVIA	124 DD	Pending		02/07	Unassigned	
2	00000002	00000	PATRICIA	00000000	Pending		02/07	Unassigned	

3. You will be taken to the Application Info page. Scroll down to the bottom of the page and click the Edit button.

City of Philadelphia **CAMP** Manage Dashboard Reports Tools Hello, mary.tchamkina

Application Info Household Members Billing History Documents Choose Program Letters

FINES Audit

- + Application Information
- + Child Support Information
- + Customer Responsibilities
- + Attachment A: Person Providing Income to Applicant
- + Attachment B: Zero Income Documentation
- + Attachment C: Special Hardship Claim

FINES

Reviewed? No



4. Scroll back up to the top of the page and expand the Application Information section. Look for the "Application Status Code" on the right side of the screen. The current status code should appear in the dropdown menu.

City of Philadelphia **CAMP** Manage Dashboard Reports Tools Hello, mary.tchamkina

Application Info	Household Members	Billing History	Documents	Choose Program	Letters
		Logs	Audit		

**Application Information**

Signature:	No	Application Status Code:	Pending
Application ID:	500000035	Application Letter Code:	
Water Access Code:	00011	Daytime Phone:	
Applicant Name:	SARBA	Email Address:	
Property Address:	414 13-V PHILADELPHIA, PA 19111	Mailing Address:	414 13-V PHILADELPHIA, PA 19111
Application Status Date:	5/26/2017 12:00:00 AM	Ownership Status:	TEENANT/OCCUPANT
Household Size:	1	Assigned To:	Unassigned
Children Under 18:	0	Supervisor Review Requested?	No
Language:	English		
Total Income:	10.00		
Account Balance:	0.00		

- Click on the dropdown menu. You will see the current application status and other status codes, including "Expired."

Application Status Code: Pending  
Application Letter Code:  
Daytime Phone:  
Email Address:  
Mailing Address: 374 DEVEREAUX AVE  
PHILADELPHIA PA 19111  
Ownership Status: TENANT/OCCUPANT  
Assigned To: Unassigned  
Supervisor Review Requested? No

- Change the status in the dropdown from the current status to "Expired."

Application Status Code: Expired  
Application Letter Code:  
Daytime Phone:  
Email Address:  
Mailing Address: 374 DEV  
PHILADELPHIA PA  
Ownership Status: TENANT/OCCUPANT  
Assigned To: Unassigned  
Supervisor Review Requested? No

7. Scroll down to the bottom of the screen and click “Update.”

8. If your change has successfully saved, you will receive a popup message alerting you. Click “Continue.”

9. You have expired the application. You can verify this by checking that the Application Status is expired, and that the “Edit” or “Update” button is not available at the bottom of the screen.

The City is partnering with other agencies to ensure that customers can get assistance filling out the application. Representatives from the following agencies can help customers obtain or complete applications:

- J Utility Emergency Services Fund (UESF)
- J Community Legal Services (CLS)
- J Energy Coordinating Agency (ECA) and subsidiaries
- J City Council Community Liaison and Constituent Services Office

#### 1.8.4 Part A. Entering Income Information

Enter your gross monthly income. Income for other household members is entered on the next page. If you have child support, it should be included with the applicant *or* with the household member’s income. It should not only be listed in the child support section.

#### 1.8.5 Part A. Entering Household Member Information

Enter the number of *other* household members (not including the applicant). Enter the names, birthdates, social security numbers, and incomes for every member of the household.

#### 1.8.6 Part B. Customer Responsibilities

The applicant must acknowledge terms for which they will be held responsible if they are placed in an assistance program. The applicant must initial every individual responsibility box and sign the bottom for the page to be considered complete.

#### 1.8.7 Attachment A. Income Support

The applicant should provide contact information and a letter from the individual providing support. This page only needs to be filled out for child support if there is not standard child support documentation.

#### 1.8.8 Attachment B. Zero Income

The applicant should provide an explanation of their means for paying bills if they have no income.

#### 1.8.9 Attachment C. Special Hardship

The applicant must select a Special Hardship category and provide proof of that hardship through documentation. See Section 3.4.3 for more information on eligibility.

### 1.9 DESCRIBING WHAT'S ON A TAP BILL

A TAP customer's bill may have several additional lines describing the financial impact of TAP participation on that month's bill. All bills will show:

- ✓ The water, sewer, and stormwater service and usage charges as usual.
- ✓ The total past due balance (if any).

Depending on the TAP customer's situation, there can be 11 different types of monthly bills that they may receive:

- ✓ No Senior Citizen Discount; TAP amount is lower than current service and usage charges; TAP customer has arrears.
- ✓ No Senior Citizen Discount; TAP amount is lower than current service and usage charges; TAP customer has no arrears.
- ✓ No Senior Citizen Discount; TAP amount is higher than current service and usage charges; TAP customer has arrears.
- ✓ No Senior Citizen Discount; TAP amount is higher than current service and usage charges; TAP customer has no arrears.
- ✓ Customer receives a Senior Citizen Discount; TAP amount is lower than current service and usage charges minus the Senior Citizen Discount; TAP customer has arrears.
- ✓ Customer receives a Senior Citizen Discount; TAP amount is lower than current service and usage charges minus the Senior Citizen Discount; TAP customer has no arrears.
- ✓ Customer receives a Senior Citizen Discount; TAP amount is higher than current service and usage charges minus the Senior Citizen Discount; TAP customer has arrears.

- ) Customer receives a Senior Citizen Discount; TAP amount is higher than current service and usage charges minus the Senior Citizen Discount; TAP customer has no arrears.
- ) No Senior Citizen Discount; TAP amount is lower than current service and usage charges; TAP customer has arrears; TAP customer has a Previous Unpaid TAP Balance.
- ) No Senior Citizen Discount; TAP amount is lower than current service and usage charges; TAP customer has arrears; TAP customer has a TAPBACK Payment Agreement.
- ) No Senior Citizen Discount; TAP amount is lower than current service and usage charges; TAP customer has arrears; TAP customer has a Repair Charge balance at last bill.

Appendix G at the end of this document provides the layout of each TAP bill along with a brief description for each scenario.

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a.

## 1.10 SERVICE RESTORATION AND STAYS OF ENFORCEMENT

### 1.10.1 Service shut off

WRB provides a service restoration for shut offs related to nonpayment (not those related to non-compliance), and a 14 calendar day stay of enforcement to customers for the first three times a request for an application is made over a 12-month timeframe by mail, via the web, or in person at WRB. After the third request, the stay is no longer offered.

If a customer requests an application and is scheduled for shut off that day, and if the work order has already been sent to ShrinkIT and is in 'printed' status, Representatives will need to manually cancel the shut off. Basis2 will trigger an email to [TAPsupervisor@phila.gov](mailto:TAPsupervisor@phila.gov), notifying a group of supervisors of the impending shut off work orders. The Supervisors will check behind each account to ensure that a shut off work order has been canceled or a restore work order has been entered.

Accounts that are in shut off status when customer requests a TAP application will not automatically generate a future shut off work order (after the enforcement stay period). Look for this condition before establishing records as Denied or Incomplete. If the shut off is missing, create it manually in 14 days (for Incomplete) or 30 days (for Denied).

Note that the basis2 call description is static. If the call description reflects that the account's shut off is delayed and the account is not shut off or scheduled to be shut off when the customer requests the application, the information is invalid. Checking the account's status in ShrinkIT will ensure that shut off can be avoided when appropriate.

Customers who are enrolled in TAP have an enforcement stay placed on their accounts, and no litigation is started against them for TAP bills or for pre-TAP water or sewer arrears.

#### 1.10.2 Restoring Service

Customers who apply will not be charged to have service restored per existing PWD and WRB policy. If the customer is shut off for non-compliance, their service will not be restored. (Basis2 automatically differentiates between types of shut off.) Restoration of service for applicants in shut off for financial reasons is not automatic when the customer applies for assistance. To restore service for applicants, Representatives should follow the current standard operating procedures for restoring service for customers whose service has been shut off for financial reasons, using R7 or C7 codes in ShrinkIT.

#### 1.10.3 Manually Updating Shut Off Scheduled Date

Open the meter work order that you would like to adjust/change.

Meter Work Order Key: MW03793703      Work Order Status: New

Main Info    Other Info    Completion    External System Interface

Installation: IN005502007  
 Installation Address: 1435 N 55TH ST 19131 (0300090001435001) 041303900  
 Supply Type: WATER    Water  
 Type of Work to be Performed: SHUT-OFF    Shut-off supply financial  
 Date Work to be Performed by: 06/26/2017  
 Date and Time Work to be Performed:  
 Meter Reading Fault:  
 Operator Requesting: RIVERA    RANDOLPH RIVERA  
 Technician:  
 Date Requested: 06/08/2017  
 Date and Time Completed:  
 Application:  
 Proposed New Route:

Unrelated Charges    Work Order Lines    Device Order Lines    Installation Info

Submit    Cancel Work Order    Complete

About This Program: CIS\_Veter Work Order Entry  
 Created By: CLAIRE POKEA DO  
 Creation Date: 03/03/2017 14:29:24  
 Table Name: CIS\_VETER\_WOE  
 Updated By: CLAIRE POKEA DO  
 Update Date: 04/03/2017 14:31:24  
 System Logon: UNKNOW  
 Terminal: Concurrent

Select the “Date Work to be Performed by” field and the ellipses should appear. Click the ellipses to update the work order.

Meter Work Order Key: MW03793703      Work Order Status: New

Main Info    Other Info    Completion    External System Interface

Installation: IN005502007  
 Installation Address: 1435 N 55TH ST 19131 (0300090001435001) 041303900  
 Supply Type: WATER    Water  
 Type of Work to be Performed: SHUT-OFF    Shut-off supply financial  
 Date Work to be Performed by: 06/26/2017  
 Date and Time Work to be Performed:  
 Meter Reading Fault:  
 Operator Requesting: RIVERA    RANDOLPH RIVERA  
 Technician:  
 Date Requested: 06/08/2017  
 Date and Time Completed:  
 Application:  
 Proposed New Route:

Unrelated Charges    Work Order Lines    Device Order Lines    Installation Info

Submit    Cancel Work Order    Complete

Select the date that you would like to update the work order to and click OK.



Meter Work Order Key: **MW03793783** Work Order Status: **New**

Main Info | Other Info | Completion | External System Interface

Installation: **IN0055G2007**  
 Installation Address: **1435 N 55TH ST 11**  
 Supply Type: **WATER** Water  
 Type of Work to be Performed: **SHUT-OFF** Shut off supply financial  
 Date Work to be Performed by: **06/26/2017**  
 Date and Time Work to be Performed:   
 Meter Reading Fault:   
 Operator Requesting: **RRIVERA** RANDOLPH RIVERA  
 Technician:   
 Date Requested: **06/08/2017**  
 Date and Time Completed:   
 Application:   
 Proposed New Route:   
 Unmetered Charges:   
 Work Order Lines:   
 Submit Cancel Work Order

**Calendar**  
 June 2017  
 S M T W T F S  
 28 29 30 31 1 2 3  
 4 5 6 7 8 9 10  
 11 12 13 14 15 16 17  
 18 19 20 21 22 23 24  
 25 26 27 28 29 30 1  
 2 3 4 5 6 7 0  
**07/03/2017**  
 OK Cancel

Save the work order and it will update to your chosen date.

Meter Work Order Key: **MW03793783** Work Order Status: **New**

Main Info | Other Info | Completion | External System Interface

Installation: **IN0055G2007**  
 Installation Address: **1435 N 55TH ST 11**  
 Supply Type: **WATER** Water  
 Type of Work to be Performed: **SHUT-OFF** Shut off supply financial  
 Date Work to be Performed by: **07/03/2017**  
 Date and Time Work to be Performed:   
 Meter Reading Fault:   
 Operator Requesting: **RRIVERA** RANDOLPH RIVERA  
 Technician:   
 Date Requested: **06/08/2017**  
 Date and Time Completed:   
 Application:   
 Proposed New Route:   
 Unmetered Charges:   
 Work Order Lines:   
 Submit Cancel Work Order

**About This Record**  
 Created By: **C. MERRILL**  
 Created Date: **06/08/2017 14:38:04**  
 Table Name: **CIS\_METER\_WOS**  
 Updated By: **UTLPHN0476007**  
 Updated Date: **06/27/2017 14:38:04**



### 1.11 CUSTOMER OPTS OUT OF TAP

A customer who has submitted an application for and been approved for TAP can opt out of the program. If that customer used to be on WRBCC, they may request to be placed back in WRBCC within 14 days of being approved for TAP. Otherwise, the customer can revert to a regular bill. If a customer calls to opt out, the Representative should do the following:

1. Log the incoming call as a general inquiry in basis2.
2. Attempt to explain the benefits of TAP, such as penalty forgiveness, back debt protection, and no additional back debt accrual. If the customer changes their mind, don't change anything in basis2 or CAMP.
3. If the customer insists in getting put back in WRBCC and it has been 14 or fewer days since the customer was approved for TAP, open a 'TAPRTWR' (stands for 'TAP Revert to WRBCC') call in basis2 (Rep/Enq1: [blank]).
4. Route the TAPRTWR call to the Low Income Unit. Only Managers and Supervisors will have the security to complete TAPRTWR calls. To revert the customer back to WRBCC a Manager or Supervisor will complete the call with the completion code TAPR-CCE.
5. The Supervisor or Manager who completes the call will ensure someone with access to the WRAP2 database manually re-creates a WRBCC payment agreement that exactly matches the one they were on originally, less the City grant. This new WRBCC payment agreement in WRAP2 will feed back into basis2 just as it does today.

Meanwhile, the call completion code automatically sends a request to the standalone CAMP software to change their approved application record in CAMP from being approved for TAP to being approved for WRBCC. Logs are updated so that anyone looking at the account in CAMP can see the history of these transactions.

If a non-WRBCC customer opts out of TAP, the Representative should perform the following steps:

1. Follow steps 1-4 in the previous scenario.
2. Raise call type 'TAPOPTO' (stands for 'TAP Opt Out', Rep/Enq1: [blank]) and complete the call with completion code TAPCLOSE.
3. This completion code automatically ends the TAP participation for the account and sends CAMP a request to update the TAP application record to 'CLOSED'.

#### 1.11.1 Withdrawing Application In Progress

Applications that are In Progress for which the applicant wishes to withdraw their submittal will be set to DENIED for the reason CUSTWDR, "Customer Withdrew Application." A letter will be sent via basis2, confirming the customer's decision to withdraw the application.

### 1.12 SETTING UP A TAPBACK AGREEMENT

When a TAP customer is delinquent on multiple payments, the customer may be a candidate for enforcement action. If the customer cannot pay off their unpaid TAP bills, a TAPBACK payment agreement can be set up.

In the example below, a customer is TAP-delinquent with 3 unpaid TAP bills, each for \$42.05. These 3 bills totaling \$126.15 should be included in the TAPBACK plan.

Account Transaction History - OAK MC CLAM 1502 W GRANGE AVE 19141 0133ED100 5020311 7 117720

Customer: CUD0194006 Installation: IN001019259  
 Account: 000183198 Supply Type: WATER  
 Entrance: USD 07/05/06 Inplace meters: 07/05/06 Final Costed C: 0.00

Created	Task	Reference	Task Date	Amount	Disc/Reb/Adj	Final Account	Running Bal	Final Costed
06/16/2017	BILL	BL059766188	10/20/2016	42.05	0.00	0.00	3785.36	42.05
06/14/2017	BILL	BL059765704	09/20/2016	42.05	0.00	0.00	3743.31	42.05
05/31/2017	BILL	BL059764249	08/17/2016	42.05	0.00	0.00	3701.26	42.05
07/20/2016	RLMTPR	RLC0009207402	07/14/2016	25.00	0.00	0.00	3659.21	0.00
07/12/2016	BILL	BL059352002	07/12/2016	20.57	0.00	0.00	3638.64	20.57
06/09/2016	BILL	BL058754210	06/09/2016	24.49	0.00	0.00	3614.15	24.49
06/09/2016	REFUTPR	REF00038771440	06/05/2016	25.00	0.00	0.00	3639.15	0.00
05/10/2016	BILL	BL058156799	05/10/2016	29.54	0.00	0.00	3664.15	29.54

Bill No: B0540321680 Discon Code: Cretetor: CLAIRE.RONS

Duration: 1

Transaction Details

Manually create and activate TAPBACK plan by creating a new payment plan.

Payment Plan Details - New, 10/24/2017 10:31 AM

Payment Plan: 9500606850 Status: Active Currency: USD

Standard Payment Plan: TAPBACK Plan Type: Back debt only plan

Start Date: 06/19/2017 Description:

Plan Supply Type: WATER ☐ Include All Supply Types ☒ Cancel Plan on First Bill

Next Direct Debit Date: Advice Date: **Payment schedule altered to 12 payments**

Jack Debt Only Plan Details

Payment Frequency: M1 1 Month - Readings and General

First Payment Expected: 07/19/2017 First Payment Scheduled: 07/19/2017

Number of Payments: 12 End Date: 06/19/2018

Payment Profile: TAP-DEBT TAP Debt Plan

**Back Debt Plan Summary**

Each Debt: 126.15

Plan Amount: 126.12

Ensure that details are correct by selecting Payment Details and reviewing future payments.

Payment Details | New, JOHN B. CLYDE

Due Date	Payment Amount	Amount		Date Fully Paid	Highest Letter No.
		Amount Paid	Outstanding Cr Debit Allocated		
07/19/2017	10.51	0.00	10.51		
08/17/2017	10.51	0.00	10.51		
09/20/2017	10.51	0.00	10.51		
10/19/2017	10.51	0.00	10.51		
11/20/2017	10.51	0.00	10.51		
12/19/2017	10.51	0.00	10.51		
01/19/2018	10.51	0.00	10.51		
02/16/2018	10.51	0.00	10.51		
03/19/2018	10.51	0.00	10.51		
04/18/2018	10.51	0.00	10.51		
05/17/2018	10.51	0.00	10.51		
06/19/2018	10.51	0.00	10.51		

Description of Highest Letter No.

After the plan is activated, the new plan will now appear on the Call Center Inquiry screen:

Customer: CUD194306 JOHN MC CLAM DIAP INC SPN  
 Address: 1502 W GRANGE AVE 19141 | C133004001502001 | 171117700

PLAN	Balance	Due Co	Balance	Install	18	19	Supply	Status	Call Refund
000103190	3705.36	3699.24	IN001019259	11			WATER	Current	

Install Address: 1502 W GRANGE AVE 19141 | C133004001502001 | 171117700

Generators: Areas, Date Co, Age, Debt, Tax, Payment, Dining, Deposit, Consumption, Contacts

Occupation Date: 12/28/2017 Leaving Date: Next D: 11/18/2016  
 Metering: Minimal Cell Cost: Normal RdyFill: 10/20/2016  
 EMI: R0540321580 PAYMENT: 07/14/2016  
 Payment: REC0039267482  
 Work Order: Special RdyFill: Payment Plan: 950060600 TAPBACK 06/19/2017

Chronic Bad Check: On If Check  
 Vacant: No

TAP: ACTIVE 06/17/16

Buttons: D Inquiry, Areas, Account Inquiry, Cons History, Reading History, Customers, Credit Inquiry, Cols, Call Center, Spec RdyFill, Disposition, Payment Plan, Installation, Supply Agreements, Meter Data, Installation Info, Cons Interaction, Dispositions, Payment Data, Accounts

The change will also be captured in CAMP in the Logs tab of the software.

Application Info Household Members Billing History  
 Documents Choose Program Letters  
 Logs Audit

Log Type: Requests Lifecycle  
 Date Range: 06/20/2017 06/20/2017 GO

Source	Log Type	Log Note	Date Created	Created By
IWB2	AGNFWF	TAP_DT01=06/20/2017-TAP_MONTHTL_AMNT=10.51-TAP_PPIN_XFY=95006060050-TAP_PPIP_COUNT=12-	6/20/17	10:01

TAPBACK plans are created manually and should be cancelled manually prior to resolving the dispute. (Disputed transactions based on usage must be resolved prior to resolving the dispute).

If the customer is disputing the TAP bill amount that was approved, the TAPBACK plan should be cancelled prior to raising the TAPDISP call and all of the existing TAP bills should be disputed on the TAPDISP call.

If the dispute is resolved in favor of the customer, the bills will reverse and rebill correctly. If the dispute is resolved in favor of WRB, a new TAPBACK plan should be created if required.

### 1.13 OUTSTANDING QUESTIONS ON EXISTING APPLICATIONS

Call center and Intake Representatives who are interacting with customers may not have the most detailed knowledge of the TAP program or the specifics on an individual application. If a customer asks a question that is specific to an existing application that has not been described in this section, raise a call in basis2 to route the question to the Low Income Unit (LIU).

- ) Raise call type 'TAPCALL', Rep/Enq1: [blank] and route it to Low Income Unit.
- ) Manager or Supervisor in LIU will resolve the customer's question by contacting them directly.
- ) When the customer's question is resolved, the Supervisor can update the call status to Complete.

## 2 WORKFLOW

---

### 2.1 APPLICATION TRANSMITTAL

#### 2.1.1 Applications sent through the Mail

Customers will bring in paper applications or will mail them to a PO Box.

The third-party vendors (Vanguard and Scantek) will scan incoming applications and enter the data included on those applications to a file that is pulled into CAMP. When a user opens an application in CAMP to work on the application, it should have the data populated, and it should have images of any documents included along with the application.

Infrequently, you may find that wrong documents have been scanned for an application (for example, pay stubs for Applicant A are missing from Applicant A's application scan but are included in Applicant B's application scan). If such a scanning error occurs, notify your Supervisor immediately so they can contact Melissa Scott in OIT, who is managing the relationship between WRB and Vanguard/Scantek. Include customer and application information in your report, such as application ID, customer name, WAC, and service address. Scantek should be able to re-scan both applications and upload new scans to CAMP within several business days.

Applications that are returned in the mail because they were undeliverable will be returned to WRB for skiptracing.



### 2.1.2 Applications Delivered to WRB

Applications (or an incomplete letter with an application and supporting documents) delivered to WRB or its satellite offices will be collected at 1401 JFK Blvd. through interoffice mail. They will be opened by staff on site and the staff member will carry out the following steps:

1. Look up the account in basis2
2. If there is a shut off work order scheduled within the next three days, change the date of the work order to 5 days from today.

All applications and supporting materials will then be mailed in bulk to the appropriate PO box.

### 2.1.3 Supporting Documents Delivered to WRB

When customers attempt to hand-deliver supporting documents without the associated letter, print out a copy of the letter from CAMP (see Section 3.5.4) and affix it to the documents before including them in the bulk mailing to the PO box.

## 2.2 WORKLOAD ASSIGNMENT

A Supervisor will assign applications for review and approval. After logging into CAMP, the Supervisor should:

1. Click on Manage.



2. Search for applications fitting certain age, type, or assignment criteria. Applications that have a status of "In Progress" and are assigned to "Unassigned" should be assigned to an individual for review.

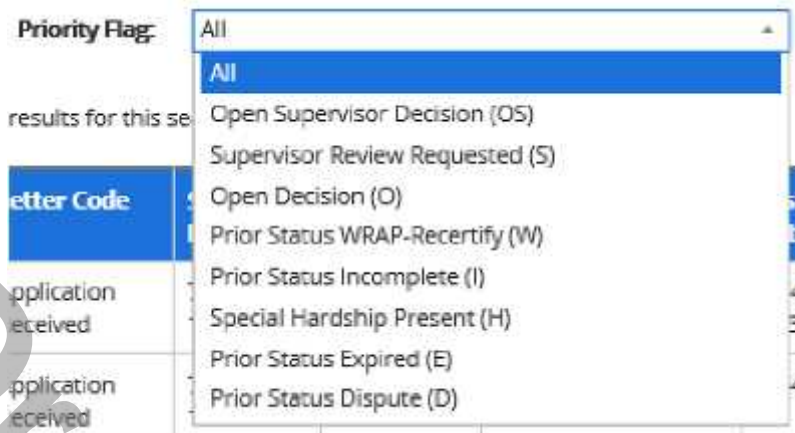
3. The results table shows summary information about applications that match your search. Flags are used to signify high priority applications, such as WRBCC recertifications, changes of circumstance, and TRB dispute results. (See Section 2.2.1.)
4. Select one or more applications by clicking in the box to the left of the application number. You can select all applications that are currently visible by clicking the box *above* the checkmark column.
5. After you finished selecting applications, choose an individual to assign the applications to in the dropdown menu that becomes available near the top.
6. Click "Save"

MLL	App Number ID	Worker Access Code	Employer Name	Property Address	Status	Lessor Code	Status Date	Assigned User	Priority Flag
1000000000	1000000000	1000000000	1000000000	1000000000	In Progress	1000000000	1000000000	1000000000	1

### 2.2.1 Prioritizing Applications for Review

Applications can be filtered on their Priority Flag. This is designed to assign high priority applications first. The priority flag can be chosen from the filter on the Manage screen.





Results will include the Priority Flag on the far right, and regardless of what filters exist, applications with Priority Flags will show up on the top of the list.


There are 22 results for this search.

All <input type="checkbox"/>	Application ID	Water Access Code	Customer Name	Property Address	Status	Letter Code	Status Date	Assigned User	Priority Flag
<input type="checkbox"/>	100001177	000202501	OSCARO KELLY	3076 BELLEVILLE BLVD	In Progress	Application Received	6/2/16		S
<input type="checkbox"/>	100000275	000207105	VALERIE HOLLOWAY	5900 N NORWOOD ST 19138	In Progress	Application Received	6/1/16		S
<input type="checkbox"/>	100001070	000108202	JOSEPH A TIANO RIFLAWSKI	2836 ADELPHI BLVD	In Progress	Application Received	6/3/16	Adrian Yarbrough	S

## 2.2.2 Viewing your work/ Getting started

Each Customer Service Representative will have work assigned in CAMP. This search function can also be used to see which items have been assigned to you, the user. Applications may be searched by:

1. Application status;
2. Date range of application;
3. Priority flag; and
4. Applications assigned to your user name.


**CAMP**

[Manage](#)
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[Hello, mary.tchamkina](#)

## Manage Application Assignments

From Date:  Status:

To Date:  Assigned To:

Priority Flag:

Showing 1-50 of 125 results for this search.

Application ID	Walter Access Code	Customer Name	Property Address	Status	Letter Code	Status Date	Assigned User	Priority Flag
100000032	000450045	DOROTHY FINNEY	5111 WALTON AVE, PHILADELPHIA PA 19143	In Progress	Application Received	6/28/17	Austin.Dobson	H
100000034	000450045	DOROTHY FINNEY	5111 WALTON AVE, PHILADELPHIA PA 19143	In Progress	Application Received	6/28/17	Austin.Dobson	H
100000043	001144050	ARAYA ENTERPRISES LLC	2223 FONTAIN ST 19127	In Progress	Application Received	6/28/17	Austin.Dobson	H
100000045	000450045	NEW KIP ELYMINGTON HOMES	2001 E. WASHINGTON AVE, PHILADELPHIA PA 19124	In Progress	Application Received	6/28/17	Austin.Dobson	H
100000077	000450045	D VETARRE & JILANA	2195 WALTON ST, PHILADELPHIA PA 19124	In Progress	Application Received	6/28/17	Austin.Dobson	H

The process for reviewing applications is covered in Section 3.

## 2.3 ATTACHING ORPHAN DOCUMENTS

Orphan documents are documents that are not associated with a specific account or application. The Orphan Documents Tool is a module that holds those documents separately from all other documents and applications. The tool can be used to organize, categorize, and assign documents to the correct application.

### 2.3.1 Locating Orphan Documents Tool

To locate the Orphan Documents Tool, select Tools in the upper right hand corner.



From the Tools home page, select Orphan Documents at the bottom of the right column.



### 2.3.2 Navigating the Orphan Documents Tool

Next, arrive at the Manage Orphan Documents landing page. From this page, a user can select/view documents, assign types and subtypes to documents, search for an application, or assign a document to an application.

Document ID	Type	Subtype	Note	Date Added	Link	Sedex
1000000034E	ACCOUNT	Application		4/13/17		
1000000034F	ACCOUNT	Deplan		4/13/17		
1000000034B	ACCOUNT	Deplan		4/13/17		
1000000034C	ACCOUNT	Application		4/13/17		
1000000034H	ACCOUNT	Deplan		4/13/17		
1000000034G	ACCOUNT	History		4/13/17		
1000000034F	ACCOUNT	Deplan		4/13/17		

Application ID	Water Access Code	Customer Name	Property Address	Status
100000005	000435944	DEBOTHY KENNY	5111 WALTON AVE, PHILADELPHIA PA 19143	In Progress
100000002	000477768	UL-HALL CUSINAWIL	Some Made up Place	In Progress
100000008	000433940	KANEY FERRARI	216 ELLIOTT ST 19104	In Progress
100000003	000474006	FRANKLIN LAFAYETTE	1620 HUNTER ST 19121	In Progress
100000004	000433042	YONG HONG	2001 HUNTER ST 19104	In Progress
100000000	000435285	MAGNIFICENT SANDERS	2002 WASHINGTONIA, PHILADELPHIA PA 19136	In Progress
100000007	000435425	RIVERA AEL & JUANA	1325 WABLING ST, PHILADELPHIA 19124	In Progress
100000006	000470024	EDON E JOHNSON	2001 HUNTER AVE 19103	In Progress
100000001	000430004	SHARON BEEBEA FRANK	2163 ELLIOTT ST 19104	In Progress

To display a preview, select the icon in the Sidebar column and the image will appear to the right of the screen. Select the button again to return to the original layout.

City of Philadelphia | **CAMP** | Manage | Dashboard | Reports | Tools | Hello, mary.tchamkina

### Manage Orphan Documents

Document ID	Type	Subtype	Note	Date Added	Link	Starbar
10000000480	AC	Applic		4/15/17		
10000000481	AL	Unpha		4/15/17		
10000000482	AL	Unpha		4/15/17		
10000000483	AL	Applic		4/15/17		
10000000484	AL	Unpha		4/15/17		
10000000485	AL	Unpha		4/15/17		
10000000486	AL	Unpha		4/15/17		

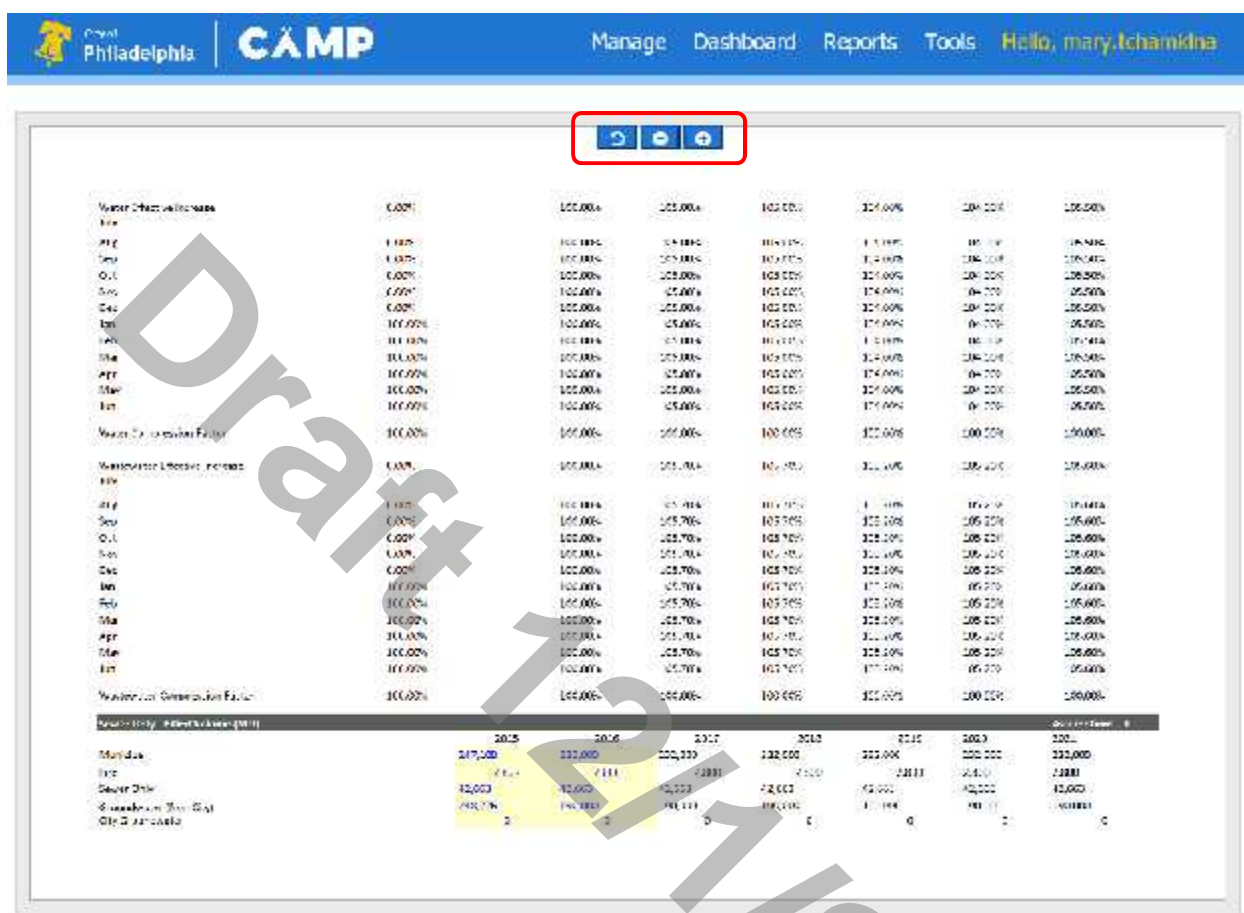
Search Applications...

Application ID	Water Access Lede	Customer Name	Property Address	Status
10000000480	000159574	CURCHY, HENRY	5111 WALTON AVE, PHILADELPHIA 19143	In Progress
10000000481	000171636	OLKAL, CUSINAME	Some Made up Place	In Progress
10000000482	00016596	ANNY L. MADLEN	5470 DUDLEY ST 19143	In Progress
10000000483	001144030	ARAYA ENTERPRISES LLC	2220 PONTAIN ST 19121	In Progress

Clear

To view a full sized image, select the icon in the Link column and a new window will open displaying the document. To return to the tool, close the TAP Document Viewer window.





In each viewing mode, both Link and Sidebar, there are three boxes at the top of the document (see figure above). These can be used to adjust the zoom for more convenient viewing.

To increase the zoom, select the button on the right:



To decrease the zoom, select the middle button:




To return to the original zoom, select the button on the left:






### 2.3.4 Searching for an Application

To search for an application, use the search bar in the middle of the page and enter either an Application ID, Customer Name, or Property Address.



City of

Philadelphia



Manage

Dashboard

Reports

Tools

Hello, mary.tchamkina

Manage Orphan Documents

Document ID	Type	Subtype	Notes	Date Added	Link	Sealbox
10000000480	ACCOUNT	Application		4/13/17		
10000000481	ACCOUNT	Orphan		4/13/17		
10000000482	ACCOUNT	Orphan		4/13/17		
10000000483	ACCOUNT	Application		4/13/17		
10000000484	ACCOUNT	Orphan		4/13/17		
10000000485	ACCOUNT	Orphan		4/13/17		
10000000486	ACCOUNT	Orphan		4/13/17		

Application ID	Walter Access Code	Customer Name	Property Address	Status
10000000480	00070991	DURKIN, RICHARD	5111 WALTON AVE, PHILADELPHIA, PA 19123	In Progress
1000001130	000471460	DETAULT, CUSTNAME	3010 Madison Park	In Progress
10000000485	00070990	KANIS, L. M. JOURNAL	2710 GULLIVER ST 19115	In Progress
1000001712	007147800	FRANKLIN, L. JOURNAL	3020 HORTON ST 19121	In Progress
10000000486	00070942	YAN, H. L. JOURNAL	7301 HARTFORD ST 19140	In Progress
1000001000	00070980	MIRKIN, L. JOURNAL	2802 L. WASHINGTON, PHILADELPHIA, PA 19120	In Progress
1000000077	000485405	RIVERA, ABEL S. JOURNAL	2155 WALTON ST, PHILADELPHIA, PA 19124	In Progress
1000000788	000202284	LEON, RICHARD M.	7801 MICHELETTA ST 19150	In Progress
1000001705	00070991	SHANKS, L. JOURNAL	2207 YOUNG ST 19113	In Progress



For example, searching for customer Janice Brown will return the following results:

The screenshot displays the CAMP (City of Philadelphia) interface. At the top, there is a navigation bar with 'City of Philadelphia', 'CAMP', and links for 'Manage', 'Dashboard', 'Reports', and 'Tools'. A user greeting 'Hello, mary.tchamkiana' is visible on the right. Below the navigation bar, the main heading is 'Manage Orphan Documents'.

The main content area shows a table of orphan documents. The table has columns: Document ID, Type, Subtype, Note, Date Added, Link, and Sidebar. The data rows are as follows:

Document ID	Type	Subtype	Note	Date Added	Link	Sidebar
10000000480	ACCOUNT	Application		4/13/17		
10000000481	ACCOUNT	Orphan		4/13/17		
10000000482	ACCOUNT	Orphan		4/13/17		
10000000483	ACCOUNT	Application		4/13/17		
10000000484	ACCOUNT	Orphan		4/13/17		
10000000485	ACCOUNT	History		4/13/17		
10000000486	ACCOUNT	Orphan		4/13/17		

Below the table, there is a search bar with the text 'Janice Brown' entered. Below the search bar, there is a table of search results. The table has columns: Application ID, Water Access Code, Customer Name, Property Address, and Status. The data rows are as follows:

Application ID	Water Access Code	Customer Name	Property Address	Status
000005451	007541687	JANICE BROWN	2607 N 24TH ST 17115	Pending
000005457	000511603	JANICE BROWN	7009 Asper St	Pending
000005454	007055113	PHILIP BROWN	345 MONTANA ST 17115	Pending
000005454	007055113	PHILIP BROWN	345 MONTANA ST 17115	Pending

### 2.3.5 Linking a Document to an Application

When the desired application and the desired document have been located, select them both. When correctly selected, both items will be highlighted yellow. If necessary, verify the document by viewing the image. If you find that you have not selected the desired application or document, select Clear to reset all selections.

To link the document to the application, select the Match button at the bottom of the page.

**Manage Orphan Documents**

Document ID	Type	Subtype	Note	Date Added	Link	Select
100000000473	INCOME	Benefit Award Ltr		4/18/17		
100000000477	INCOME	Pay Stub	December Pay Stub for Jimmy	4/19/17		
100000000478	ACCOUNT	History		4/19/17		
100000000478	ACCOUNT	Orphan		4/19/17		
100000000478	ACCOUNT	Orphan		4/19/17		
100000000480	ACCOUNT	Orphan		4/19/17		
100000000481	ACCOUNT	Orphan		4/19/17		
100000000482	ACCOUNT	Orphan		4/19/17		

Jimmy Davis

Application ID	Water Access Code	Customer Name	Property Address	Status
100011874	00005331	JIMMY DAVIS	3813 BROWN ST 19104	In Progress
100000392	000490847	GERMAINE DAVIS	2311 S WILMAMER ST, PHILADELPHIA PA 19148	Pending
100009444	000001316	LINDA L HARDY	114 W ABBOTTSPORD AVE 19144	In Progress
100010632	001173185	EMMA MOSS	3326 N 7TH ST 19140	In Progress
100012739	000452129	DAVID C THARR	861 E THOMPSON ST 19125	Approved

Clear Match

A confirmation message will appear.

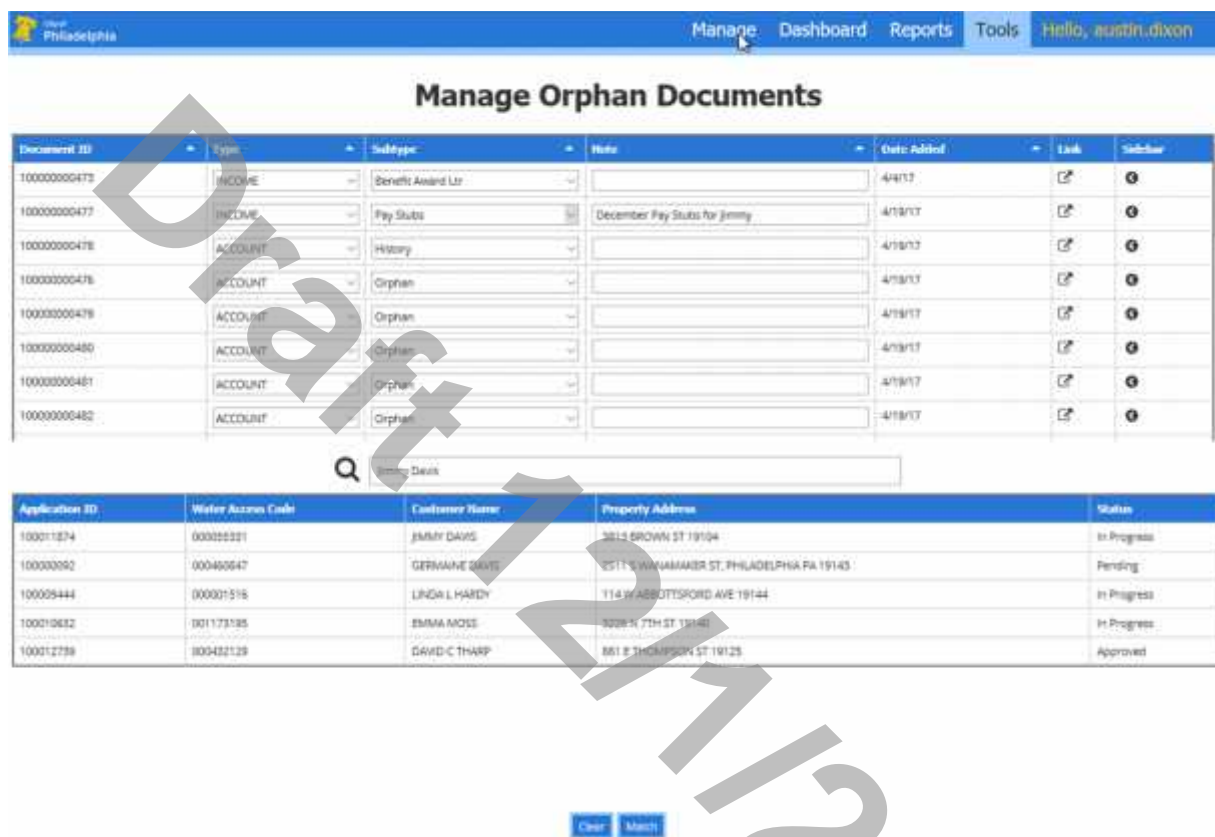
**Match successful**

You have successfully matched document 100000000477 and JIMMY DAVIS.

Continue

### 2.3.6 Verifying Document Match

To verify that the document has been correctly assigned to the desired application, go to the Manage Application Assignments screen by selecting Manage at the top of the screen.



**Manage Orphan Documents**

Document ID	Type	Subtype	Name	Date Added	Link	Status
100000000472	INCOME	Benefit Award Ltr		4/18/17		
100000000477	INCOME	Pay Stubs	December Pay Stubs for Jimmy	4/18/17		
100000000478	ACCOUNT	History		4/18/17		
100000000478	ACCOUNT	Orphan		4/18/17		
100000000478	ACCOUNT	Orphan		4/18/17		
100000000480	ACCOUNT	Orphan		4/18/17		
100000000481	ACCOUNT	Orphan		4/18/17		
100000000482	ACCOUNT	Orphan		4/18/17		

Search: Jimmy Davis

Application ID	Water Access Code	Customer Name	Property Address	Status
100011274	00035531	JIMMY DAVIS	3813 BROWN ST 19104	In Progress
100000092	000400647	GERMAINE SMYTH	2511 S WYOMANER ST, PHILADELPHIA PA 19143	Pending
100005444	00001516	LINDA L HARDY	114 W ABBOTTSPORD AVE 19144	In Progress
100010632	00117335	EMMA MOSES	3028 N 7TH ST 19140	In Progress
100012758	000432129	DAVID C THARP	861 E THOMPSON ST 19125	Approved

Clear Search

From the Manage Application Assignments screen, search for the application by entering Customer Name, Property Address, Water Access Code, or Application ID in the search bar.

\*Note: If application is assigned to the current user, it will appear in list on page without searching

City of Philadelphia **Manage** Dashboard Reports Tools Hello, austin.dixon

## Manage Application Assignments

Q  **SEARCH** **CLEAR**

From Date:  Status:

To Date:  Assigned To:

There are 4 results for this search.

Application ID	Water Access Code	Customer Name	Property Address	Status	Letter Code	Status Date	Assigned User
100009132	000041488	DEFAULT CUSTOMER	Same Made-up Place	In Progress	Application Received	4/29/17	Austin Dixon
100009444	000009518	LINDAL HARDY	114 WABBOYFORD AVE 19144	In Progress	Application Received	5/12/17	Austin Dixon
100019038	000004605	CHRISTINE E GONS	1911 WARDRE ST 19140	In Progress	Application Received	5/12/17	Austin Dixon
100009552	000004605	CHRISTINE E GONS	1911 WARDRE ST 19140	In Progress	Application Received	5/15/17	Austin Dixon

When application is located, select the blue Application ID number to open application.

City of Philadelphia **CAMP** **Manage** Dashboard Reports Tools Hello, jenn.f

## Manage Application Assignments

Q  **SEARCH** **CLEAR**

From Date:  Status:

To Date:  Assigned To:

There are 2 results for this search.

Application ID	Water Access Code	Customer Name	Property Address	Status	Letter Code	Status Date	Assigned User	Ready to Bill
100019038	000004605	CHRISTINE E GONS	1911 WARDRE ST 19140	In Progress	Application Received	5/12/17	Austin Dixon	
100009552	000004605	CHRISTINE E GONS	1911 WARDRE ST 19140	In Progress	Application Received	5/15/17	Austin Dixon	

The application will open to the Application Info tab.

City of Philadelphia **Manage** Dashboard Reports Tools Hello, austin.dixon

**Application Info** Household Members Billing History Documents Choose Program Letters Logs

**Application Information**

Signature:	No	Application Status Code:	In Progress
Application ID:	100011874	Application Letter Code:	Application Received
Water Access Code:	000053391	Plan Type:	1
Applicant Name:	JARVIS DAVIS	Daytime Phone:	
Property Address:	3813 BROWN ST PHILADELPHIA PA 19104	Email Address:	
Application Status Date:	5/15/2017 1:47:54 PM	Mailing Address:	3813 BROWN ST PHILADELPHIA PA 19104
Household Size:	1	Ownership Status:	OWNER
Children Under 18:	0	Assigned To:	Roulo, Ericson
Language:	English	Manager Review Requested?	Yes
Total Income:	\$655.85	Reviewed?	No
Total Expenses:	\$0.00		
Account Balance:	\$2,417.22		

Draft 12/1/2017

Select the Documents button at the top of screen to open the Documents tab.

**City of Philadelphia** Manage Dashboard Reports Tools Hello, *austin.dixon*

Application Info Household Members Billing History **Documents** Choose Program Letters Logs

**Application Information**

Signature: No: Application ID: 100011574 Application Status Code: In Progress  
 Water Access Code: 000055331 Application Letter Code: Application Received  
 Applicant Name: JIMMY DAVIS Plan Type: 6  
 Property Address: 3813 BROWN ST PHILADELPHIA PA 19104 Daytime Phone:  
 Application Status Date: 5/15/2017 1:47:54 PM Email Address:  
 Household Size: 1 Mailing Address: 3813 BROWN ST PHILADELPHIA PA 19104  
 Children Under 18: 0 Ownership Status: OWNER  
 Language: English Assigned Tax: Rector, Ericson  
 Total Income: \$85.00 Manager Review Requested?: Yes  
 Total Expenses: \$0.00 Reviewed?: No  
 Account Balance: \$2,417.22

+ Child Support Information  
 + Customer Responsibilities  
 + Attachment A: Person Providing Income to Applicant

On the Documents tab, there will be a list of all documents associated with the application, including the recently attached former orphan document.

**City of Philadelphia** Manage Dashboard Reports Tools Hello, *austin.dixon*

Application Info Household Members Billing History **Documents** Choose Program Letters Logs Audit

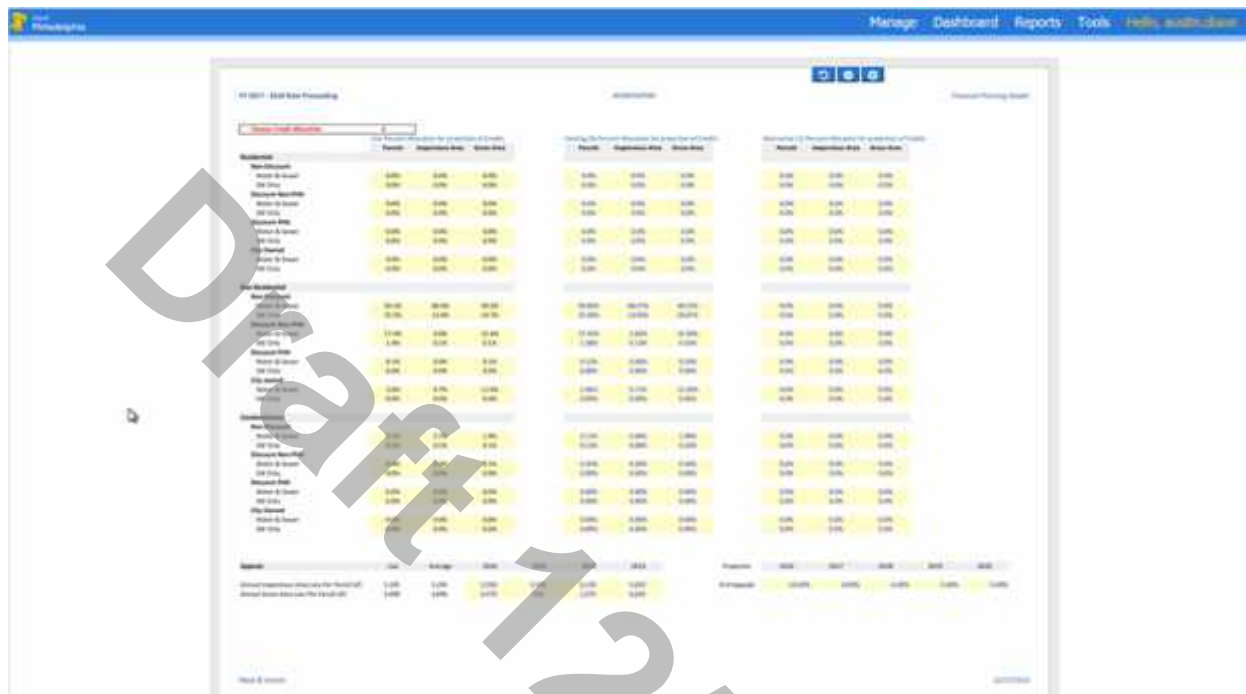
Type	SubType	Note	Date Uploaded	Date Linked	Date Updated	Link
RESIDENCY	Tax Record		4/15/17	5/12/17	5/12/17	<a href="#">Link</a>
INCOME	Pay Stub	December Pay Stub for Jimmy	4/4/17	5/18/17	5/18/17	<a href="#">Link</a>

[+ Add Document](#)

**Application Summary**

ID: 100011574  
 Name: JIMMY DAVIS  
 Status: In Progress  
 Letter Code: Application Received  
 Water Access Code: 000055331  
 Property: 3813 BROWN ST PHILADELPHIA PA 19104  
 Phone:  
 Email:  
 Mailing Address: 3813 BROWN ST PHILADELPHIA PA 19104  
 Ownership Status: OWNER  
 Household: 1  
 Children Under 18: 0  
[Print](#) [Export](#)

Select icon in the Link column to view the image of the document. If the image is correct, the process of assigning the document is complete.



If the document is not correct, the user can send it back to the Orphan queue. To unlink the document:

1. Expand the document pane in the list (click the + sign).
2. Click the orange “Unlink” button to return the document to the Orphan Documents list.

### 2.3.7 Deleting Documents from CAMP Database

Users in Supervisor, Manager, and Administrator roles can go a step further to delete a document from the CAMP database altogether if it does not appear relevant to any application or if it is a duplicate. **This is a permanent change. If you are unsure about deleting, unlink the document instead.**

To delete a document:

1. Expand the document pane on the list (click the + sign).
2. Click the red “Delete” button.

Type	Subtype	Note	Date Uploaded	Date Linked	Date Updated	Preview
ACCOUNT	Application		6/21/17		8/24/16	

ID: 10000001787
Type: ACCOUNT
Subtype: Application

Notes:

Delete
Unlink
Update



- A dialog box will pop up to confirm deletion. If you are sure you want to delete the document, click "Yes."



Though it will no longer be accessible through CAMP, this action will not delete the document from the Archive server. Work with the database administrator if a document needs to be removed completely.

## 2.4 APPLICATIONS THAT WERE PREVIOUSLY EXPIRED

Applications that have been previously Expired but have received new information require special review. A designated member of the Clerical Unit is trained to review these applications.

In the short term, Raftelis/Miitek team will provide reports of existing applications that have been previously expired but that have received new information. In the long term, a more automated solution is being discussed and developed.

An application may have been previously expired because:

- The customer called to request a new application because they never received the first one.
  - Customers in this circumstance are likely to have 2 or more applications associated with their WAC in Pending, In Progress, or Expired statuses.
  - The customer may return any of the requested applications to WRB with the filled out information.
- The customer received the application but sent it back after a long period of time (more than 60 days). After 60 days, Pending applications are automatically Expired in CAMP. However, if the customer does submit the application, Scantek and WRB will process it regardless of how long it's been. When Scantek receives information from the customer, they will collect the data from the application and upload it to CAMP, which will keep the application in Expired status but update the Letter Code to Application Received.
  - Customers in this circumstance are likely to only have one application associated with their WAC in Expired status.

Application ID #	Water Access Code #	Customer Name #	Property Address #	Status #	Letter Code	Status Date #	Received Date #	Assigned User #	Assigned Date #	Priority Flag #
900012249	000229271	MIGUEL GONZALEZ	3412 S ST T B 4	Expired	Application # 111111	8/23/17	8/23/2017 12:00:00 AM	Unassigned		



#### 2.4.1 Customer returns Expired application

If the customer is in circumstance #1 above and returns the original (now Expired) application instead of the new one; or if the customer is in circumstance #2 above:

- ) The data from the submitted application will populate the Application Info page of the Expired application.

Application Information			
Signature:	No	Application Status Code:	Expired
Application ID:	900012249	Application Letter Code:	Application Received
Water Access Code:	000229271	Application Source:	PAPER
Applicant Name:	MIGUEL GONZALEZ	Daytime Phone:	267-231-2213
Property Address:	3912 K ST PHILADELPHIA PA 19124	Email Address:	SYNCERE15@GMAIL.COM
Installation Type:	11	Mailing Address:	3912 K ST PHILADELPHIA PA 19124
Application Status Date:	8/23/2017 12:00:00 AM	Ownership Status:	Owner
Application Received Date:	1/1/0001 12:00:00 AM	Assigned To:	Unassigned
Household Size:	7	Assigned Date:	
Children Under 18:	5	Supervisor Review Requested?	No
Language:	English		
Total Income:	\$1,235.00		
Account Balance:	\$1,934.57		

- ) However, the user will not be able to select a program on the Choose Program page (note that there are no programs highlighted and the "Select XX" program button is absent from the screen shot below).

Program	Monthly Amount
TYPICAL STD BILL + STD PA	\$257.92
TYPICAL STD BILL + LONG STD PA	
TAP	\$24.70
SENIOR CITIZEN'S DISC	
WRBCC	\$222.00

Account Balance:	\$1,934.57	Monthly Income:	\$1,235.00
Household Size:	7	Percent of FPL:	40 %
Is Landlord:	No	Previous Plan:	WRBCC
Is Senior:	No	Previous Plan End:	5/23/17
Meter Size:	50	Usage Average:	4 ccf
Hardship:	None	Usage Predicted:	9 ccf
		Usage Predicted WRECC:	26 ccf

**Application Summary**

ID: 900012249

Name: MIGUEL GONZALEZ

Status: Expired

Letter Code: Application Received

Water Access Code: 00029271

Property: 3912 K ST  
PHILADELPHIA PA 19124

Phone: 267-231-2213

Email: SYNCERE15@GMAIL.COM

Mailing Address: 3912 K ST PHILADELPHIA PA 19124

Ownership Status: Owner

Household: 7

Children Under 18: 5

[Print](#) [Export](#)

- ) CAMP will **NOT** send any information about receiving this application to basis2. This is because Expired in an “end state” for an application in both CAMP and basis2.

To capture the new information, make sure the application is properly processed, and ensure that the customer receives the 90-day stay of enforcement while the application is under review. Also, the data will need to be manually transferred to the **latest Pending or In Progress application** associated with the account. To transfer data, a Pending application would need to be updated to In Progress first.

For customers with only one Expired application and no other Pending or In Progress applications associated with their account, the user should follow these steps:

1. Log into the Online application website (<http://cap.phila.gov/csr>) and put in your user name (same as Windows and basis2 login).
2. Search for the customer by putting in the WAC and ZIP code.
3. Once the customer information is located, click Apply Online.
4. Don't fill in any information. Just click through to each next screen and click Submit on the last screen. This will create a new, blank Pending application record in CAMP.
5. Manually transfer the information from the Expired application to the new In Progress application in CAMP.

We suggest that a designated team member handle all such applications to minimize the need for training and any mistakes that may result from discrepancies in interpretation.

Once the customer's data is transferred to the latest In Progress application, the review can proceed according to regular work flow (assign to user, etc.)

#### 2.4.2 Customer returns application that is Pending or In Progress

If the customer returns an application that is Pending or In Progress and that is the latest application generated for the customer's account, then review can proceed according to the regular work flow.

In rare cases, the customer could have more than one Pending or In Progress applications associated with the account. The customer may return a Pending or In Progress application that is not the latest application generated for that account. In that case, the user process should be the same as described above for when the customer returns the Expired application.

Remember, basis2 will only work with the latest application generated for the account in CAMP.

### 2.5 RECERTIFICATION

#### 2.5.1 Timing

Customers who are enrolled in TAP are given a TAP payment profile that only ends when WRB deliberately removes the customer from that payment profile. The Ordinance that initiated the TAP program requires TAP customers to recertify, and has set that recertification timeframe to no more often than every 12 months. If WRB staff workload cannot accommodate an annual recertification for all customers, they may choose to allow customers an extended timeframe before requiring them to recertify. The Service Monitor needs to be flexible to allow WRB to drive the number of records that start the recertification process based on business conditions and staff workload.

By contrast, customers on WRBCC are on a formal payment agreement that has a specific end date 12 months from the plan's start date. The plan can end early if the customer satisfies their agreement before their anniversary, but the plan cannot be extended. When a customer completes their recertification process, they actually enter into a new plan with a new anniversary date. The old plan ends, or in basis2 terminology, is superseded by the new plan. If the customer does not recertify, the old plan naturally ends on its anniversary date and the customer becomes responsible for any arrears that was previously protected by the plan. Because WRAP plans have an inflexible expiration date, applications submitted for review by customers on these plans must be given priority to ensure their review is completed by the expiration date.

#### 2.5.2 Process

From the Tools section of CAMP, Supervisors will use the interface to select the desired number of TAP participants and all WRBCC participants eligible for recertification. As a general rule, WRB will never process fewer than 101 recertifications at one time, which means the the third party vendor will not be asked to mail no fewer than 100 at a time. Crossing this threshold triggers a lower per-unit cost for printing and mailing. Records eligible for starting the recertification process must have active for 305 days or longer, and must not have another Pending or In Progress application (which would indicate that the customer began the recertification process on their own).

Once the recertification process is triggered, the existing application will be set to Active-R status and a new application in Pending (for TAP recertifications) or WRAP-R (for WRBCC recertifications) status will be automatically generated in CAMP. The new application will be linked to the old application. Once a new application record is created, a recertification packet will be mailed to the customer automatically by Vanguard. When an account is first selected, a recertification reminder letter with an application packet is sent to the customer from the third party vendor. If the customer responds by submitting an

application, the Pending and WRAP-R records are updated to the status In Progress, and follow the regular process for application review. However, if the customer has not submitted the application within 30 days, a TAPCTFY2 event is raised in basis2 and a reminder letter will be sent out of basis2.

The customer is allowed an additional 30 days from the second recertification letter to submit their application. If an application has not been received by this time, the customer is terminated from their respective plan.

### 3 APPLICATION REVIEW & APPROVAL

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A customer cannot complete the enrollment process into an assistance program without providing complete and accurate application information to WRB. As part of standard procedure, Customer Service Representatives will not be the first to review application materials for completeness. A third-party vendor will be responsible for first processing the applications, which can include tasks such as entering data from paper applications.

After this first review is complete, it falls to the Representative to review and validate the application information. The steps for this process are described in Sections 3.1 to 3.4. If the necessary information cannot be gleaned from the application information and submitted documents, the Representative should follow up with the customer by phone, with Supervisor permission, or by issuing an Incomplete Letter (see Section 3.5) regarding any critical information that is missing, conflicting, or unclear. Finally, once all the information has been collected, the Representative may make a program determination (see Section 3.9, Program Selection).

#### 3.1 TWO-STEP REVIEW PROCESS

To maximize the accuracy of the application review process, the Water Revenue Assistance Programs team will leverage the experience of the current WRAP team. Representatives who previously worked exclusively on the WRAP program will participate in the TAP review process by acting as “a second pair of eyes” on each application. At the minimum, each application will have been reviewed by two representatives prior to approval according to the steps described below. Greater detail of the two-step review process can be found in Appendix E. The review process is summarized in the flowchart below. The steps outlined in Sections 3.2 through 3.4 summarize the User 1 review. User 2 will follow a similar process, but will be unable to edit any application data.



### 3.2 VETTING APPLICATION FOR IMPORTANT AND CRITICAL INFORMATION

The list below distinguishes between non-critical and critical information on each page of the application. Some information is collected so that program administrators can better understand the low-income customer base and improve the program in the future. **Critical information**, however, is information that is essential to determining customer eligibility and the level of support that WRB is able to offer. **Critical information is in bold and marked with (c)** in the list below.

Use the Requirements Matrix to track application completeness. Refer to Appendix D for more information on correctly filling out the Matrix.

If all critical information is filled in, WRB can process the application without requesting further information. If not, all missing information (critical and non-critical) should be requested using the incomplete letter as described in Section 3.5.

1. Page 2 – Part 1: Applicant and Household Information
  - a. Applicant Information
    - i. **Name of Applicant (c)**
    - ii. **Water Access Code (c)**
    - iii. **Birthdate (c)**
    - iv. Email address
    - v. **Social Security Number (c)**
    - vi. **Daytime Phone Number (c)**
    - vii. **Address of Property (c)**
      1. Must be supported by documentation, as described in 3.1.2.1 Residency Documentation
    - viii. Mailing Address (if different than address of property)
    - ix. **Gross Monthly Income (c)**
      1. Must be supported by documentation, as described in 3.1.2.2 Income Documentation
  - b. Household Information
    - i. **Number of People in Household (include yourself) (c)**
    - ii. **Number of Children Under Age 18 (c)**
    - iii. **Do You Receive Child Support? (c)**
      1. If so, how often?
    - iv. **Monthly Child Support Amount (c)**
    - v. **Household member's first and last name (c)**
      1. Number of entries should be equal to Number of People in Household minus 1
    - vi. **Social Security Number (c)**
    - vii. Birth date
    - viii. **Relationship to applicant (c)**
    - ix. **Gross Monthly Income (c)**
      1. Number of entries should be equal to Number of People in Household minus 1
      2. Must be supported by documentation, as described in 3.1.2.2 Income Documentation
  - c. **Signature and date (c)**



2. Page 3 – Part 2: Customer Responsibilities
  - a. Your Responsibilities
    - i. Items 1-9 must be initialed
      1. All customers (TAP, Senior Discount, WRBCC recertification)
    - ii. Items 10-12 must be initialed
      1. Only customers applying for TAP
  - b. **Print Name (c)**
  - c. **Your Signature and Date (c)**
3. Page 4 – Attachment A: Income Support Documentation Form
  - a. Recipient of Support
    - i. **Name of Applicant (c)**
    - ii. **Water Access Code (c)**
    - iii. Email address
    - iv. **Address of Property (c)**
    - v. **Daytime Phone Number (c)**
  - b. Person Providing Income to Applicant
    - i. **Name of Person Providing Support (c)**
    - ii. Relationship to Applicant
    - iii. **Daytime Phone Number (c)**
    - iv. **Address of Person Providing Support (c)**
    - v. Email Address
    - vi. **When did this person start providing support to the applicant? (c)**
    - vii. **How much financial support do they provide, and how often? (c)**
    - viii. **Are they still providing this support to the applicant? (c)**
  - c. **Applicant's signature and Date (c)**
4. Page 5 – Attachment B: Zero Income Documentation Form
  - a. NOTE: This form **must** be filled out if "Your Gross Monthly Income" on Page 2 is zero.
  - b. Applicant information
    - i. **Name of Applicant (c)**
    - ii. **Water Access Code (c)**
    - iii. Email address
    - iv. **Address of Property (c)**
    - v. **Daytime Phone Number (c)**
  - c. Applicant Financial Information
    - i. Four statements ("I have...", "I own...") must be marked "**No**" or "**Yes**" (c)
    - ii. **Brief explanation of your source of livelihood (c)**
  - d. **Applicant's signature and Date (c)**
5. Page 6 – Attachment C: Special Hardship Claims
  - a. NOTE: If filled out, this form **must** be accompanied by appropriate documentation, as specified in 3.1.2.3 Hardship Documentation.
  - b. **Which letter code from the table above...? (c)**
  - c. **If you selected "Other" (F) (c)**
    - i. Must be reviewed by WRB Supervisor
    - ii. Explanation must demonstrate significant hardship and be supported by sufficient documentation to conduct an income-to-expense test, as described in Section 3.4.3.1).

### 3.2.1 Required Data Entry for Scanned Applications

As you review pages of the application, ensure that the data provided in the fields is valid and complete. Note that the third-party vendor that is scanning and processing mailed applications **will not** be doing data entry for the following fields:

- ) Signatures for Part 1
- ) Signatures on Attachments A, B, and C (if filled in)
- ) Customer Responsibilities checklist
- ) Name, relationship, phone number, address, and date of support in Attachment A (if filled in)
- ) Free text notes in Attachments B and C (if filled in)

**It is your job as the reviewing Representative to verify that these fields are properly filled in on the scanned application and enter the data in CAMP.** If the customer did not intend to fill out one or all of the attachments (for example, all fields except the signature are blank), you may leave these fields blank.

## 3.3 REVIEW APPLICATION FORM

### 3.3.1 Manage Application Assignments

From the Manage Application Assignments screen, select an application by clicking on its blue Application ID number. This will open the application and provide access to all its related information and documents.

All <input type="checkbox"/>	Application ID	Water Access Code	Customer Names	Property Address	Status	Letter Code	Status Date	Assigned User	Priority Flag
<input type="checkbox"/>	100001208	001163714	GOODHERB ENTERPRISES LP	1215 E OXFORD ST 19125	In Progress	Application Received	8/22/16	Austin Dixon	H
<input type="checkbox"/>	100000109	000974933	CONSTANCE WILLIAMS	5903 N LAWRENCE ST 19120	In Progress	Application Received	8/1/16	Austin Dixon	S
<input type="checkbox"/>	100000133	000383787	PATRICIA S CRANDALL	157 W RUSCOMB ST 19120	In Progress	Application Received	8/1/16	Austin Dixon	S
<input type="checkbox"/>	100000231	000642900	ROSELINE MYERS	2649 BONAFON ST 19142	In Progress	Application Received	8/1/16	Austin Dixon	S

### 3.3.2 Application Info Screen

When a user clicks on the application, it will open on the Application Info tab. Here, users can review the application information or edit entry fields for applications in the status of "In Progress." **Applications in other statuses can only have their status updated in Edit mode.**



The Application Info screen will show key information from basis2 as well as from the customer's application form. While reviewing this screen, note the property's installation type (UC). If the installation type is 12 or 13, use the existing process to send Special Investigations (SPIN) to determine whether there is only one household being served by the meter. If there is more than one household being served by the meter, that application should be denied for 'Inst Type Not Eligible' (see Section 3.10).

Note the customer's name. If the name appears to be a business name, the applicant will have to prove that they are indeed the same entity as the customer (a proprietary business, for example), which may require further documentation. However, under no circumstances would a TAP application be denied simply based on the account being in a company name. WRB must check the deed and who is the customer

Any customer applying for properties owned by distinct and separate businesses should be denied for 'Residency Guidelines' (see Section 3.10).

## Application Information

Signature:	Yes	Application Status:	In Progress
Application ID:	900005571	Application Letter Code:	Application Received
Water Access Code:	0J0690221	Application Source:	APIER
Applicant Name:	DARRY L HENDERSON	Daytime Phone:	640-545-6105
Property Address:	5046 GAINOR RD PHILADELPHIA PA 19131	Email Address:	CAUTION344@GMAIL.COM
Installation Type:	12	Mailing Address:	5016 GAINOR RD PHILADELPHIA PA 19131
Application Status Date:	7/3/17 1:12 PM	Ownership Status:	Owner
Application Received Date:	7/4/17 1:00 AM	Assigned To:	Jane McHardy
Household Size:	2	Assigned Date:	10/4/17 12:30 PM
Children Under 18:	0	Supervisor Review Requested:	Yes
Language:	English		
Total Income:	\$1,169.00		
Account Balance:	\$1,526.80		

To edit, click the Edit button at the bottom of the page. The application is now displayed in Edit mode where fields that are available for editing will become active.

The screenshot shows the CAMP (Child Abuse Management Portal) interface. The top navigation bar includes links for 'Manage', 'Dashboard', 'Reports', and 'Tools', along with a user greeting 'Hello, mary.tchamkina'. Below the navigation bar is a horizontal menu with buttons for 'Application Info', 'Household Members', 'Billing History', 'Documents', 'Choose Program', 'Letters', and 'Logs'. The 'Documents' button is highlighted with a red arrow. Below the menu is a list of document types, each preceded by a plus icon: 'Application Information', 'Child Support Information', 'Customer Responsibilities', 'Attachment A: Person Providing Income to Applicant', 'Attachment B: Zero Income Documentation', and 'Attachment C: Special Hardship Claim'. At the bottom, there is a 'Download?' section with 'Yes' and 'No' buttons.

**Application Information**

Signature:

Application ID: 000013205

Waste Access Code: 000001515

Applicant Name: LINDA L. HARDY

Property Address: 114 W ABBOTTSFORD AVE  
PHILADELPHIA PA 19144

Application Status Date: 6/30/2017 11:02:02 AM

Household Size: 1

Children Under 18: 0

Language: English

Total Income: \$0.00

Account Balance: \$506.27

Application Status Code:

Application Letter Code:

Daytime Phone:

Email Address:

Mailing Address: 114 W ABBOTTSFORD AVE  
PHILADELPHIA PA 19144

Ownership Status:

Assigned To:

Supervisor Review Requested?

**Child Support Information**

**Customer Responsibilities**

**Attachment A: Person Providing Income to Applicant**

**Attachment B: Zero Income Documentation**

**Attachment C: Special Hardship Claim**

Reviewed?

CAMP Version 1.2017.0.28

Sections on the Application Info tab can be expanded and collapsed based on what the user is working on. Below we can see only the Child Support Information and Attachment C: Special Hardship Claim sections in Edit mode expanded for a particular application.

## Child Support Information

Receives Child Support? No

Monthly Child Support Amount: 90.00

## Customer Responsibilities

### Attachment A: Person Providing Income to Applicant

### Attachment B: Zero Income Documentation

### Attachment C: Special Hardship Claim

Signature:

Yes

Hardship:

Loss of job (lasting over 4 months)

Hardship Notes:

Under 150% FPL

Hardship Motive:

Denial

Customer Hardship Notes:

Once a user has made the necessary changes to the application information, they can click “Update” to save changes at the bottom of the page. If new information was entered in error, the user can click “Cancel” to revert to the previously saved information on the Application Info tab.

After all application info has been entered and reviewed, select “Yes” at bottom of the page to confirm.

City of Philadelphia CAMP

Manage Dashboard Reports Tools Hello, mary.tchamkina

Application Info Household Members Billing History Documents Choose Program Letters Logs

Application Information

Child Support Information

Customer Responsibilities

Attachment A: Person Providing Income to Applicant

Attachment B: Zero Income Documentation

Attachment C: Special Hardship Claim

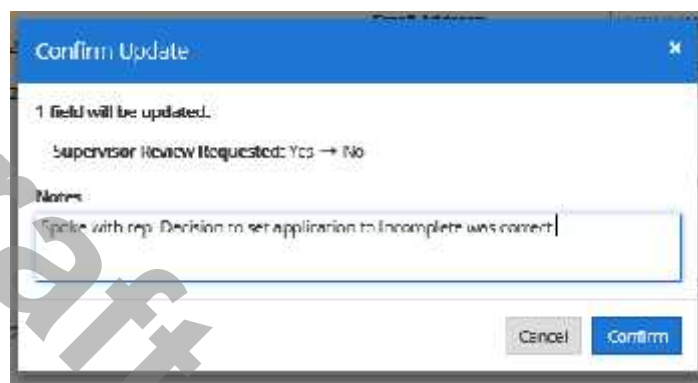
Test

Reviewed? Yes No

LAWS Version 1.000 7/7/7

After clicking either “Update” or “Yes” to confirm review, a message will appear to confirm the changes and leave a note. ***There is no way to recover a previous version of the application. Once the user clicks “Update,” the changes are permanently made.***

Edited fields will be tracked and visible to Supervisors, Managers, and system Administrators in the Audits Tab (see Section 3.7.1). Notes will be visible in the Notes tab.



Changes to the application will be recorded in the Audits tab. To view all changes made to an application, click on the Audits tab.

**Application Summary**

**Name:** TATIANA P. MORALES

**Status:** In Progress

**Letter Order:** Application Received

**Master Access Code:** 000010000

**Property:** 2710 CASCLEY ST  
PHILADELPHIA, PA 19146

**Phone:**

**Fax:**

**Mailing Address:** 2710 CASCLEY ST  
PHILADELPHIA, PA 19146

**Ownership Status:** Landlord

**Household:** 8

**Children Under 18:** 4

**Buttons:** Print, Export

Date	Field	Column	Old Value	New Value	User
6/30/2017 11:54:54 AM	INDE_APPL	ATTACHMENT_SIGNATURE			Austin.Dixon
6/30/2017 11:54:54 AM	INDE_APPL	ATTACHMENT_SIGNATURE			Austin.Dixon
6/30/2017 11:54:54 AM	INDE_APPL	ATTACHMENT_SIGNATURE			Austin.Dixon
6/30/2017 11:54:54 AM	INDE_APPL	WORKER_NOTIFICATION			Austin.Dixon
6/30/2017 11:54:54 AM	INDE_APPL	SUPPLEMENTAL STATUS	Pending		Austin.Dixon
6/30/2017 11:54:54 AM	INDE_APPL	NEED_HELP			Austin.Dixon
6/28/2017 4:03:34 PM	INDE_APPL	ASSIGNED_USER_ID	11007		Austin.Dixon
6/28/2017 11:42:00 AM	INDE_APPL_STATUS	INDE_APPL_STATUS	PENDING	IN PROGRESS	ANITA HAY
6/28/2017 11:42:00 AM	INDE_APPL_STATUS	APP_STATUS_DATE	2017-06-06 00:00:00	2017-06-06 11:42:00	ANITA HAY
6/28/2017 11:42:00 AM	INDE_APPL_STATUS	STATUS_CODE	PENDING	INPROG	ANITA HAY
6/6/2017 10:58:48 AM	INDE_APPL_STATUS	INDE_APPL_STATUS	PENDING	MOVED	
6/6/2017 10:58:48 AM	INDE_APPL_STATUS	APP_STATUS_DATE	2017-06-06 00:00:00	2017-06-06 10:58:47	
6/6/2017 10:58:48 AM	INDE_APPL_STATUS	STATUS_CODE	PENDING	INPROG	

Users can see which application fields were edited, who made the edit, and what the previous values were. For example, for the application below, the application status was changed from “Pending” to “In Progress” on June 6, 2017 at 11:42 a.m.


City of Philadelphia



[Manage](#)
[Dashboard](#)
[Reports](#)
[Tools](#)
[Hello, mary.tchaniklis](#)

Application Info

Household Members

Salary History

DOCUMENTS

Financial Program

Letters

Logs

Audits

Print View Settings

Date	Title	Column	Old Value	New Value	User
6/30/2017 11:54:54 AM	INBE_APP	ATTACHMENT_SIGNATURE			Austin,David
6/30/2017 11:54:54 AM	INBE_APP	ATTACHMENT_SIGNATURE			Austin,David
6/30/2017 11:54:54 AM	INBE_APP	ATTACHMENT_SIGNATURE			Austin,David
6/30/2017 11:54:54 AM	INBE_APP	APPLICANT_NUMBER			Austin,David
6/30/2017 11:54:54 AM	INBE_APP	SIGNATURE_AUTHORITY_ID			Austin,David
6/30/2017 11:54:54 AM	INBE_APP	NEW_EMPLOYEE			Austin,David
6/28/2017 4:03:34 PM	INBE_APP	ASSIGNED_USER_ID	11007		Austin,David
6/28/2017 11:42:00 AM	INBE_APP_SYSTEM	APPLICATION_STATUS	PENDING	MOVED	Wright,Mary
6/28/2017 11:42:00 AM	INBE_APP_SYSTEM	APPLICATION_DATE	2016-06-01 00:00:00	2017-06-01 11:42:00	Wright,Mary
6/28/2017 11:42:00 AM	INBE_APP_SYSTEM	APPLICATION	PENDING	MOVED	Wright,Mary
6/28/2017 10:58:48 AM	INBE_APP_SYSTEM	INBE_PROD_STATUS	PENDING	MOVED	
6/28/2017 10:58:48 AM	INBE_APP_SYSTEM	APPLICATION_DATE	2016-06-01 00:00:00	2017-06-01 10:58:48	
6/28/2017 10:58:48 AM	INBE_APP_SYSTEM	APPLICATION	PENDING	MOVED	

Application Summary

ID: 11007 (new)

Name: PATRICIA MCKINLEY

Status: In Progress

Letter Code: Application Received

Water Access Code: 00001000

Property: 2710 CUCLEY ST  
PHILADELPHIA, PA 19146

Phone:

Fax:

Mailing Address: 15 LAMARCA DR PHILADELPHIA, PA 19107

Ownership Status: Landlord

Household: 8

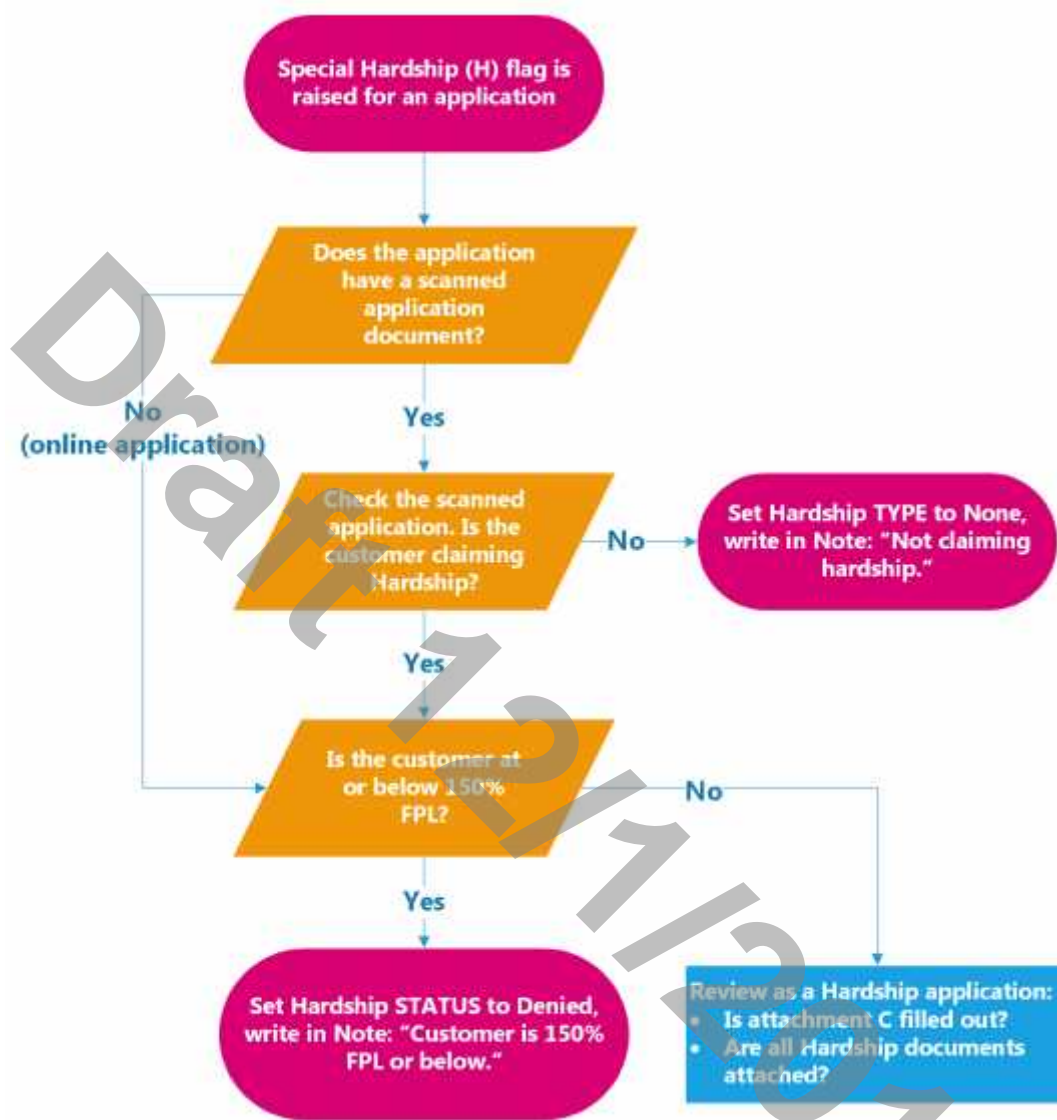
Children Under 18: 4

Print

Reset

### 3.3.2.1 Note about Special Hardship section

Verify the information in Attachment C (Special Hardship) follows the workflow diagram below.



### 3.3.3 Household Members

The Household Member tab allows users to review, edit, add, or delete household member information.



**Household Members**

Name	Social Security Number	Birth Date	Relationship	Gross Monthly Income
LINDA L. HARDY	425-85-8565		APPLICANT	0
STEVEN J. HARDY	285-45-6565	02/03/1988	HUSBAND	3200

[+ Add Member](#)

**Application Summary**

ID: 100009444  
 Name: LINDA L. HARDY  
 Status: In Progress  
 Letter Code: Keith A. Shilling Signature  
 Water Access Code: 000001318  
 Property: 114 W ABBOTTSPORD AVE  
 PHILADELPHIA PA 19144  
 Phone: 215-389-4444  
 Email: HARDYHAROLDUS@GMAIL.COM  
 Mailing Address: 1234 HARDNOCK RD.  
 Ownership Status: OWNER  
 Household: 2  
 Children Under 18: 0

[Print](#) [Support](#)

### 3.3.3.1 Edit household member information

Sometimes a customer may submit additional information about household members, including about themselves. Additionally, the CSR may need to update the applicant's or another household member's income after reviewing income documentation (see Section 3.4.2 below for more details).

To edit current members, click on the “plus” symbol (+) next to the name of the desired individual. This will expand the field to display additional details.

**Household Members**

Name	Social Security Number	Birth Date	Relationship	Gross Monthly Income
LINDA L. HARDY	425-85-8565		APPLICANT	0
STEVEN JOSEPH HARDY	285-45-6565	02/03/1988	HUSBAND	3200

[+ Add Member](#)

The Household Members tab allows a user to update the Social Security Number (or other ID number, such as driver's license, passport, etc.), birth date, and gross monthly income for all household members, and also name, title, and relationship for household members other than the Applicant. Enter necessary information into its respective field and click the “Update member” button to save your changes.



A user can also delete a household member other than the Applicant by clicking the “Delete member” button.

City of Philadelphia

Application Info | **Household Members** | Billing History | Documents

Choose Program | Letters | Logs | Audit

Name	Social Security Number	Birth Date	Relationship	Gross Monthly Income
LINDA L. HARDY	425-85-6565		APPLICANT	0
STEVEN JOSEPH HARDY	285-45-6565	02/03/1989	HUSBAND	3200

Name: STEVEN JOSEPH HARDY SSN: 285-45-6565

Title: Birth Date: 02/03/1989

Relationship: HUSBAND Gross Monthly Income: 3200

**Delete member** Update member

+ Add Member

For the applicant, the editable fields are limited to the Social Security Number (or other ID number, such as driver’s license, passport, etc.), birth date, and gross monthly income. Please note that:

- J The Applicant’s name is customer information that comes from basis2, but it is editable in the Household Members table.
- J The relationship for the Applicant will always be set to “Applicant” and cannot be changed since it is the designated name associated with the account.
- J The Applicant cannot be deleted from the Household Members list.

City of Philadelphia

Application Info | **Household Members** | Billing History | Documents

Choose Program | Letters | Logs | Audit

Name	Social Security Number	Birth Date	Relationship	Gross Monthly Income
LINDA L. HARDY	425-85-6565		APPLICANT	0
STEVEN JOSEPH HARDY	285-45-6565	02/03/1989	HUSBAND	3200

Name: LINDA L. HARDY SSN: 425-85-6565

Title: Birth Date: mm/dd/yyyy

Relationship: APPLICANT Gross Monthly Income: 0

Update member

+ Add Member

### 3.3.3.2 Adding a household member

To add a household member, click the “Add Member” button and provide information in available fields.

**Note that Social Security Numbers or other ID types are not required for children under 18 years of age.**

The screenshot shows the Philadelphia Customer Assistance Program interface. The 'Household Members' tab is selected. Below the tab are buttons for 'Choose Program', 'Letters', 'Logs', and 'Audit'. A table lists household members:

Name	Social Security Number	Birth Date	Relationship	Gross Monthly Income
JEFF HARDY	425-85-6565		APPLICANT	0
STEVEN JOSEPH HARDY	285-45-6565	03/03/1959	HUSBAND	3200

Below the table is a '+ Add Member' button, which is highlighted with a red arrow. A dialog box titled 'Add Member' is open, showing fields for Name (JEFF HARDY), Title, SSN (012-34-5678), Birth Date (01/01/2000), Relationship (GRANDFATHER), and Gross Monthly Income (500.00). The dialog has 'Cancel' and 'Add Member' buttons.

Click “Add Member” to commit changes. Click “Cancel” if the new member information was entered in error. A confirmation message will appear alerting the user of the increase in number of household members.

The screenshot shows the Philadelphia Customer Assistance Program interface with the 'Confirm Member Addition' dialog box open. The dialog asks: 'Adding JEFF HARDY will increase the household size to 3. Do you want to continue?'. There are 'No' and 'Yes' buttons. The background shows the same household members table as the previous screenshot.

If Yes is selected, the screen will refresh, the new household member will appear on the list, and the “Household” number will increase by 1. If the new household member is younger than 18, the “Children under 18” category will also increase by 1.

City of Philadelphia **Manage** Dashboard Reports Config Tools Hello, mary.tchamkina

Application Info Household Members Billing History  
Documents Choose Program Letters  
Logs Audit

Name	Social Security Number	Birth Date	Relationship	Gross Monthly Income
<input checked="" type="radio"/> LINDA L HARDY	425-85-6565		APPLICANT	0
<input checked="" type="radio"/> STEVEN JOSEPH HARDY	285-45-6565	02/03/1989	HUSBAND	3200
<input checked="" type="radio"/> JEFF HARDY	012-34-5678	01/01/1950	GRANDFATHER	600

[+ Add Member](#)

**Application Summary** ✕

ID: 100009444  
Name: LINDA L HARDY  
Status: In Progress  
Letter Code:  
Water Access Code: 000001516  
Property: 114 W ABBOTTSFORD AVE  
PHILADELPHIA PA 19144  
Phone: 222-333-4444  
Email: HARDYFAMOUS@GMAIL.COM  
Mailing Address: 1234 HARDKNOCK RD.  
Ownership Status: OWNER  
Household: 3  
Children Under 18: 0

[PPH](#) [COWT](#)

When you are finished making changes to the Household Members list, select “Yes” to confirm that all members have been reviewed.

**City of Philadelphia** Manage Dashboard Reports Tools Hello, austin.dixon

Application Info | **Household Members** | Billing History | Documents | Choose Program

Letters | Logs | Audit

Name	Social Security Number	Birth Date	Relationship	Gross Monthly Income
1. GONZALES & M SANTIAGO	453-36-1284	01/01/1986	APPLICANT	\$3,772.48
2. BLUE SANTIAGO	123-45-6789	01/01/2011	SON	\$0.00
3. RED SANTIAGO	321-54-9876	01/01/2011	DAUGHTER	\$0.00
4. YELLOW SANTIAGO	231-50-7890	01/01/2011	DAUGHTER	\$0.00
5. GRAY GONZALES	543-21-0987	02/01/1964	BROTHER	\$221.91
6. ORANGE GONZALES	231-54-9012	02/01/1964	SISTER	\$0.00
7. TAN GONZALES	321-54-9012	02/01/1964	BROTHER	\$0.00

+ Add Member

Reviews: **No** **Yes**

**Application Summary**

ID: 100000707

Name: L GONZALES & M SANTIAGO

Status: In Progress

Letter Code: Application Received

Water Access Code: 000000947

Property: 4156 N 5TH ST PHILADELPHIA PA 19140

Phone:

Email:

Mailing Address: 4156 N 5TH ST PHILADELPHIA PA 19140

Ownership Status: TENANT/OCCUPANT

Household: 7

Children Under 18: 3

Print Export

### 3.3.4 Billing History

In the Billing History tab, users can view the Applicant's bills from the 12 most recent billing cycles. Users can see the bill dates, usage in hundred cubic feet (CCF), whether a bill was actual (A) or estimated (E), and the bill amount. This information is used by CAMP to calculate the monthly TAP bill for the customer. It is shown here for the user's reference.

**City of Philadelphia** CAMP Manage Dashboard Reports Tools Hello, mary.tchamkina

Application Info | Household Members | **Billing History** | Documents | Choose Program

Letters | Logs | Audits

Bill Date	Usage (CCF)	Actual/Estimated	Bill Amount
11/14/15	7	A	\$37.50
10/14/15	8	A	\$35.20
9/14/15	10	A	\$44.50
8/14/15	5	A	\$22.37
7/14/15	11	A	\$102.91
6/12/15	5	A	\$22.37
5/12/15	8	A	\$35.20
4/12/15	0	A	\$22.37
3/14/15	0	A	\$22.37
1/12/15	10	A	\$102.91
1/14/15	12	A	\$114.42
1/14/15	14	A	\$137.19

**Application Summary**

ID: 100000088

Name: JOJO THAMKINA

Status: In Progress

Letter Code: Application Received

Water Access Code: 000108911

Property: 5131 WINTON AVE PHILADELPHIA PA 19148

Phone: 215-123-4567

Email: JOJO.TCHAMKINA@GMAIL.COM

Mailing Address:

Ownership Status:

Household: 4

Children Under 18: 4

Print Export

Note that if a customer has some bills that grossly deviate from the expected value for that household size (for example, due to a leak), CAMP does not use those bills to calculate the TAP monthly bill.

Instead, the program reverts to using a standard monthly consumption per household member to calculate the expected monthly bill.

When reviewing the billing history, staff should note whether the prior 6 months are all 0 readings or are all estimates (E). If so, the application can continue to be reviewed, but the Special Investigations unit (SPIN) should be sent out to check that the meter is working properly. The reviewer does not need to wait for results of the investigation to make a decision on the application. Note that this is a different reason than if SPIN is sent out to investigate an installation type (see section 3.3.2).

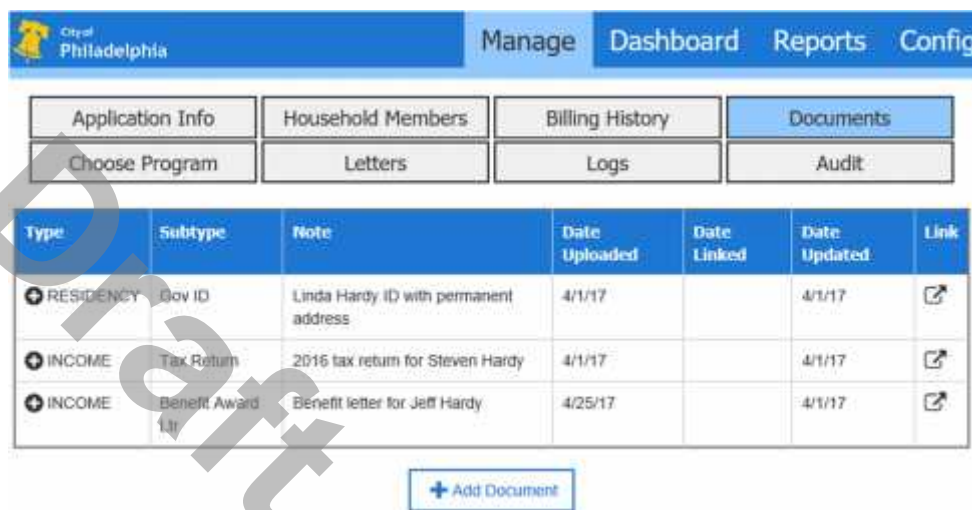
### 3.4 REVIEW SUPPORTING DOCUMENTATION




The Documents tab of the application shows all the supporting documentation that the customer submitted with their application. Each document should support either residency or income claims for at least one of the household members. Income documentation is only required for household members with income. If no one in the household is reporting income, the Attachment B: Zero Income Form must be filled out. **Note that customers who are applying for TAP under Special Hardship must include additional documentation that supports their hardship claim.**

The screenshot shows the CAMP web application interface. The top navigation bar includes links for 'Manage', 'Dashboard', 'Reports', 'Tools', and a user greeting 'Hello, mary.tchamkina'. Below the navigation bar, there are tabs for 'Application Info', 'Household Members', 'Billing History', 'Documents' (highlighted with a red box), and 'Transfer Program'. Under the 'Documents' tab, there are sub-tabs for 'Letters', 'Logs', and 'Audits'. The main content area displays a table of documents submitted by the customer. The table has columns for 'Type', 'Subtype', 'Photo', 'Date Uploaded', 'Date Expired', 'Date Updated', and 'Preview'. The table lists several documents, including 'ACCOUNT' and 'APPLICATION' types, with dates ranging from 6/15/17 to 6/19/17. To the right of the table, there is an 'Application Summary' sidebar. This sidebar contains the following information: ID: 1000000000, Name: MARY E. TCHAMKINA, Status: In Progress, Lemon Code: Application Received, Water Access Code: 0000000000, Municipality: CITY OF PHILADELPHIA, Phone: , Email: , Billing Address: 1000 MICHIGAN AVE PHILADELPHIA PA 19148, Ownership Status: Owner, Household: 8, and Estimated Limit: \$0. At the bottom of the sidebar are 'Print' and 'Export' buttons.

Type	Subtype	Photo	Date Uploaded	Date Expired	Date Updated	Preview
ACCOUNT	Application		6/15/17	6/19/17	6/19/17	[Preview]
ACCOUNT	Application		6/15/17	6/19/17	6/19/17	[Preview]
ACCOUNT	Application		6/15/17	6/19/17	6/19/17	[Preview]
ACCOUNT	Application		6/15/17	6/19/17	6/19/17	[Preview]
ACCOUNT	Application		6/15/17	6/19/17	6/19/17	[Preview]
ACCOUNT	Application		6/15/17	6/19/17	6/19/17	[Preview]
ACCOUNT	Application		6/15/17	6/19/17	6/19/17	[Preview]
ACCOUNT	Application		6/15/17	6/19/17	6/19/17	[Preview]
ACCOUNT	Application		6/15/17	6/19/17	6/19/17	[Preview]
ACCOUNT	Application		6/15/17	6/19/17	6/19/17	[Preview]
ACCOUNT	Application		6/15/17	6/19/17	6/19/17	[Preview]
ACCOUNT	Application		6/15/17	6/19/17	6/19/17	[Preview]
ACCOUNT	Application		6/15/17	6/19/17	6/19/17	[Preview]
ACCOUNT	Application		6/15/17	6/19/17	6/19/17	[Preview]
ACCOUNT	Application		6/15/17	6/19/17	6/19/17	[Preview]

To review the document, click on the icon in the “Link” column. This functionality allows users to confirm that all supporting documentation is present and matches with the information provided in the Application Info and Household Members tabs.



City of Philadelphia						
Application Info		Household Members	Billing History	Documents		
Type	Subtype	Note	Date Uploaded	Date Linked	Date Updated	Link
RESIDENCY	Gov ID	Linda Hardy ID with permanent address	4/1/17		4/1/17	
INCOME	Tax Return	2016 tax return for Steven Hardy	4/1/17		4/1/17	
INCOME	Benefit Award	Benefit letter for Jeff Hardy	4/25/17		4/1/17	

[+ Add Document](#)

### 3.4.1 Residency Documentation

To provide proof of residency, the customer must provide copies of two documents from any of the following document types described below. For reference, see WRB regulations on Assistance Programs, 206.2 (e) and (f).<sup>1</sup>

The customer must provide separate documents for proof of residency and a separate document for proof of income. Some document types may be listed in both sections. In this case, the Representative must decide whether it is most appropriate to use the document for either proof of residency or income, but not both.

1. **Government-issued ID**, such as a PA driver's license, PA photo ID, U.S. passport, U.S. military ID, or employee photo ID if the customer is employed by a government entity (federal, state, county, or municipal). The ID must be current and not expired.
2. **A utility bill** issued within the most recent 6 months and billed to the customer's place of residency. The bills may be from the same utility or from two different utilities. Acceptable utilities include:
  - a. Philadelphia Gas Works (PWG)
  - b. Water Revenue
  - c. PECO
  - d. Cable
  - e. Telephone (landline only)
3. **Voter registration card**

<sup>1</sup> <http://www.phila.gov/water/PDF/PWDregCH2.pdf>



4. **Employment or income tax records**, such as at least 2 paystubs from current employer that were issued in the most recent 6 months; most recent year's W-2 form; or most recent year's state or federal tax records.
5. **Benefit award letter** issued by federal, state, or local government in the most recent 12 months. Example agencies or programs include Social Security, SSI, DHS, SNAP, LIHEAP, unemployment compensation, and Homestead Exemption. Printouts from COMPASS or OPA can also be used instead of award letters if they clearly show the benefits and dates they were awarded.
6. **Mortgage statements** from the most recent 6 months.
7. **Student loan billing statements** from the most recent 6 months.
8. **Bank statements** from the most recent 6 months.
9. **Written lease and/or rent receipts** from the most recent 6 months.
10. **Other forms of evidence** that clearly establish proof of residency must be reviewed by WRB Supervisor.

If a customer has failed to include residency documentation or has only included one form of residency documentation, it should be marked as 'missing' in the Incomplete Letter matrix, described in Section 3.5. If the customer submitted some documentation but it does not prove their residency, it should be marked as 'invalid'.

#### 3.4.2 Income Documentation

Customer must produce proof of income for **all members of the household claiming income**. For reference, see WRB regulations on Assistance Programs, 206.2 (e) and (f).

The customer must provide separate documents for proof of residency and a separate document for proof of income. Some document types may be listed in both sections. In this case, the Representative must decide whether it is most appropriate to use the document for either proof of residency or income, but not both.

Proof of income must be issued within the most recent 30 days or, if issued annually, should cover a timeframe including the most recent 30 days. The reference date will be the date we received the application (that is, if documents are dated within 30 days of WRB receiving the application, but we review it 20 days later, information will still be considered valid). Acceptable forms of documentation for proof of income include the following:

1. **Federal income tax returns**
2. **Paystubs**
3. **W-2 forms**
4. **Benefit award letters**, such as those issued by Social Security, SSI, DHS, SNAP, and LIHEAP; or for unemployment compensation and Homestead Exemption

Proof of income does not require the service address to be displayed. If a customer has failed to include income documentation, it should be marked as 'missing' in the Incomplete Letter matrix, described in Section 3.5. If the customer submitted some documentation but it does not prove their income, it should be marked as 'invalid'.

#### 3.4.2.1 *Income Documentation for Disabled Persons*

If a member of the household is disabled and receives benefits, the customer must provide a copy of the benefit award letter issued by any of the following entities:

- a. **Armed services**
- b. **Social Security Administration**
- c. **SSI**
- d. **Railroad Retirement**
- e. **Black Lung Disability Trust Fund**

#### 3.4.2.2 *Documentation for Customers Reporting Zero Income (Attachment B)*

Customers reporting zero income for the entire household on the application are required to complete the Zero Income Documentation Form or else the application will be considered incomplete and will not be reviewed for acceptance into the program.

If a customer has claimed zero income for the entire household and they have not provided Attachment B, then that should be marked as 'missing' in the Incomplete Letter matrix, described in Section 3.5.

#### 3.4.2.3 *Verifying Applicant's and Household Members' Income*

As you review the income documentation, verify that the gross monthly income that the applicant claims for themselves and for the household members is correct according to income documentation. **This part of the application review is particularly important since the customer's TAP bill is primarily based on the total household gross income.**

Note that, as per [TAP program regulations](#) 206.1 (e), overtime pay **cannot** be included in the gross base pay calculations.

You can do these calculations manually if you have experience with doing so. Alternatively, you can use the CAP Gross Income Calculator, which is an Excel-based tool that can be made available to you by your Supervisor. When using the Excel-based tool:

1. Input income from a paystub or W-2
2. Select pay frequency (weekly, bi-weekly, bi-monthly, monthly, or annually)
3. Input number of months of pay. Typically it would be 12 but not always. For example, a teacher is typically paid 9 or 10 months

Follow these steps for child support and income support (Attachment A) to verify that the customer added the amounts correctly.

#### 3.4.2.4 *Verifying That Child Support is Included*

Note that child support may have been added by the applicant to the applicant's Gross Monthly Income (GMI), the GMI of another adult in the household (if it's not the applicant who received the child support), or to the child's GMI. Check the total amount of each person's income listed by the applicant against income documentation to make sure the child support amount is accounted for in one household member's monthly income.

If a child support amount is listed on the application but no documentation is submitted to support the child support amount, the application is considered incomplete. The applicant must provide proof of all



sources of income for all household members. An Incomplete letter to request this missing information must be sent out (see section 3.5 below).

#### 3.4.2.5 Verifying that Income Support is Included in Applicant's or Another's Income

Similarly to child support, the applicant may or may not include income support (documented in Attachment A) in their GMI or in the GMI of a household member. Check the total amount of the applicant's and household members' documented monthly incomes against the amount appearing in those fields in CAMP. Add the income support amount if necessary.

Unlike child support documentation, the applicant is not required to submit additional documentation (such as a Letter of Support) to further document the information in Attachment A. By fully filling out Attachment A, the applicant certifies income support from outside the household. The support provider may be contacted to verify the amount and frequency of support as needed.

#### 3.4.3 Hardship Documentation

Customers whose gross income exceeds 150% of FPL for their household size may still be eligible for assistance if they are experiencing a Special Hardship. These customers will apply using the same application, and are still **required to submit residency and income documentation** like other applicants.

Customers will also need to submit documentation to support the claim that the hardship has occurred in the most recent 12 months. The type of documentation must correspond to the hardship type claimed by the customer (e.g., a birth certificate must be attached to support the hardship claim of A, Increase in Household Size). Examples of documentation corresponding to a hardship are provided in Table 2.

Table 2. Special Hardship documentation corresponding to hardship types.

Hardship Type	Code	Example of Documentation
Increase in household size	A	CHILDREN: birth certificate; adoption certificate; baptismal certificate; proof of guardianship; hospital records; written certification from child's doctor.
		ADULT DEPENDENTS, <i>such as elderly, disabled, or returning veterans</i> : federal income tax returns.
Loss of job (lasting 4 months or more)	B	Employment termination letter; resignation letter; layoff notice; unemployment compensation award letter/printout.
Serious illness of household member (lasting 9 month or more)	C	Hospital admission documentation; hospital discharge documentation; signed and dated documentation from a physician (as per PWD regulations 100.10.a).
Death of primary wage earner	D	Death certificate; obituary.
Domestic violence or abuse	E	Safe harbor program admission documentation.

Household Expenses	F	Supporting documentation for individual financial assessment (see Section 3.4.3.1 below).
Other	G	

In addition to documentation types listed above, WRB will accept **proof of recent hardship claim approval by other federal, state or local agencies**, such as:

1. Social Security Administration decision letter for Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) - (C)
2. PA DHS "Good Cause" waiver to receive TANF or General Assistance (GA) benefits based on a domestic violence determination and currently in effect - (E)
3. Protection From Abuse (PFA) order issued to customer by a PA court and currently in effect - (E)

#### 3.4.3.1 Individual Assessment Documentation

For hardship types other than the ones described above (code F), the customer may request for WRB to perform an individual financial assessment. As part of that assessment, WRB staff will need to compare household income and expenses. Thus, in addition to income documentation, the customer will need to submit documentation of household expenses including:

1. Rent or mortgage payments
2. Real estate taxes
3. Home owner's or renter's insurance
4. Utility bills (gas, heating oil, electricity)
5. Telephone
6. Medical bills and health insurance costs
7. Child Support (payments to a person outside the household)
8. Dependent care (including any child care for children living in the household)

The customer will not be eligible for the hardship code F until the expenses are calculated. Click "Calculate" in the hardship section of the Application Summary screen.

Attachment C: Special Hardship Claim

Signature:

Special Hardship:  Hardship Note:

Special Hardship Status: Pending

**Is Eligible:**

Enter each expense in the window that pops up.

**Household Expenses Eligibility**

**Customer Expenses**

Housing Expenses: 0

Child Support Expenses: 0

Dependent Care Expenses: 0

Electricity Expenses: 0

Gas Expenses: 0

Heating Oil Expenses: 0

Medical Expenses: 0

Telephone Expenses: 0

**Eligibility Calculation**

Monthly Gross Income: \$0.00

Standard Deduction: -\$226.00

Food Deduction: -\$1,600.00

Transportation Deduction: -\$332.00

Housing Deduction: -\$0.00

Expenses Deduction: -\$0.00

Monthly Net Income: -\$2,158.00

Monthly 100% FPL: \$3,443.33

Is Eligible: Yes

Cancel Approve

The software will calculate whether the customer is eligible for Special Hardship code F.

### 3.4.4 Attaching New Documents to the Application

The Documents tab holds all supporting documents associated with the application. To add additional files, select the Add Document button.

City of Philadelphia Manage Dashboard Reports Config

Type	Subtype	Note	Date Uploaded	Date Linked	Date Updated	Link
RESIDENCY	Gov ID	Linda Hardy ID with permanent address	4/1/17		4/1/17	<a href="#">Link</a>
INCOME	Tax Return	2016 tax return for Steven Hardy	4/1/17		4/1/17	<a href="#">Link</a>
INCOME	Benefit Award Ltr	Benefit letter for Jeff Hardy	4/25/17		4/1/17	<a href="#">Link</a>

**+ Add Document**

This allows the user to browse for and upload documents to the application from their desktop.

Before uploading a document, the user must categorize the document by assigning a type. The user may also assign a subtype. To change the type and subtype, click on the drop down menu for each item. The user can also add descriptive notes about the document in the Notes field.

Document types are “Account,” “Income,” “Residency,” and “Hardship.” The last three categories are discussed above. The following document subtypes can be placed in the “Account” category:

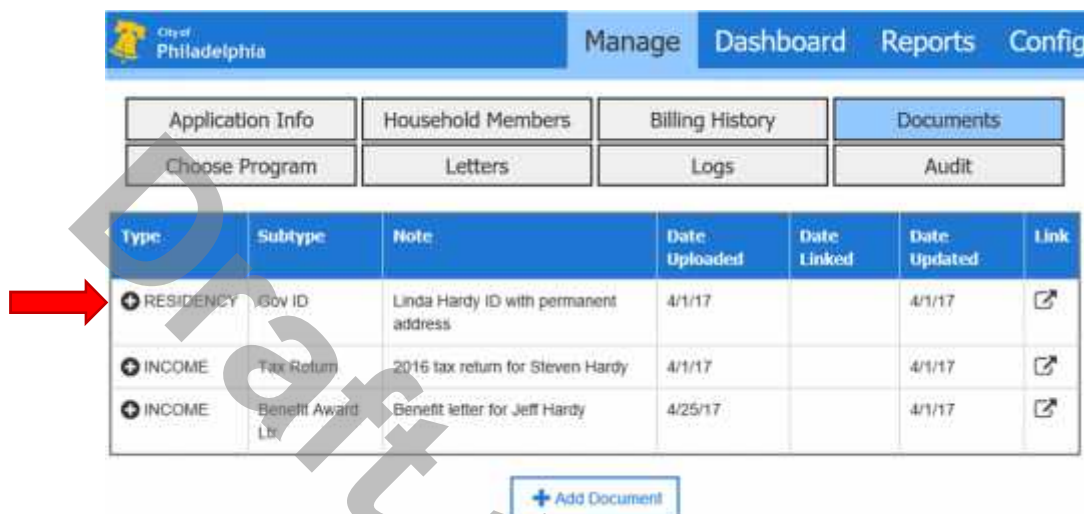
- ) History - A stored version of billing history. This should not be chosen for uploaded documents.
- ) Application - This is a stored version of the application. This should not be chosen for uploaded documents.
- ) Orphan - This is the default for orphan documents. This should not be chosen for uploaded documents.

Once the user clicks “Add Document,” the new document will be uploaded and will appear in the documents list for the application.

Type	Subtype	Note	Date Uploaded	Date Linked	Date Updated	Link
ACCOUNT	History		4/25/17		4/25/17	[icon]

### 3.4.5 Viewing and Editing Document Description

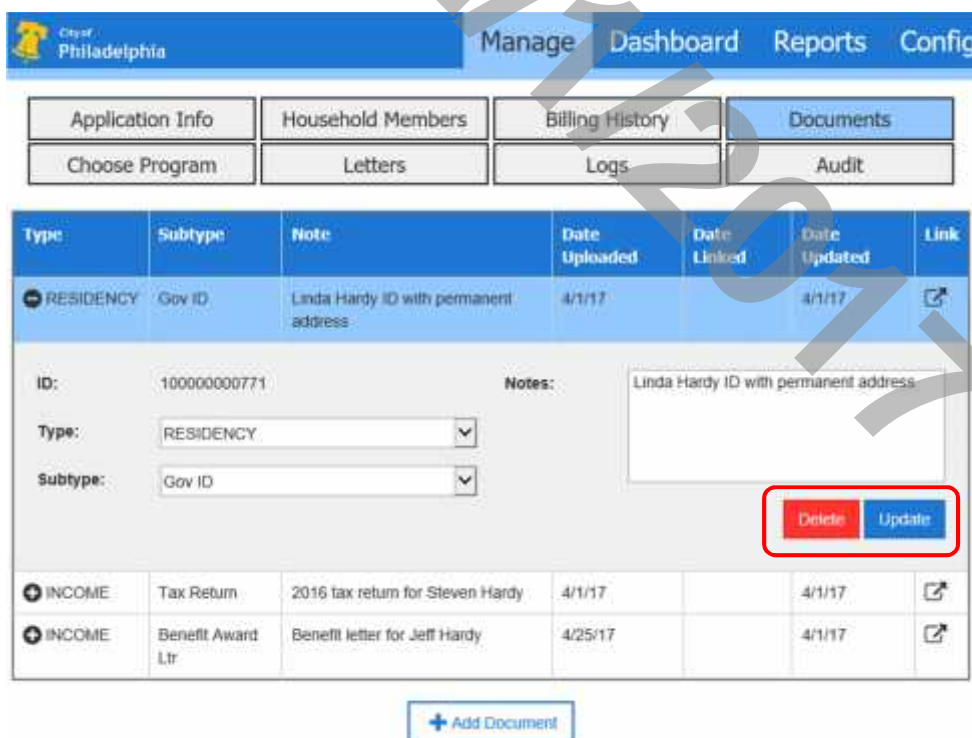
To view or change document details, such as type, subtype, and notes, select the plus (+) symbol next to the document's type.



Type	Subtype	Note	Date Uploaded	Date Linked	Date Updated	Link
+ RESIDENCY	Gov ID	Linda Hardy ID with permanent address	4/1/17		4/1/17	
+ INCOME	Tax Return	2016 tax return for Steven Hardy	4/1/17		4/1/17	
+ INCOME	Benefit Award Ltr	Benefit letter for Jeff Hardy	4/25/17		4/1/17	

[+ Add Document](#)

Make any necessary changes and click the “Update” button. The user can also click “Delete” if the document is found to be attached to the application in error.



Type	Subtype	Note	Date Uploaded	Date Linked	Date Updated	Link
+ RESIDENCY	Gov ID	Linda Hardy ID with permanent address	4/1/17		4/1/17	

ID: 100000000771

Type: RESIDENCY

Subtype: Gov ID

Notes: Linda Hardy ID with permanent address

Delete
Update

[+ Add Document](#)

### 3.5 INCOMPLETE APPLICATIONS

In case the customer does not submit all the necessary information with their application, Representatives can use the Incomplete letter template to communicate with the customer.

The Incomplete letter will list and describe the fields in the application or supporting documents that the customer still needs to fill out. After the Representative sends out the Incomplete letter to the customer, the customer has 14 days to return the completed information to WRB along with the Incomplete letter that has been signed at the bottom to certify the accuracy of the new information. If WRB does not receive the missing information within 14 days, the application is automatically denied.

A customer will only be given one opportunity to correct any missing, incomplete, or invalid information. If they fail to submit all missing information, the application will be denied and the customer will have to reapply.

#### 3.5.1 Locating the Letters tab

The Incomplete letter template can be found on the Letters tab that is part of every application.

The screenshot shows the CAMP web application interface. At the top, there's a blue header with the City of Philadelphia logo and 'CAMP' text. Navigation links include 'Manage', 'Dashboard', 'Reports', 'Tools', and a user greeting 'Hello, mary.tchamkina'. Below the header, a row of tabs is visible: 'Application Info', 'Household Members', 'Billing History', 'Documents', and 'Choose Program'. The 'Letters' tab is highlighted with a red rectangular box. Below the tabs, the 'Application Status' is shown as 'In Progress'. There's a 'Field Status' section with a dropdown menu currently set to 'All Fields Complete'. A 'Letter Template' dropdown is also present. A blue 'Generate Letter' button is located below these fields. On the right side, an 'Application Summary' sidebar is open, displaying details for application ID 100900890, including the name 'TCHAMKINA, Mary', address '2015 HANE COLEMAN PHILADELPHIA PA 19108', and contact information. At the bottom of the sidebar are 'Edit' and 'Print' buttons.

#### 3.5.2 Requirements matrix

Customer service Representatives can generate an Incomplete letter using this Letters module that is customized to the customer's particular situation. This customization is accomplished via the Requirements matrix that can be accessed from the Letters tab. There are a total of 57 fields in the application that the customer must fill out, including documentation of residency, income, and any special circumstances that are assessed in Attachments A-C of the application.

The Field Status field shows the number of fields that have been successfully completed by the customer when the application was first submitted. Click on the link to see the Requirements matrix.

**City of Philadelphia CAMP** Manage Dashboard Reports Tools Hello, mary.tchamkina

Application Info Household Members Billing History Documents Change Program

Letter ID Letter ID Letter ID Letter ID Letter ID

Application Status: In Progress

Field Status: **2 of 10 fields complete**

Letter Template: ☒ [Generate Letter](#)

**Application Summary**

ID: 100900990

Name: TCHAMKINA, MARY

Status: In Progress

Letter Code: Application Mailed

Matter Address, Date: 10/1/2019

Priority: 2019 MARCH 2019

Address: 8 BLAUNT P. LN. PA 19146

Phone:

Email:

Mailing Address: 2019 MARCH 2019 PHILADELPHIA

Ownership Status: Owner

Household ID: 1

Linkless ID: 121

[Print](#) [Request](#)



A field can have one of five statuses in the Requirements matrix:

- J N/A (Not Applicable, only relevant for fields that are not required)
- J Complete
- J Missing
- J Invalid
- J Illegible

The matrix is populated automatically with “Complete” or “Missing” statuses for each field when the application is first received. If the customer submits new information or if an orphan document is linked to the application, the Representative should manually mark the field as “Complete.” The Representative may also mark the field as “Invalid” or “Illegible” during the review. Fields marked “Missing,” “Invalid,” or “Illegible” will be used to populate the Incomplete letter.

Fields that are not required can be marked as N/A if they are missing, invalid, or illegible.

**Applicant Information**

Name:	Complete	Missing	Invalid	Illegible	N/A
Where Access Ends:	Complete	Missing	Invalid	Illegible	N/A
Email Address:	Complete	Missing	Invalid	Illegible	N/A
SSN:	Complete	Missing	Invalid	Illegible	N/A
Daytime Phone Number:	Complete	Missing	Invalid	Illegible	N/A
Property Address:	Complete	Missing	Invalid	Illegible	N/A
Mailing Address:	Complete	Missing	Invalid	Illegible	N/A
Gross Monthly Income:	Complete	Missing	Invalid	Illegible	N/A

**Household Information**

Receives Child Support:	Complete	Missing	Invalid	Illegible	N/A
Child Support Amount:	Complete	Missing	Invalid	Illegible	N/A
Household Member Name:	Complete	Missing	Invalid	Illegible	N/A
Household Member SSN:	Complete	Missing	Invalid	Illegible	N/A
Household Member Birth Date:	Complete	Missing	Invalid	Illegible	N/A
Household Member Relationship:	Complete	Missing	Invalid	Illegible	N/A
Household Member Income:	Complete	Missing	Invalid	Illegible	N/A
Signature:	Complete	Missing	Invalid	Illegible	N/A

**Customer Responsibilities**

Responsibility 1:	Complete	Missing	Invalid	Illegible	N/A
Responsibility 2:	Complete	Missing	Invalid	Illegible	N/A
Responsibility 3.1:	Complete	Missing	Invalid	Illegible	N/A
Responsibility 3.2:	Complete	Missing	Invalid	Illegible	N/A

**Income Support Provider**

Provider Name:	Complete	Missing	Invalid	Illegible	N/A
Provider Relationship:	Complete	Missing	Invalid	Illegible	N/A
Provider Daytime Phone Number:	Complete	Missing	Invalid	Illegible	N/A
Provider Address:	Complete	Missing	Invalid	Illegible	N/A



Choose “Update” at the bottom of the screen if you’ve made changes to any fields.

**Zero Income Documentation**

Cash Over \$500:	Complete	Missing	Invalid	Illegible	N/A
Real Estate Over \$10,000:	Complete	Missing	Invalid	Illegible	N/A
Securities Over \$500:	Complete	Missing	Invalid	Illegible	N/A
Assets Over \$500:	Complete	Missing	Invalid	Illegible	N/A
Hardship Description:	Complete	Missing	Invalid	Illegible	N/A
Signature:	Complete	Missing	Invalid	Illegible	N/A

**Special Hardship Claim**

Letter Code:	Complete	Missing	Invalid	Illegible	N/A
Other Description:	Complete	Missing	Invalid	Illegible	N/A
Signature:	Complete	Missing	Invalid	Illegible	N/A

**Documents**

Proof of Residency:	Complete	Missing	Invalid	Illegible	N/A
Income Documentation:	Complete	Missing	Invalid	Illegible	N/A
Attachment A:	Complete	Missing	Invalid	Illegible	N/A
Attachment B:	Complete	Missing	Invalid	Illegible	N/A
Attachment C:	Complete	Missing	Invalid	Illegible	N/A

**Update**

CAMP Version 1.2017.7.7

For a more thorough guide to filling out the Requirements matrix, see **Appendix D. Requirements Matrix Reference Guide**.

### 3.5.3 Generating the Incomplete letter

To start the process of generating the Incomplete letter, select “Incomplete.docx” from the Letter Template drop-down.

**City of Philadelphia | CAMP** Manage Dashboard Reports

Application Info	Household Members	Billing History	Documents	Choose Program
Letters	Logs	Audits		

Application Status: In Progress

Field Status: [23/55 complete fields](#)

Letter Template:

Approved.docx

Incomplete.docx

**Generate Letter**

Selecting the Incomplete template brings up the custom fields that will be used in the letter. These fields are auto-filled using the existing information in the application. They are also editable, and Representatives may edit the contents of the Missing, Invalid, and Ineligible boxes if more specific information is needed about the missing fields or documents. Click the “Generate Letter” button at the bottom of the screen to generate the letter.

**Note that this is the only time that the CSR may edit the content of the Incomplete letter.** Clicking “Generate Letter” exports the contents of the editable fields to the letter template and “freezes” them as a PDF-format document.

City of Philadelphia **CAMP** Manage Dashboard Reports

Application Info Household Members Billing History Documents Choose Program  
Letters Logs Audits

Application Status: In Progress  
Field Status: [20/20 complete fields](#)  
Letter Template: Incomplete.docx

Water Access Code: 000710447  
Customer Name: YAN H LIN  
Mail Line1: 7201 HANFORD ST  
Mail Line2: PHILADELPHIA PA 19149  
Mail Line3:  
Mail Line4:  
Property Line1: 7201 HANFORD ST  
Property Line2: PHILADELPHIA PA 19149  
Missing Items: Applicant's Email Address on Part 1 of Application  
Applicant's Daytime Phone Number on Part 1 of Application  
Ineligible Items:  
Invalid Items:  
Other Items:

**Generate Letter**

Once the letter is generated, it appears on a list in the Letters tab. The Representative may download the letter to preview it. The Representative may also edit the letter using the fields that drop down when you select the letter in the table. If you need to generate a different letter, delete any old letters first so that they don't remain in Pending status and get printed (see Section 3.5.4 below for more details). Letters cannot be deleted once they are in Sent status.

### 3.5.4 Managing and printing letters

All letters that are generated by CSRs appear in the queue in the Customer Letters tool, which can be accessed through the Tools sections of the website.



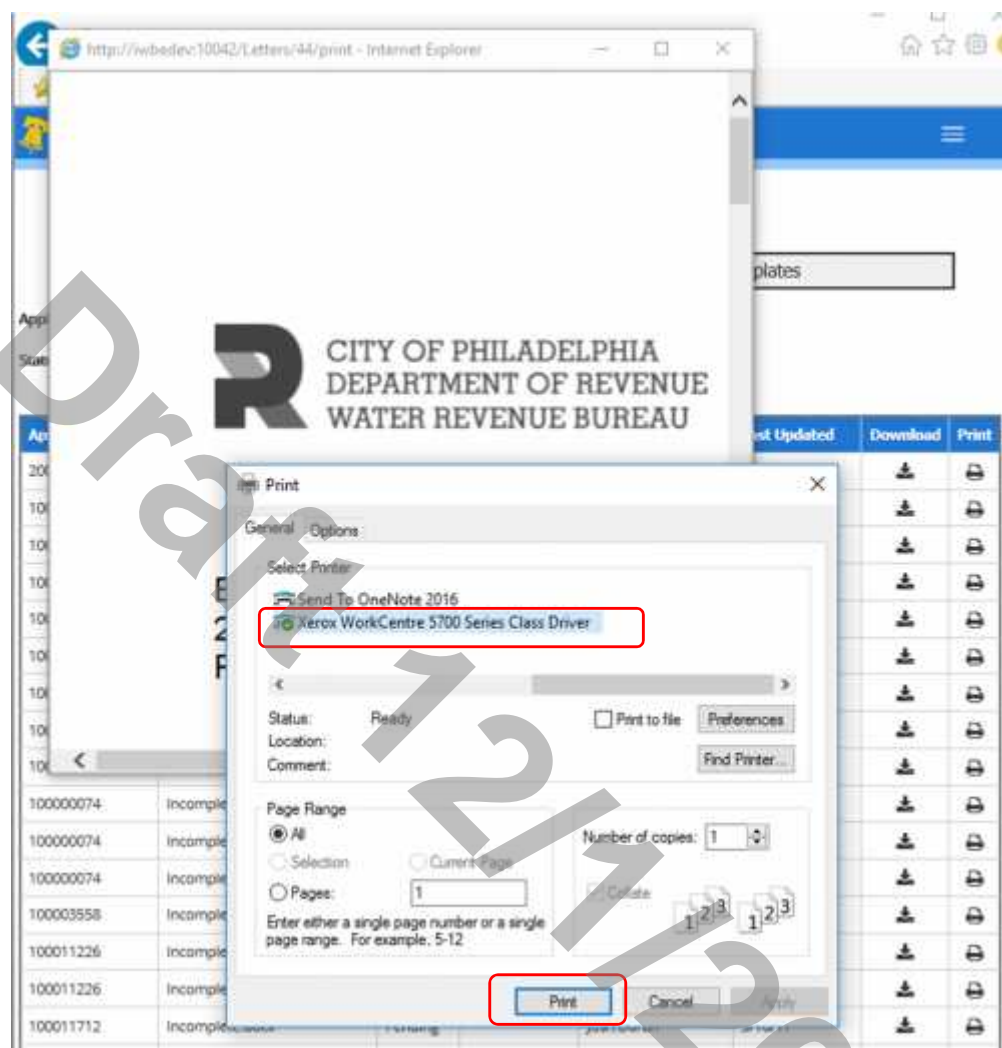
A user may search the Customer Letters queue by:

- ) Application ID number
- ) Template (type of letter, e.g., Incomplete)
- ) Letter Status (e.g., pending, printed)
- ) Person to whom the application is assigned

The user may also download the letter to review it or print it from this screen.



Clicking Print generates a separate preview window of the letter and a Print dialog box. To print the letter, select the appropriate printer and click "Print."



### 3.5.5 Enclosing a copy of the customer's application

When application fields are marked as missing, invalid or illegible, a copy of the application will also be automatically included with the letter to the customer. The application included will have the data as it exists in CAMP. It will not have any data in the signature fields. After the customer receives the letter and copy of the application in the mail, the customer will update the missing, invalid, or illegible fields in the copy of the application, and will return it to WRB along with the signed Incomplete letter.

### 3.5.6 Updating an Incomplete application

When the customer returns the updated copy of the application, the returned documentation will be processed by Vanguard and sent to CAMP as a supporting document. If the application is still in a status of Incomplete, it will change back to In Progress automatically. If additional information for an Incomplete application is added through the Orphan Documents matching process, the application status will have to be manually updated to In Progress. Upon review, the Representative should update the matrix to keep it current and to facilitate denial when warranted.

### 3.6 COMPLETING THE APPLICATION REVIEW

#### 3.6.1 Reviewed Flag

If the customer submitted all the necessary information, the application form should be complete and all the necessary supporting documents should be uploaded. The last step in the application review process is authorizing that the review is indeed complete. This step is the equivalent to the reviewer “signing off” on the application. The user can complete this step by returning to the Application Info tab and selecting “Yes” for the “Reviewed?” question. Both Representatives who are reviewing the application must complete this step in the following manner:

- ) The first reviewer must click “Yes” and fill in the decision on the application in the Reviewed Note box.
- ) The second reviewer must click “Verified” prior to being able to make a selection on the Choose Program tab or deny the application

**By clicking “Yes” or “Verified,” the user is saying that they have reviewed both the application and the attached documents, and have found the enclosed information to be sufficient to make a decision on the application.** Some applications may require additional review time. Possible complications that may arise during the application review process are described in sections 3.6.2 and **Error! Reference source not found..**



### 3.6.2 Debt Collection Records Requiring Unlinking

When a customer is approved for participation in TAP, any debt that customer has that is not in a debt collection record will be linked to the TAPHLD debt collection record. If the customer has debt in an existing record of some type (all but BNKRPT07, BNKRPT11, BNKRPT13, CITY, LIHEAP, and UESF), that debt needs to be unlinked from the existing record before TAP approval can happen, so that it is linked appropriately upon approval. The first reviewer in the two-step process will not have to unlink debt. If the second reviewer makes the same choice, he or she will see a “Conditional Status” of Approved and will receive a warning that debt must be unlinked from a record. See Appendix E for more information on the 2-Step Review process.

#### 3.6.2.1 Management of Records Requiring Unlinking

1. Whenever User 2 clicks the button to select a TAP plan for an applicant, logic is triggered to check if the account has any debt collection records (DCRs) that need to be unlinked.
  - a. If there are debt collection records, CAMP does not allow the record to get updated to APPROVED. Instead an exception message is generated, ‘**This account has linked Debt Collection Records. This debt must be unlinked before the TAP program may be selected.**’

The screenshot displays the 'Choose Program' interface. At the top, there are tabs for 'Application Info', 'Household Members', 'Billing History', 'Documents', 'Choose Program' (active), 'Letters', and 'Notes'. Below the tabs is a table of programs with columns 'Program' and 'Monthly Amount'.

Program	Monthly Amount
⊕ TYPICAL STD BILL + STD PA	\$696.00
⊕ TYPICAL STD BILL + LONG STD PA	
⊕ TAP	\$12.00
⊕ SENIOR CITIZEN'S DISC	
⊕ WHEEL	

Below the table, a red error message box states: "This account has linked Debt Collection Records. The debt must be unlinked before the TAP program may be selected."

At the bottom, there is a summary of account information:

Account Balance:	\$7,916.02	Monthly Income:	\$0.00
Household Size:	1	Percent at Risk:	11%
Is Landlord:	No	Previous Plan:	
Is Senior:	No	Previous Plan End:	
Meter Size:	5/8	Usage Average:	0.00
Ownership:	None	Usage Predicted:	1.00

On the right side, the 'Application Summary' sidebar shows the following details:

- ID: 100001507
- Name: CHRISTINE CAMERON
- Status: In Progress
- Letter Code: Application Received
- Conditional Status: Approved
- Conditional Letter Code: 1A1
- Water Access Code: 000014152
- Property: 3020 AMBERLIS PHILADELPHIA PA 19134
- Phone:
- Email:
- Mailing Address: 3626 RICHMOND ST APT 1A APT 1A PHILADELPHIA PA 19134
- Ownership Status: Owner
- Household: 1
- Children Under 18: 0

At the bottom of the sidebar are 'Print' and 'Export' buttons.

2. The first of two reviewers in the two-step process will not be required to unlink debt collection records prior to program approval. However, the second reviewer will be required to do so. If a TAP representative comes across an application that requires DCRs to be unlinked prior to program approval, the representative will send an email to the TAP Unit's DCR specialist, asking them to unlink the existing DCRs for that applicant.

3. Unlink debt in the following debt collection paths by changing the path's Stage to "Closed":
  - a. ALL1 (ALL1), any Stage
  - b. PRE10K (Pre 10K-Letter Sent), any Stage
  - c. VACANT (Vacant Properties and Lots Debt), any Stage
  - d. PENN (PENN), any Stage
  - e. RCB (Revenue Collection Bureau), any Stage
4. Unlink the following debt collection path by unlinking transactions but not changing the Stage:
  - a. MUNICORT (Municipal Court 150-10000), Stage "Available for Action"
5. The following debt collection paths are not expected to come up, but if they do, unlink the following DCRs by changing the Stage to "Closed":
  - a. GILA (GILA Corporation), any Stage
  - b. NCO (National Collection Org), any Stage
  - c. OBE (Obermayer Rebmann Maxwell Hippel), any Stage
  - d. OLD-WRAP (Segregate Old WRAP Debt), any Stage
  - e. PHDC (Pennsylvania Housing Dev. Corp.), any Stage
  - f. PRO (Progressive), any Stage
  - g. RDA (Redevelopment Authority), any Stage
  - h. TAGT1 (Transition Agent 1), any Stage
  - i. TAGT2 (Transition Agent 2), any Stage
6. Do NOT unlink debt in the following debt collection paths. Rather, email the person(s) indicated and await a reply. The application should be set to a status of "Exception" while awaiting a response. The response should indicate whether the debt has been unlinked, the application must be denied, or the application should be processed without considering this debt.
  - a. LAW (Law Department), any Stage
    - i. Email Shari Outen
  - b. MUNICORT (Municipal Court 150-10000), any Stage other than "Available for Action"
    - i. Email Shari Outen
  - c. OLD-BNKR (Segregate Old Bankruptcy Debt), any Stage
    - i. Email William Holmes
  - d. RCB10K (Revenue Collections Bureau >10k Accounts), any Stage
    - i. Email Debbie Middleton and Shawn Heslin
  - e. SH-WATER (Sheriff Sale - Water), Stage "Sold"
    - i. Email Earle Williams and copy Monica Hill
  - f. SH-WATER (Sheriff Sale - Water), Stages other than "Sold"
    - i. Email Aurelia Harrell and Debbie Middleton
7. Do NOT unlink debt in the following debt collection paths. Rather, email Earle Williams and await a reply.
  - a. SH-LIEN (Sheriff Sale - Lien), any Stage
  - b. SH-MRTGE (Sheriff Sale - Mortgage), any Stage
  - c. SH-TAX (Sheriff Sale - Tax), any Stage
  - d. SH-TAXCL (Sheriff Sale – Tax Collection), any Stage
  - e. UNDO (Undo a previous incorrect link or judgement), any Stage
  - f. UNDOLIEN (Undo a previous incorrect link), any Stage
8. No action should be taken on debt in the following debt collection paths:

- a. BNKRPT07 (Bankruptcy – Chapter 7), any Stage
  - b. BNKRPT11 (Bankruptcy – Chapter 11), any Stage
  - c. BNKRPT13 (Bankruptcy – Chapter 13), any Stage
  - d. CITY (City Grant), any Stage
  - e. CRISIS (Crisis Grant), any Stage
  - f. LIEN (Lien on Outstanding Charges), any Stage
  - g. LIHEAP (LIHEAP Grant), any Stage
  - h. UESF (Utility Emergency Services Fund Grant), any Stage
9. Once the DCRs are unlinked, the TAP Unit's DCR specialist will notify the representative assigned to the application, who in turn can continue with program decision.
  10. The representative will go back to that application's Choose Program screen, select TAP again, and click "Approve." Approving an application for TAP will create a new TAPHLD record that will retain all the customer's eligible debt and protect it from enforcement while the customer is enrolled in TAP.
  11. The TAP Unit's DCR specialist will collect the customer and DCR information of the unlinked or closed DCRs for tracking purposes. The report should contain the following information and should be shared with RaVonne and TAP supervisors:
    - a. Account and type of DCR
    - b. Stages, before and after change
    - c. Dollar amount of each DCR
    - d. Date when the stage was changed

### 3.6.2.2 Unlinking Debt Collection Records in basis2

There are 24 debt collection record types that auto unlink all transactions when the debt collection stage is updated in basis 2 to the stages in Table 3 below:

Table 3. Debt Collection Stages in basis2

DEBT_COLL_PATH	DEBT_COLL_STAGE
ALL1	CLOSED
CACI	CLOSED
GILA	CLOSED
LINEBAR	CLOSED
MUNICORT	REMOVE
MUNICORT	DISMISSD
MUNICORT	CLOSED
NCO	CLOSED
OBE	CLOSED
OLD-BNKR	CLOSED
OLD-WRAP	CLOSED
PENN	CLOSED
PHDC	CLOSED
PRE10K	CLOSED
PRO	CLOSED
RCB	CLOSED
RCB10K	CLOSED



RDA	CLOSED
SH-WATER	CLOSED
TAGT1	CLOSED
TAGT2	CLOSED
TAPHLD	TAPCANCL
TAPHLD	TAPCLOSE
VACANT	CLOSED

Draft 12/1/2017

On the Debt Collection screen in basis2, changing the Debt Collection Stage to **Closed** will auto unlink transactions for most paths. (See Table 3 for other cases.)

[illegible]

If changing the Debt Collection Stage does not automatically unlink the transactions, click on the Link/Unlink Trans button, and then click on the Unlink All button to unlink transactions from the Debt Collection record.

Debt Collection Transaction Details

Debt Coll Ref No: 91015017511 Debt Date From: 04/01/2017 To: 11/17/2016

Customer: CUD909020 STENWART T WILEY

Installer: IND05041728 2224 RUFFNER ST 19140 (0578978002224002) 131424700

Supply Type: WATER Currency: USD

Link/Unlink Trans: **Unlink All**

Trans Key	Task Code	Tran Date	Total Amount	Balance Amount	Dispay Code	Received Code	Link/Unlink
IVD1002009	LN	04/01/2017	10.00	10.00			<input type="checkbox"/>
D122319748	PMLTYINT	11/21/2016	4.63	4.63			<input type="checkbox"/>
H11051914646	HII	11/17/2016	14.12	14.12			<input type="checkbox"/>
D122090200	PMLTYINT	10/20/2016	4.51	4.51			<input type="checkbox"/>
B1061319919	BILL	10/19/2016	14.12	14.12			<input type="checkbox"/>
H11061723568	HII	08/18/2016	14.12	14.12			<input type="checkbox"/>
D121001635	PMLTYINT	09/16/2016	4.45	4.45			<input type="checkbox"/>
D121661508	PMLTYINT	08/18/2016	4.38	4.38			<input type="checkbox"/>
B1060126525	BILL	08/16/2016	14.12	14.12			<input type="checkbox"/>
H1105959929	HII	07/19/2016	14.70	14.70			<input type="checkbox"/>
D121410050	PMLTYINT	07/10/2016	4.26	4.26			<input type="checkbox"/>
D121211848	PMLTYINT	06/17/2016	4.17	4.17			<input type="checkbox"/>
H11058931447	HII	06/16/2016	14.15	14.15			<input type="checkbox"/>

Normal Receipting

Allow DEBL transactions to be included in account balance transfer

Allow DEBL transactions to be included in account processing

The check marks to the right of the screen under the Link header should now all be unchecked. Save the changes made and close the details screen to get back to the Debt Collection screen. The Representative will find the Total Debt and Outstanding fields now set to 0.00.

#### 3.6.2.2.1 UESF Records

Customers must meet with UESF to determine grant eligibility. If the customer qualifies for a grant, UESF notifies WRB, and a DCR gets created in basis2. This DCR will **NOT** be unlinked for the balance to become part of the protected TAPHOLD balance as WRB expects to receive the funds from UESF shortly.

Below is an example of a customer who has been awarded a \$2,000.00 UESF grant, but where the grant has not yet been paid (received from UESF).

Debt Collection Ref No: 9101805005      Receiv Ref No: 9101805005

Customer Ref No: CU0881680      JEAN M MATTHEWS

Address: 1032 MASCHER ST 19122      102454200010320011      103090500

Supply: WATER

Debt Collection Path: UESF      Utilities Emergency Services Fund Grant      1

Debt Collection Status: APPROVED      Grant Approved      11/02/2016 10:57:39      Need: 0.00

Debt Term - From: 11/02/2016      To: 11/02/2016      Total Debt: 2000.00      Outstanding: 2000.00

Principals: 2000.00

Monthly: 0.00

User: 0.00

Amount: 0.00

Reason: Court

Warrant Status: 0.00

Warrant Type Code: 0.00

Execution Reference: 0.00

Pay Advice Amt: 0.00

Buttons: Link to Link Trans, Related Cases, Edit / Stage History

When the UESF grant is ready, the organization sends funds directly to WRB. This payment is applied to the customer's account.

The screen shot below shows a payment against a UESF grant. These payments are stored as REMITPRO transactions, and can be distinguished from other REMITPRO payments because of the text "UESF" at the beginning of the transaction description. The description may be spelled as UESF, USEF, U.E.S.F., or U.S.E.F. If you are searching for the transaction, you may need to use these possible search terms.

### 3.7 GETTING HELP/ APPLICATION ROUTING

Applications can be marked for Manager Review to get additional assistance from a Manager.

#### 3.7.1 Audit Information

Managers and Supervisors can look in the Audit tab for each application to view changes that have been made to that application's data.

When a change has been made to an application's data, an entry is created on the Audits tab that displays the time and date of the change, the table and column where the information is stored in the database, the old and new values, and the user who made the change.



1. Change the status to Exception with the reason code “Translation needed”
2. Flag the application for Supervisor review
3. Supervisor will download the scanned PDF of the application and send to RaVonne Muhammad, who will forward to Laura Copeland (PWD) for translation.

Once the translation is provided, the reviewer can continue with application review.

### 3.8.3 Special Investigations

Applications that are awaiting a SPIN investigation should be set to a status of “Exception” with the reason code “Special Investigation” until a response comes back.

### 3.8.4 Tenants and Landlords

#### 3.8.4.1 Tenant USTRA Certification

A new tenant may certify as an USTRA tenant and not become a water customer. In this case, basis2 changes the installation type to UC10, and the customer who was previously a resident at the property is no longer a resident. Supervisors will receive an email from basis2 when TAP customers become UC10. These customers will no longer be eligible for TAP, but they can have a payment agreement set up if necessary (see Section 3.8.4.3).

#### 3.8.4.2 New Tenant Customers

When the tenant requests customer status, Intake raises a call for the Low Income Unit. A landlord has 20 days to refuse the tenant's request to become a customer.

#### 3.8.4.3 Landlord Agreements

Landlord agreements will not be set up initially, but they will result when a regular TAP customer (in group 1 or 2) gets a tenant at the property. TAP Landlord (TAPLLRD) agreements are temporary. The LIU will contact the now-landlord within 20 days of the new tenant's request and propose to the landlord to be put into an extended payment arrangement. After working that out with the customer, the LIU will cancel TAPLLD enrollment and set up a payment agreement with the customer for any arrears.

The transition between TAP and TAPLLRD is shown in the screenshots below.



In this example, the account began in TAP1. Once the tenant moved in, basis2 automatically moved the account to TAP5 (TAPLLRD), which is the Landlord Payment Agreement group.

**Customer:** CUM003130 SHAKUR ALEYA & TAHEARA 4TAP INC  
**Balance:** 4267.34 1014 W CHAMPLIST AVE 19141 [C132228001014001] 171202900

**Account:** 000076852 Balance 4267.34 Debt Coll Balance 2927.19 Installation 00000764076 Inst Type 11 Supply WATER Status Current Calls Refund

**Installation Address:** 1014 W CHAMPLIST AVE 19141 [C132228001014001] 171202900 LL-TEN

**Payment Plan:** 9500606844  
**Standard Payment Plan:** TAPLLRD  
**Start Date:** 10/06/2016  
**Plan Supply Type:** WATER  
**Next Direct Debit Date:** 12/18/2030

**Back Debt Only Plan Details**

**Payment Frequency:** M1 1 Mon  
**First Payment Expected:** 11/05/2016  
**Number of Payments:** 181  
**Payment Profile:** TAP.PLL TAP P

**Back Debt Plan Summary**

**Back Debt:** 4267.34  
**Plan Amount:** 4272.00

**Payment Details - 9500606844, SHAKUR ALEYA & TAHEARA**

Due Date	Payment Amount	Amount Outstanding Paid	Amount Or De-Allocated	Date Fully Paid	Highest Letter No.
10/16/2030	12.00	0.00	12.00		
11/19/2030	12.00	0.00	12.00		
12/18/2030	12.00	0.00	12.00		
01/21/2031	12.00	0.00	12.00		
02/19/2031	12.00	0.00	12.00		
03/19/2031	12.00	0.00	12.00		
04/18/2031	12.00	0.00	12.00		
05/19/2031	12.00	0.00	12.00		
06/18/2031	12.00	0.00	12.00		
07/18/2031	12.00	0.00	12.00		
08/19/2031	12.00	0.00	12.00		
09/18/2031	12.00	0.00	12.00		
10/20/2031	12.00	0.00	12.00		
11/20/2031	2107.34	0.00	2107.34		

**Description of Highest Letter No.:**

The Choose Program tab in CAMP reflects that the account is currently active in the TAP Landlord Payment Agreement program.

**Choose Program**

Program	Monthly Amount
TYPICAL STD BILL + STD PA	
TYPICAL STD BILL + LONG STD PA	\$131.50
<b>TAP</b>	<b>\$12.00</b>
SENIOR CITIZEN'S DISC	
WRBOG	\$263.96

The TAP program is active:

Account Balance:	\$4,243.34	Monthly Income:	\$0.00
Household Size:	10	Percent of FPL:	0 %
Is Landlord:	No	Previous Plan:	WRBOG
Is Senior:	No	Previous Plan End:	3/15/17
Meter Size:	5/8	Usage Average:	8 ccf
Hardship:	None	Usage Predicted:	13 ccf

**Application Summary**

ID: 100000107  
 Name: SHAKUR ALEYA & TAHEARA  
 Status: Active  
 Letter Code:  
**Program Type: TAP Landlord PA**  
 Water Access Code: 000076852  
 Property: 1814 W CHAMPLOST AVE  
 PHILADELPHIA PA 19141  
 Phone:  
 Email:  
 Mailing Address: 1814 W CHAMPLOST AVE  
 PHILADELPHIA PA 19141  
 Ownership Status: OWNER  
 Household: 10  
 Children Under 18: 0

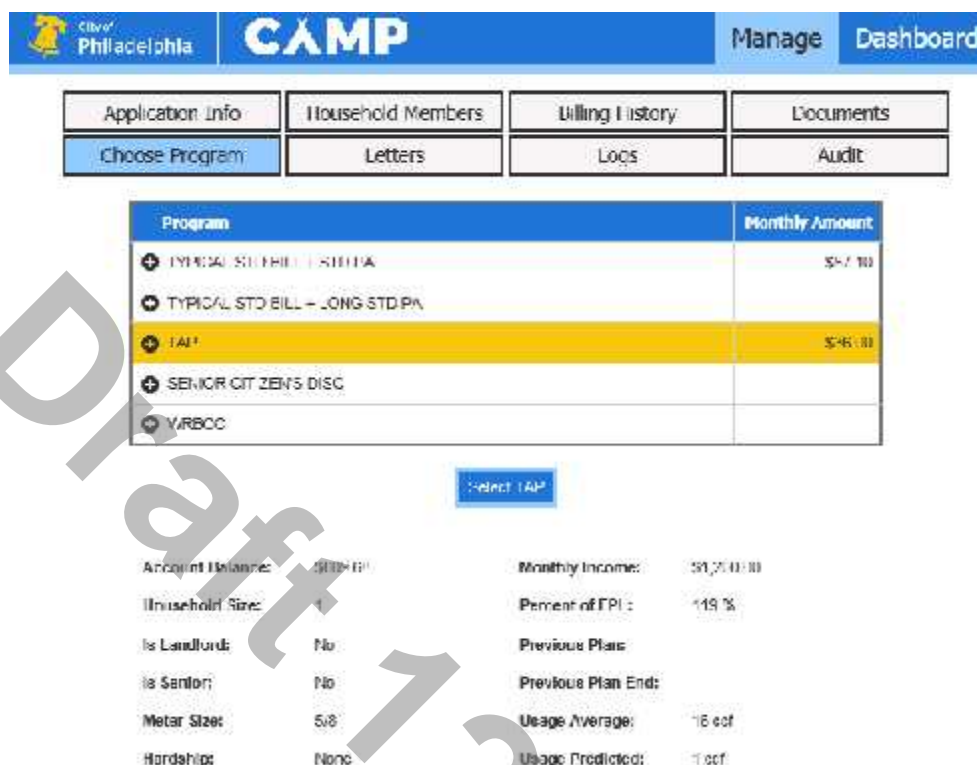
Print Export

Customers with the initial Ownership status of Landlord in basis2 can request an assistance application, though they would not be eligible for TAP. Once received, their application will be denied for TAP due to residency guidelines.

### 3.9 PROGRAM SELECTION

After completing the plan review and determining that the application is complete and correct, you can choose a program for the customer using the "Choose Program" screen.





Program	Monthly Amount
+ TYPICAL STD BILL - STD PA	\$47.00
+ TYPICAL STD BILL - LONG STD PA	
+ TAP	\$46.00
+ SENIOR CIT ZEN'S DISC	
+ VRBOC	

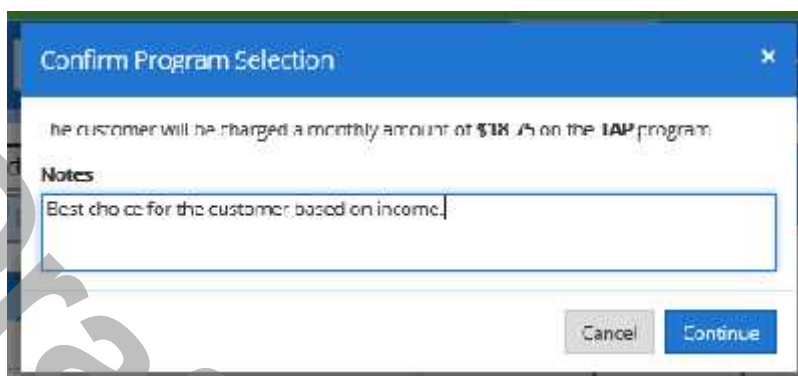
Select TAP

Account Balance:	\$0.00	Monthly Income:	\$1,700.00
Household Size:	1	Percent of FPL:	119 %
Is Landlord:	No	Previous Plan:	
Is Senior:	No	Previous Plan End:	
Meter Size:	5/8	Usage Average:	16 ccf
Hardships:	None	Usage Predicted:	1 ccf

This screen will show you the calculated bill for each program for which the applicant is eligible. See Appendix A for how each program option is calculated. The selection on this screen will default to the lowest bill.

1. Choose the most affordable option for the customer.
2. If the customer has the same predicted monthly bill under two or more programs, select TAP for the customer since it will provide additional benefits.
3. Click the "Select (Insert Program)" button underneath the Program options table.

4. A confirmation message will pop up. Click “Continue” to finalize the approval, or click “Cancel” to go back. Leave a note if needed.



Confirm Program Selection

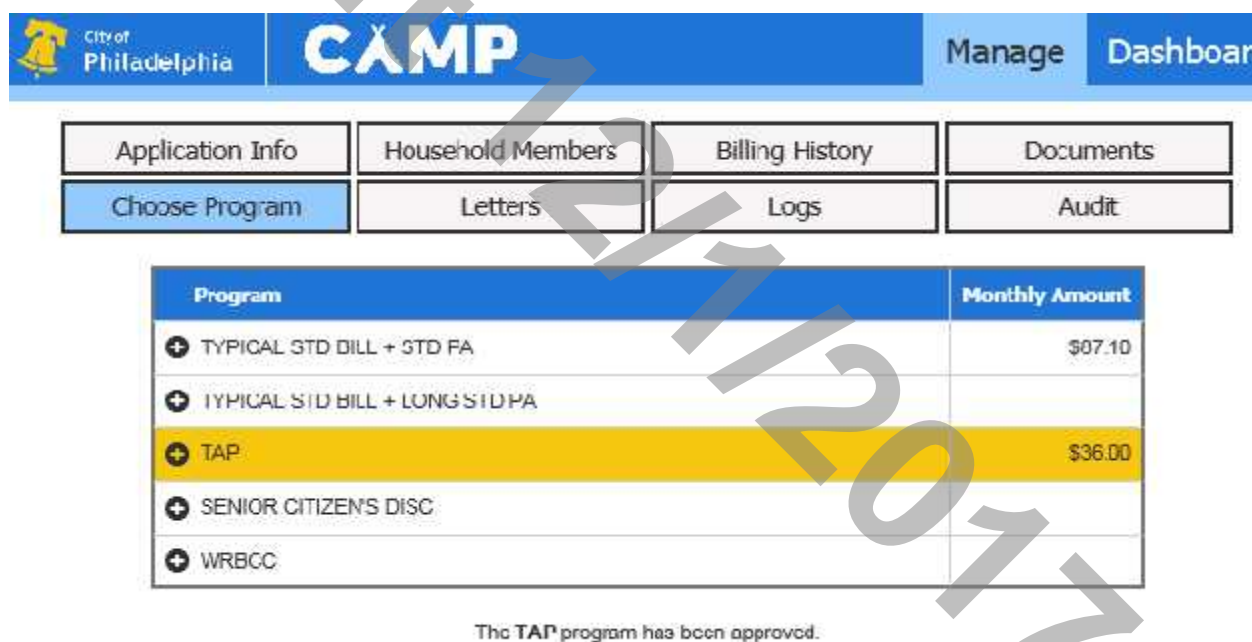
The customer will be charged a monthly amount of \$18.75 on the TAP program.

Notes

Best choice for the customer based on income.

Cancel Continue

5. The customer is now approved for the program you selected.



City of Philadelphia CAMP Manage Dashboard

Application Info	Household Members	Billing History	Documents
Choose Program	Letters	Logs	Audit

Program	Monthly Amount
+ TYPICAL STD BILL + STD FA	\$07.10
+ TYPICAL STD BILL + LONG STD PA	
+ TAP	\$36.00
+ SENIOR CITIZEN'S DISC	
+ WRBCC	

The TAP program has been approved.

6. If you have selected any program other than TAP or the Senior Citizen Discount, see Section 3.10 for further processing steps.

#### 3.9.1 Confirmation of Approved Program in basis2

Customers' program approvals are visible in basis2 through the following ways.

- J For customers enrolled in Standard TAP (either with or without a hardship), the green indicator on the Call Center Inquiry screen display TAP ACTIVE, as shown below.

TAP:(ACTIVE-02/04/13)

- J Senior Citizen discount – customer type is changed to “D”

- )] Extended payment agreement – payment agreement of type LONGSTD is created
- )] Landlord TAP – payment agreement of type TAPLLRD is in place
- )] WRBCC recertification – new WRBCC payment agreement is created

### 3.10 APPLICATION DENIAL

An application should be denied when a customer does not meet the income, residency, or hardship criteria, or when a customer has not provided enough information to make that determination. For applications that are submitted on properties with installation types of '09', '10', or '14' through '33', the application should be denied and the Letter Code should be "Inst Type Not Eligible." This is also appropriate for installation '12' and '13' when SPIN's investigation concludes that multiple families live at the property. In addition, use this code for applications on stormwater-only accounts and for group accounts with no seniors living at the property (group accounts could be eligible for Senior Citizen's Discount).

Completed applications that are submitted by a customer who does not meet the income eligibility requirement should be denied with Letter Code "Income Guidelines."

Completed applications that are submitted by a customer who does not meet the residency requirement should be denied with Letter Code "Residency Guidelines."

Applications submitted with sufficient proof of income by a customer who does not meet the income eligibility requirement, and that do not include proof of residency should be denied with Letter Code "Income and Residency Guidelines." Other Application Letter Code options for denied applications are shown below.

<b>Application Status Code:</b>	Denied <span style="float: right;">▼</span>
<b>Application Letter Code:</b>	<div style="background-color: #0070C0; color: white; padding: 2px;">Income guidelines</div> <div style="padding: 2px;">No proof of income</div> <div style="padding: 2px;">Invalid proof of income</div> <div style="padding: 2px;">Special Hardship</div> <div style="padding: 2px;">Residency Guidelines</div> <div style="padding: 2px;">Residency Proof</div> <div style="padding: 2px;">Missing POI and POR</div> <div style="padding: 2px;">Missing POI and invalid POR</div> <div style="padding: 2px;">Invalid POI and Missing POR</div> <div style="padding: 2px;">Income and Residency Guidelines</div> <div style="padding: 2px;">Missing information not submitted</div> <div style="padding: 2px;">Inst Type Not Eligible</div> <div style="padding: 2px;">Denied - Regular Better</div>
<b>Daytime Phone:</b>	
<b>Email Address:</b>	
<b>Mailing Address:</b>	
<b>Ownership Status:</b>	

#### 3.10.1 Denial for Incomplete Applications

When an application is incomplete and 14 calendar days have passed, and the customer has not provided the missing application requested, the application can be denied.

CAMP will automatically monitor for applications that have been in Incomplete Status for 16 days or more, and automatically deny them. The Denial will be based on the missing information as noted in the Requirements Matrix.

Work through the following list in order until you reach a denial reason that is appropriate for this application. If more than one reason applies, use the reason listed earlier on the list.

CONFIG_CODE	CONFIG_SHORT_DESCR	CONFIG_LONG_DESCR
COMB04	Income and Residency Guidelines	Household income is above the income guidelines <b>and</b> no special hardship was claimed and application did not provide sufficient or valid proof of residency at service location.
COMB01	Missing POI and Missing POR	Application was submitted without required proof of income for one or more household members <b>and</b> without proof of residency for the applicant.
COMB02	Missing POI and Invalid POR	Application was submitted without required proof of income for one or more household members <b>and</b> with invalid proof of residency for the applicant.
COMB03	Invalid POI and Missing POR	Application was submitted with invalid proof of income for one or more household members <b>and</b> without proof of residency for the applicant.
COMB05	Invalid POI and Invalid POR	Application was submitted with invalid proof of income for one or more household members <b>and</b> invalid proof of residency for the applicant.
INC02	Missing Proof of Income	Application was submitted without proof of income for one or more household members.
INC03	Invalid Proof of income	Proof of income is invalid or outdated for one or more household members.
HS01	Special Hardship	Application did not include adequate documentation to qualify for special hardship.
RS02	Missing Proof of Residency	Application was submitted without required proof of residency for the applicant.
RS03	Invalid Proof of Residency	Application did not provide sufficient or valid proof of residency at service location.
FORM01	Missing information not submitted	Application was submitted with incomplete or missing fields and the requested information to complete the form was not received.

### 3.10.2 Denial for Customers when a Regular Bill is Better

Customers will be denied from the program(s) when the evaluation concludes that the regular bill is better for that customer. This option is chosen in the “Choose Program” screen, but it is technically a denial and the Letter Reason Code chosen is “Denied – Regular Better.” In CAMP, the selection would look like this:

Program	Monthly Amount
TYPICAL STD BILL	\$36.29
TAP	\$64.00
SENIOR CITIZEN'S DISC	
WRBCC	

Select TYPICAL STD BILL

Account Balance:	\$0.00	Monthly Income:	\$1,600.00
Household Size:	1	Percent of FPL:	159 %
Is Landlord:	No	Previous Plan:	

## 4 PROCESSING STEPS FOLLOWING PLAN SELECTION

### 4.1 STANDARD PAYMENT AGREEMENTS

The reviewer should always select the option that produces the lowest bill for the customer. Customers for whom a standard agreement (12 months) on top of current charges is the best option will be denied from any program for this reason, as described in Section 3.10.2.

Program	Monthly Amount
<input checked="" type="radio"/> TYPICAL STD BILL + STD PA TYPICAL STD BILL Amount STD PA Amount STD PA Months <i>Typical standard bill</i>	\$135.46 \$74.06 \$61.40 12
<input type="radio"/> TYPICAL STD BILL + LONG STD PA TYPICAL STD BILL Amount LONG STD PA Amount LONG STD PA Months <i>Typical standard bill</i>	\$203.00 \$74.06 \$128.94 6
<input type="radio"/> TAP	
<input type="radio"/> SENIOR CITIZEN'S DISC	

The reviewer should always select the option that produces the lowest bill for the customer. In this case, they would select “TYPICAL STD BILL + STD PA.” This would technically deny the customer from participating in TAP, but would result in the lowest monthly payment for the customer, which would likely be preferable.

Based on your assessment of the customer’s outstanding balance, place them on a payment agreement per existing policies. The customer will automatically get a letter in the mail describing the terms of their agreement.

#### 4.2 INCOME-BASED PAYMENT AGREEMENTS

For customers with incomes that are 151% to 250% FPL, CAMP will calculate payment agreement terms. Other customers are eligible for an Income-based Payment Agreement per Chapter 1 of the City of Philadelphia Regulations.

#### 4.3 WRBCC

***Beginning July 1, 2017, customers will not be able to be approved for WRBCC without already being enrolled in the program. Only existing WRBCC customers can re-certify for WRBCC; customers applying for assistance for the first time are not eligible for WRBCC.***

If the Program Selection tab reveals WRBCC as best option for a re-certifying customer, the Representative will follow the steps outlined below:

1. Leave the application status as In Progress.
2. Print the reviewed customer application and print the Select Program screen. Bind the printed materials as a customer file.
3. Hand over the customer file to the designated WRAU team member.
  - a. A WRAU team member will process the application.
  - b. If the WRAU team member finds that the customer is approved for WRBCC, they will enter that information into the WRAP2 database.

- i. As per existing WRBCC standard operation procedures, if the customer has an outstanding WRBCC balance, it must be cured within 14 days for the customer to become recertified. In this case, the Representative should send the customer a letter requesting the cure amount be paid.
- c. Enter the WRBCC amount *as calculated in CAMP and shown on the printed screen* along with other required information into WRAP2.
- d. WRAP2 will communicate to basis2 to set up WRBCC Plan with no City Grant.
- e. WRAU team member will send an approval letter to customer.
- f. WRAU team member will communicate to the CSR that the WRBCC plan has been approved.
- 4. Once the customer is approved for WRBCC by the WRAU team, the Representative will select "WRBCC" as the program for customer, which will automatically change the application status to "Approved."

If a customer breaches their WRBCC agreement, fails to re-certify, or fails to cure any outstanding WRBCC amount, the customer will be assigned to the next best program option in CAMP. WRBCC may still show up as an option in CAMP, but it should not be chosen.

## 5 HANDLING DISPUTES

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### 5.1 PARTICIPATION DISPUTES

Once a customer has been placed in TAP, a customer may dispute their bill amount.

When the customer calls in to dispute their participation, the call center should direct them to call the TRB at 215-686-5216 or visit the TRB website, [www.phila.gov/trb](http://www.phila.gov/trb), where a petition can be downloaded. Once the TRB unit has been notified of a dispute:



1. The TRB unit of WRB will raise the TAP participation dispute code in basis2.
  - a. Rep/Enq1: DISPUTE
  - b. Type: TAPDISP (stands for "TAP Participation Dispute")

Call Key: 03433/487 Entered: 10/20/2017 10:41:10 Updated: 10/20/2017 10:41:10

Rep/Enq 1: DISPUTE

Type: TAPDISP TAP Participation Dispute Status: To be Reviewed

Counter: COUNTER Counter

Customer: CU1107113 Name: KATRINA CRUTCHFIELD Address: 267 531 0009

Description: 10/20/2017 10:41:10 JOSHUA HOKAN Customer believes that their bill should be less

History: 10/20/2017 10:41:10 JOSHUA HOKAN Customer believes that their bill should be less

Customer	Installation	Account	Application	Disposition
CU1107113	KATRINA CRUTCHFIELD	CL5		
IN002227700	2000 JASPER ST 19134	CL5		
AC01115150	Water			
App. order				
Meter				
Work Order				
Specs. Rdg				
Pay Plan				
Cost In				

Customer Installation Account Application Disposition

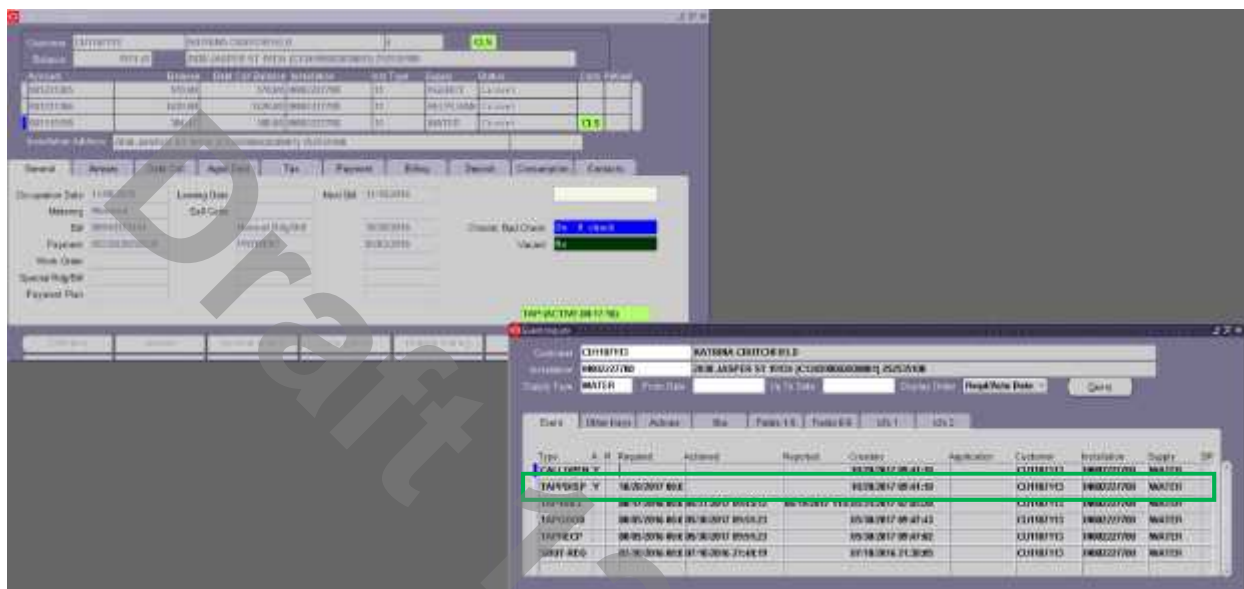
PayPlan ChargeExt SpecReed MeterWork Supply Agreement

Dispute Tran Bill Request Cost Informed Dig It Call Pending Hearing

2. The Representative will get a call key when saving the call.
3. If there are bills or other transactions to dispute (for example, prior bills at the objected rate), hit the "Dispute Tran" button on the bottom left of the screen and select the disputed bills (all prior TAP bills).



- After returning to the Call Center screen, the CLS highlight is now visible for the outstanding dispute call.



- The TAP status field is not yet changed to DISPUTE because the TAPDISP event is not processed. In production, events are processed every 10 minutes. Once processed, you will see the following:



If a dispute is raised before the first bill, no call will be raised to indicate Active TAP status (TAP1BILL). Rather, the TAPDISP call will remain. Bills will still be generated and sent as scheduled during the dispute period.

### 5.1.1 Resolving the Dispute in the Customer's Favor

1. Revisit the dispute call in basis2. Usually this is the current highlighted call, which is brought up automatically.
2. Set the call status to Completed.
3. The Manager or Supervisor in the TRB unit at WRB will then set the call completion event to TAPC-CCE indication resolution in favor of the customer. When you tab out of the completion event type field, the TAP extra field popup occurs.
4. Fill in the new details. For the case in the screenshot below, the Representative only needs to enter the new amount of the bill. For other cases, the Representative may need to change the group number and enter a new bill amount. If the customer is being put in Group 1, 2, or 3, the amount of the TAP bill or payment agreement should be entered into the "TAP New Bill Amount" box. If a customer is being put in Group 4, Senior Citizen Discount, TRB should update the customer code to "D" and request a manual adjustment.
5. Save the changes.

The screenshot displays the TAPC-CCE (TAP Participation Dispute) resolution screen. The call log shows a dispute for a customer named KATRINA CRUTCHFIELD. The status is set to 'Completed' (highlighted with a green box and labeled '2'). The type is set to 'TAPC-CCE' (highlighted with a green box and labeled '3'). The 'TAP Details' popup is open, showing the 'TAP New Bill Amount' field set to '12' (highlighted with a green box and labeled '4'). The 'TAP Details' popup also includes fields for 'All New Group Number' and 'TAP Representative'.

6. When you return to the Call Center Inquiry screen, the call highlight is no longer visible because the call is not outstanding.

**Call Case Inquiry**

Customer: CU1187113 KATRINA CRUTCHFIELD 4  
 Address: 2828 JASPER ST 19134 (C13459000200001) 252535100

Account	Balance	Inst Coll	Inst Coll Balance	Inst Coll	Inst Type	Supply	Status	Calls	Defund
001201305	120.00	120.00	120.00	11	AGENCY	Current			
001201306	1420.00	1420.00	1420.00	11	HELPLOAN	Current			
001115158	220.13	188.80	188.80	11	WATER	Current			

Collector Address: 2828 JASPER ST 19134 (C13459000200001) 252535100

Buttons: General, Account, Call Coll, Appl Coll, Tax, Payment, Billing, Detail, Consumption, Call Logs

Call Log: 11/09/2015, Metered, Next F: 11/10/2016

Buttons: To be printed, Special Rdg/Bill, 10/20/2016, Choose End Check, On: 0 check, No

Buttons: Work Over, Spec Rdg/Bil, Payment Mar

**TAP:(DISPLTC 10/20/17)**

- The TAP dispute status has not yet been changed because the call completion event is still outstanding. When this completion event is processed, the status changes to Active.

**Call Case Inquiry**

Customer: CU1187113 KATRINA CRUTCHFIELD 4  
 Address: 2828 JASPER ST 19134 (C13459000200001) 252535100

Account	Balance	Inst Coll	Inst Coll Balance	Inst Coll	Inst Type	Supply	Status	Calls	Defund
001201305	120.00	120.00	120.00	11	AGENCY	Current			
001201306	1420.00	1420.00	1420.00	11	HELPLOAN	Current			
001115158	220.13	188.80	188.80	11	WATER	Current			

Collector Address: 2828 JASPER ST 19134 (C13459000200001) 252535100

Buttons: General, Account, Call Coll, Appl Coll, Tax, Payment, Billing, Detail, Consumption, Call Logs

Call Log: 11/09/2015, Metered, Next F: 11/10/2016

Buttons: To be printed, Special Rdg/Bill, 10/20/2016, Choose End Check, On: 0 check, No

Buttons: Work Over, Spec Rdg/Bil, Payment Mar

**TAP:(ACTIVE 10/20/17)**

- This bill has been reversed and re-billed. Print the re-bill.

### 5.1.2 Resolving the Dispute in the WRB's Favor

1. Revisit the dispute call in basis2. Usually this is the current highlighted call, which is brought up automatically.
2. Set the call status to Completed.
3. Set the call completion event to TAPW-CCE indication resolution in favor of the WRB. When you tab out of the completion event type field, the TAP extra field popup occurs.

## 5.2 APPLICATION DISPUTES

The customer may dispute the outcome of their application, such as the fact that it was denied, or that they were enrolled in a different program than what they desired. For these application dispute cases:

1. The TRB unit of WRB will raise the TAP participation dispute code.
  - a. Rep/Enq1: DISPUTE
  - b. Type: TAPADISP (stands for "TAP Application Dispute")
2. The Representative will get a call key when saving the call.
3. If there are bills or other transactions to dispute (for example, prior bills at the objected rate), hit the "Dispute Tran" button on the bottom left of the screen and select the disputed bills, if any.
4. When returning to the Call Center screen, the CLS highlight is now visible for the outstanding dispute call.

### 5.2.1 Resolving the Dispute in the Customer's Favor

1. Revisit the dispute call. Usually this is the current highlighted call, which is brought up automatically.
2. Set the call status to Completed.
3. The Manager or Supervisor in the TRB unit at WRB will set the call completion event to TAPC-CCE indication resolution in favor of the customer. When you tab out of the completion event type field, the TAP extra field popup occurs.
4. Enter the new group in which the customer should be placed. The groups are:

Group	TAP?	Initial Payment Plan	Description
Group1	YES		Applicants with earnings less than or equal to 150% FPL (Federal Poverty Level). These customers earn penalty forgiveness.
Group2	YES		Applicants with earnings above 150 % FPL who can demonstrate hardship. These customers earn penalty forgiveness.
Group3	NO	LONGSTD	Applicants with earnings above 150 % FPL and less than or equal to 250% FPL without hardship.
Group4	NO		Senior Citizen Discount (SCD) - Since SCD can operate in conjunction with TAP, it is possible for an applicant to be only approved for this discount.

Group5	YES	TAPLLRD	Landlords who had qualified in groups 1 or 2 prior to a tenant customer application occurring for the property. This is intended to be a temporary category before the landlord's debt is moved to a standard payment agreement.
Group6	NO	WRBCC or TENFIVE	Current WRAP customers who re-certify (perhaps with the intention of moving to TAP) but get approved to stay in WRAP.

5. This completion code sends a message to the standalone system to update the application's status to In Progress.
6. The TAP Unit will process this application, referring to call for required outcome.

### 5.2.2 Resolving the Dispute in the WRB's Favor

1. Revisit the dispute call. Usually this is the currently highlighted call and is brought up automatically.
2. Set the call status to Completed.
3. Set the call completion event to TAPW-CCE indication resolution in favor of the WRB. When you tab out of the completion event type field, the TAP extra field popup occurs.

### 5.3 DISPUTES FROM PRIOR TO TAP PARTICIPATION

Disputes that were active prior to enrollment in TAP will remain in Dispute status. In the example below, the Call Center Inquiry screen shows the customer has been approved for TAP, and that the customer still has an active dispute.

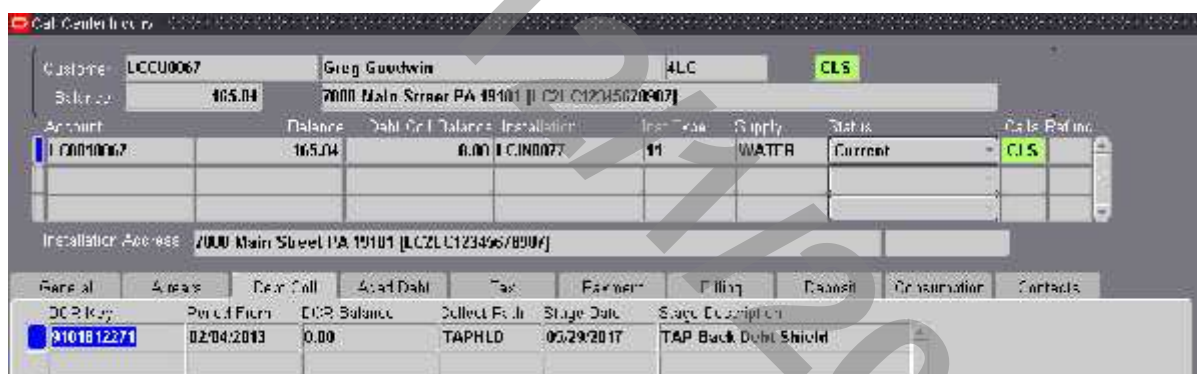
The screenshot displays the 'Call Center Inquiry' window. At the top, customer details include 'Customer: LCC00067', 'Name: Grey Goodwin', 'Address: 7000 Main Street PA 19101', and 'Status: CLS'. Below this, a table lists account information for 'LCC00067', showing a balance of 169.04 and a status of 'Current'. The 'Dispute' tab is selected, and a red box highlights the 'Dispute' button in the bottom right corner. Other tabs visible include 'General', 'Accounts', 'Debt', 'Age', 'Tax', 'Payment', 'Billing', 'Dispute', 'Complaint', and 'Contact'. The bottom of the screen shows a navigation bar with buttons for 'Call Inquiry', 'Account', 'Account Info', 'Call History', 'Billing History', 'Dispute', and 'Call Inquiry'.



Users can view more information about the TAP approval in the TAP history window.



For the customer below, a **TAPHL** debt collection record has been created, but no transactions have been auto linked (and their debt collection record balance is zero).



Additional information is available in the Debt Collection screen:

The screenshot shows the 'Debt Collection' screen with the following fields and values:

- Debt Collection Ref No: 9101812271
- Customer: LCC00067
- Installation: LCC00077
- Supply: WATER
- Principal Ref No: 9101812271
- Greg Goodwin
- 7000 Main Street PA 19101 [LCC01234567890]

General - Tags

- Trans Collection Ref: TAPHL0
- Hold TAP back debt: 1
- Debt Collection Stage: TAPDSHEL
- TAP Back Debt Shield: 05/29/2017 01:33:10
- Debt Period From: 02/04/2013
- Up To: 03/29/2013
- Total Debt: 0.00
- Outstanding: 0.00
- Principal: 0.00
- Penalty: 0.00
- Interest: 0.00
- Amount: 0.00

Buttons: Link/Unlink Trans, Related Calls, Batch/Stage History

User should click on Link/Unlink Trans button. In the example below, you can see the transaction with Dispute Code as TRB.

The screenshot shows the 'Debt Collection Transactions' screen with the following fields and values:

- Debt Collection Ref No: 9101812271
- Debt Period From: 02/04/2013
- Up To: 03/29/2013
- Customer: LCC00067
- Greg Goodwin
- Installation: LCC00077
- 7000 Main Street PA 19101 [LCC01234567890]
- Supply Type: WATER
- Currency: USD

Buttons: All Transactions, Linked Transactions, Link All, UnLink All

Trans Key	Task Code	Trans Date	Total Amount	Balance Amount	Dispute Code	Received Code	Link	Given
BL062167548	BILL	02/04/2013	165.04	165.04	TRB			

To resolve the disputed transactions, users should:

1. Go to the Disputes screen (from the Call) and select Resolve Dispute.

The screenshot shows the 'Disputes' screen in a software application. At the top, there are fields for 'Customer' (LCCU0007, Greg Goodwin), 'Installation' (LCIN0007, 7000 Main Street PA 19104), 'Supply Type' (WATER), and 'History' (USD). Below these are 'Date From' and 'To' fields. A 'Dispute' dropdown menu is also present. A tabbed interface shows 'All Transactions', 'All Unpaid Trans', 'This Call's Disputed Trans', 'This Call's Trans', and 'Disputed Transactions'. The 'Disputed Transactions' tab is active, displaying a table with columns: 'Trans Date', 'Task Code', 'Trans Ref', 'Supply Type', 'Pay Plan', 'Total Amount', 'Unpaid Dispute', 'Res Fee', and 'Call'. The first row shows a transaction on 02/04/2013 with a 'Resolved' status of 'TRB'. At the bottom, there are buttons for 'Resolve', 'Cancel Dispute', 'Resolve Dispute', and 'Go to Resolve'.

Trans Date	Task Code	Trans Ref	Supply Type	Pay Plan	Total Amount	Unpaid Dispute	Res Fee	Call	Resolved
02/04/2013	BILL	BL062167948	WATER		165.04	165.04	TRB	CU4598914	TRB

2. After the dispute is resolved, the Resolved field will say TRB as shown below.

This screenshot is identical to the one above, showing the 'Disputes' screen with the 'Resolved' field set to 'TRB' for the transaction on 02/04/2013.



3. The Representative should complete the call.

Call Key: C04506914    Entered: 05/29/2017 01:18:53    Updated: 05/29/2017 01:20:16

Rep/Lng 1: ENFORCMT

Type: BILLDISP    Customer Disputes Bill    Status: Completed

Source: PHONE    Phone

Contact: LCCU0067    Name: Greg Goodwin    Ext: 215 709 0541

Description: cust thinks the bill is too high

Reply:

Keys	Works	Assign Event	Completion Event	Description	Reply
Customer	LCCU0067	Greg Goodwin			CL5
Installer	LCIND077	7000 Main Street PA 19101 [LC2LC123			CL5
Account	LC0010067	Water			
Application					
Meter					
Work Order					
Service Tag					
Pay Hdr					
Doc. Co					

4. Once the call is completed, the dispute highlight will no longer show on the Call Center Inquiry screen.

Customer: LCCU0067    Greg Goodwin    410

Balance: 165.04    7000 Main Street PA 19101 [LC2LC12345678907]

Account	Balance	Inst Type	Supply	Status	Rate Plan
LCCU0067	165.04	0.00 LCIND077	11	WATER	Current

Address: 7000 Main Street PA 19101 [LC2LC12345678907]

General	Amount	Debit Col	Agree Debt	Pay	Payment	Bill	Cancel	Consumption	Contact
Occupant Data	01-02-2013					02-04-2013			
Meter	Metered								
Bill	B0562603153				Special Rate/Bill	02-04-2013			
Payment	REC0010000000				CASH	01-20-2013			
Work Order									
Service RJ/EH									
Payment Plan									

On Bill Check: On Bill check

Payment: No

TAP:APPROVED-03/30/13

5. Go to TAPHLD Debt Collection Transaction Link/Unlink. Note that it shows the Resolved Dispute Code. Manually link the transaction by clicking the “Link” box.

[illegible]

6. The TAPHLD debt collection balance now includes the (previously) disputed bill as shown below

**Debt Collection**

Debt Collection Ref No.	9101012271	Accounting Ref No.	9101012271
Custodian	LCCU0067	Greg Goodwin	
Asset Location	CONINT77	2000 Main Street PA 19101 (610) 323-6666/8540	
Property	WATER		

General Pages

Debt Collection Path	TAP HLD - Hold TAP back debt	1
Debt Collection Page	TAPDSHIELD TAP Back Debt Shield	05/29/2017 01:30:19
Debt Period From	02/04/2013	Up To 03/29/2013
Total Debt	165.04	Outstanding 165.04
Claims	Ref No.	Principal
	Call	Paid
Date Produced	Serve	Judicial Settle
Court		
Judge name	Date Issued	Procured
		Judicial Settle
Reason		
Warrant Date Produced		
Court		
Warrant Status		
Warrant Type Code		
Executor Reference		Pay Advice Amt.

**Cal Certs - inquiry**

Customer:	LCCU0067	Grog Goodwin	LLC
Tax year:	16BJH	7000 Main Street PA 19101 [LC2LC1234567890]	

Account	Balance	Credit	Debit	Service Installation	Inst. type	Supply	Status	Calc Method
LCCU10067	165.04	165.04	LCIN0072	11	WATER	Current		

Installation Address: 7000 Main Street PA 19101 [LC2LC1234567890]

General	Account	Deal/Del.	Agreed Dist.	Tax	Payment	Billing	Deposit	Consumption	Comments
Occupation Code	01A022013	Leasing Data		Next Bill	02/04/2013				
Metering	Manned	Sched.							
Bill	B0952603153	Special Rdy/Bill			02/04/2013			Chronic Est Check	On / Off check
Payment	REC0010090553	CASH			01/20/2013			Waiver	No
Work order									
Special Rdy/Bill									
Segment Ref									

LAP#45111LOWE-013/30/13

The screenshot shows a software window titled "Customer Inquiry". It displays customer details for "LCC00067" (Greg Goodwin, 4LC) and a table of bills. The table has columns for Bill Key, Date, Amount, Description, and Status. The first row shows a bill for "WATER" with a balance of "165.04". Below the table, there is a section for "Installer Address" and another table with columns for Bill Key, Date, Amount, Description, and Status. The first row of this second table shows a bill for "TAP" with a balance of "165.04".

Bill Key	Date	Amount	Description	Status
LCC00067	165.04	165.04	WATER	Current

Bill Key	Date	Amount	Description	Status
810181224	07/01/2017	165.04	TAP	Current

## 6 BILLING

### 6.1 APPLYING ADJUSTMENTS

Starting on July 1, 2017, new adjustment codes TAPTRB and TAP have been implemented in basis2 to allow Representatives to make TAP-related adjustments.

### 6.2 REVERSE AND RE-BILL

In case a customer disputes WRB's program selection or TAP bill calculation and if TRB finds that the TAP amount indeed should have been lower, the customer's prior TAP bills will be reversed and rebilled at the new amount automatically. See Section 5.1.1.

Reverse & Rebill will also happen when identified 0 reads.

### 6.3 BANKRUPTCY

Bankruptcy may be declared when a customer's TAP participation is ACTIVE. If the customer lodges a bankruptcy, the CSR should follow the steps below:

1. Raise bankruptcy call TAPBNKR.
2. Manually raise BNK debt collection record with bankruptcy dates.
3. Unlink TAPHLD and link to new DCR
4. Upon bankruptcy decision, use call completion event TAPB-CCE.
5. Unlink debt from BNK debt collection and add to appropriate TAPHLD record.

Depending on bankruptcy dates, any existing TAPBACK plan may or may not be cancelled.

## 7 DOCUMENTATION OF CUSTOMER INTERACTIONS

All customer interactions require a call in basis2 as per existing WRB practices. WRB staff should continue to document customer interactions as before July 1, 2017.

Draft 12/1/2017

## APPENDIX A. CAMP PROGRAM CALCULATIONS

# CAMP Assistance Program Calculations

For Review and Approval

April 25, 2017

### Step 0 - Calculation Inputs

Following are the inputs to assistance program calculations.

- a) Applicant **age**, determined from birthdate on application form
- b) **Number of household members**, from application form
- c) Monthly **Income**, from application form and documentation
- d) Eligibility for **Special Hardship**, as determined from review of SH documentation
  - o Refer to documentation provided separately related to eligibility under the SH-Expenses category
- e) **Historical consumption**, from this account for the past 12 months
- f) **Meter size**, from basis2 materialized view
- g) **Landlord** status, from basis2 materialized view
- h) Current **account balance** from basis2
- i) Current **payment plan**, amount and status from basis2
- j) Current fiscal year water, sewer, and stormwater usage and service charge **rates**, configurable
- k) **Poverty guidelines**, configurable
- l) **SCD requirements**, configurable (currently \$31,500 annual income and 65 years or older)
- m) **Default consumption**, configurable (currently 1.5 CCF per household member)
- n) **Senior Citizens' Discount**, configurable (currently 25%)
- o) **Default WRAP consumption**, configurable (currently 4 CCF per household member)
- p) **Excessive use factor**, configurable (currently 3)
- q) **Minimum TAP Bill**, configurable (currently \$12.00 per month)
- r) **APPL\_RECEIVED\_DATE**, a characteristic of the application, the date it's received by the processing agent
- s) **Installation Type**, from basis2 materialized view

### Step 1 - Eligibility for Programs

Customers will not be eligible to apply for assistance if the installation type(s) is '09', '10', or '14' through '33'.

#### A. Regular Charges, no assistance program

All customers are eligible for regular charges.

#### B. Income or Special Hardship TAP

A customer is eligible for TAP if

- the customer is not a landlord (g; see below in C) AND
  - o the customer's income (c), based on number of people in the household (b) is at or below 150% of the poverty guideline (k) OR
  - o the customer has a demonstrated Special Hardship (d)

#### C. WRAP

A customer is eligible for recertification in WRAP if the customer is already in a WRBCC or DI (TENFIVE) payment plan (i) as of the date five days before the application APPL\_RECEIVED\_DATE (r).

#### D. Senior Citizen Discount (SCD)

A customer is eligible for a senior citizen discount if the customer's age (a) and income (c) meet SCD eligibility guidelines (l).

The customer must be 65 years old on the day 30 days in the future from the most center bill date to satisfy the age requirement. This logic is built into CAMP to help determine whether the customer qualifies for SCD.

#### E. LONGSTD – Long Payment Agreement

A customer is eligible for a LONSTD agreement if the customer's income (c), based on number of people in the household (b) is above 150% but at or below 250% of the poverty guideline (k).

#### F. Regular Payment Agreement

All customers are eligible for regular payment agreements.

### Step 2 - Program Elements - Current Charges

For each customer, each of the following assistance programs are evaluated with respect to current charges, and all options for which the customer is eligible are presented, in conjunction with consideration of arrears, in Step 4. The calculations described in this section are contingent on eligibility as described above. Current rates (j) are used in all calculations, even if the projected 12-month period crosses a fiscal year or rate change.

#### A. Regular Charges, no assistance program

1. If the customer is a landlord (not the customer with active usage charges), there are no current regular charges (g). \$0.00
2. If the customer is not a landlord (g), the regular charges are calculated as the sum of:
  - a. Monthly sewer service charge based on meter size (j, f) rounded to the nearest cent.
  - b. Monthly water service charge based on meter size (j, f) rounded to the nearest cent.
  - c. Sewer usage charge based on usage (j) rounded to the nearest cent
    - i. Usage is calculated as the average of actual usage over the prior 12 months (e), rounded down to the nearest integer CCF unit.
    - ii. For each month for which actual consumption is not available, equals 0, or exceeds the excessive use factor (p; currently 3) times the default consumption value (m) multiplied by the number of people in the household, that month's value is calculated as the default consumption value (m; currently 1.5 CCF) multiplied by the number of people in the household (b).



- d. Water usage charge based on usage (j) rounded to the nearest cent
  - i. Usage is calculated as the average of actual usage over the prior 12 months (e), rounded down to the nearest integer CCF unit.
  - ii. For each month for which actual consumption is not available, equals 0, or exceeds the excessive use factor (p; currently 3) times the default consumption value (m) multiplied by the number of people in the household, that month's value is calculated as the default consumption value (m; currently 1.5 CCF) multiplied by the number of people in the household (b).
- e. Stormwater charge (j) rounded to the nearest cent.

#### B. *Income or Special Hardship TAP*

1. If the customer's income (c), based on number of people in the household (b) is at or below 50% of the poverty guideline (k), the TAP bill is calculated as monthly income (c) multiplied by 0.02, rounded down to the nearest cent.
2. If the customer's income (c), based on number of people in the household (b) is above 50% but at or below 100% of the poverty guideline (k), the TAP bill is calculated as monthly income (c) multiplied by 0.025, rounded down to the nearest cent.
3. If the customer's income (c), based on number of people in the household (b) is above 100% but at or below 150% of the poverty guideline (k), the TAP bill is calculated as monthly income (c) multiplied by 0.03, rounded down to the nearest cent.
4. If the customer's income (c), based on number of people in the household (b) is above 150% of the poverty guideline (k) AND the customer has a demonstrated Special Hardship (d), the TAP bill is calculated as monthly income (c) multiplied by 0.04, rounded down to the nearest cent.
5. All TAP bills are subject to the minimum (q; currently \$12.00 per month).

#### C. *WRAP*

The WRAP bill is calculated in the same manner as Regular Charges (2A), above, but with a different default consumption value. The WRAP bill is calculated as the sum of:

- a. Monthly sewer service charge based on meter size (j, f) rounded to the nearest cent.
- b. Monthly water service charge based on meter size (j, f) rounded to the nearest cent.
- c. Sewer usage charge based on usage (j) rounded to the nearest cent
  - i. Usage is calculated as the average of actual usage over the prior 12 months (e), rounded down to the nearest integer CCF unit.
  - ii. For each month for which actual consumption is not available, equals 0, or exceeds the excessive use factor (p; currently 3) times the default consumption value (m) multiplied by the number of people in the household, that month's value is calculated as the default WRAP consumption value (o; currently 4 CCF) multiplied by the number of people in the household (b).
- d. Water usage charge based on usage (j) rounded to the nearest cent
  - i. Usage is calculated as the average of actual usage over the prior 12 months (e), rounded down to the nearest integer CCF unit.
  - ii. For each month for which actual consumption is not available, equals 0, or exceeds the excessive use factor (p; currently 3) times the default



consumption value (m) multiplied by the number of people in the household, that month's value is calculated as the default WRAP consumption value (o; currently 4 CCF) multiplied by the number of people in the household (b).

- e. Stormwater charge (j) rounded to the nearest cent.

The entire WRAP charge is rounded down to the dollar. If the applicant is a senior citizen, then the calculated WRAP bill is discounted by 25%.

#### *D. Senior Citizen Discount*

The Senior Citizen Discount bill is calculated in the same manner as Regular Charges (2A), above, with all current charges discounted by the senior citizen discount rate (n; currently 25%).

#### *E. LONGSTD – Long Payment Agreement*

There are no current charges related to the LONGSTD agreement. LONGSTD charges are combined with current charges in Step 4.

#### *F. Regular Payment Agreement*

There are no current charges related to the regular payment agreement. Regular Payment Agreement charges are combined with current charges in Step 4.

### *Step 3 - Program Elements – Account Balance*

For each customer, each of the following assistance programs are evaluated with respect to arrears, and all options for which the customer is eligible are presented, in conjunction with consideration of current charges, in Step 4. The calculations described in this section are contingent on eligibility as described above.

If the customer has no account balance, no program element from this section is required.

#### *A. Regular Charges, no assistance program*

There are no arrears related to the regular charges. Regular charges are combined with payments toward the account balance in Step 4.

#### *B. Income or Special Hardship TAP*

If the customer is eligible for Income or Special Hardship TAP, above, no *additional* payments toward account balance are required.

#### *C. WRAP*

The WRAP bill does not require additional payment toward arrears.

#### *D. Senior Citizen Discount*

There are no arrears related to the senior citizen discount. Senior Citizen Discount charges are combined with payments toward the account balance in Step 4.

#### *E. LONGSTD – Long Payment Agreement*

1. If the customer has no arrears, no payment agreement is required.
2. LONGSTD agreements are set up as payment agreements in basis2, calculated to pay down the current account balance (h) every month to the extent possible to keep Current Charges (2A or

2E) *plus* the LONGSTD amount at or below monthly income (c) multiplied by 0.04, rounded down to the nearest cent. The minimum monthly amount for a LONGSTD agreement is \$5.00.

3. The terms of the agreement are such that the amount calculated in this section is the amount billed for all but the final month of the agreement (agreement duration depends on total arrears (h) and calculated amount). The final month's amount will be the remainder of the arrears, and will be less than the amount calculated in this section.

#### *F. Regular Payment Agreement*

If the customer already has a non-WRBCC and non-DI (or TENFIVE) payment agreement, that monthly amount is used as the regular payment agreement. Otherwise, a regular payment agreement is calculated by default as the total account balance (h) divided over 12 months. For this calculation, no down payment is assumed.

#### Step 4 - Program Options

The following program options are available to those customers with no account balance, contingent on eligibility for each:

- Regular Charges, no assistance program
- Income or Special Hardship TAP
- WRAP
- Senior Citizen Discount (SCD)

The following program option combinations are available to those customers with an account balance, contingent on eligibility for each:

- Regular Charges, no assistance program + LONGSTD Payment Agreement
- Regular Charges, no assistance program + Regular Payment Agreement
- Income or Special Hardship TAP
- WRAP
- Senior Citizen Discount (SCD) + LONGSTD Payment Agreement
- Senior Citizen Discount (SCD) + Regular Payment Agreement

## APPENDIX B. SPECIAL HARDSHIP – FINANCIAL HARDSHIP CALCULATIONS

# Special Hardship – Expenses Eligibility Guidelines

April 21, 2017

Customers whose income is at or below 150% of the poverty guideline are eligible for TAP based on income. Customers whose income exceeds 150% of the poverty guideline may be eligible for TAP if they exhibit a Special Hardship. There are several categories of Special Hardship under which a customer may fall. This document defines the criteria and underlying calculations determining eligibility for the Expenses category of Special Hardship through adjusted monthly income. This is addressed in three steps:

1. Determine whether regular charges (including a payment agreement, as applicable) are above 4% of income. If not, this program will not benefit the customer and further calculation is not necessary.
2. Calculate income adjusted for allowable expenses, as described in detail below.
3. Compare adjusted income to standard for eligibility.

### Step 0 - Calculation Inputs

Following are the inputs to Special Hardship - Expenses calculations.

- a) **Number of household members**, from application form
- b) **Number of household members under 10**, derived from application form
- c) **Monthly Income**
- d) **Regular Charges**
  - Refer to documentation provided separately related to Assistance Program Calculations, in which regular charges are calculated as described in 2A.
- e) **Regular Payment Agreement**
  - Refer to documentation provided separately related to Assistance Program Calculations, in which regular payment agreement is calculated as described in 3G.
- f) **Medical Expense**, actual expenses provided as attachment to application
- g) **Dependent Care Expense**, actual expenses provided as attachment to application
- h) **Electricity Expense**, actual expenses provided as attachment to application
- i) **Heating Oil Expense** (utility), actual expenses provided as attachment to application
- j) **Gas Expense** (utility, not gasoline for vehicles), actual expenses provided as attachment to application
- k) **Child support Expense**, actual expenses provided as attachment to application
- l) **Telephone Expense**, actual expenses provided as attachment to application
  - Maximum of \$50 per month, configurable
- m) **Housing Deduction**, actual expenses provided as attachment to application
  - Housing expenses are the sum of rent, mortgage, property tax, and homeowner's or renter's insurance. If monthly housing expenses alone are greater than 50% of the customer's monthly income (c), then any amount over 50% is deducted.
- n) **Food Deduction**, a standard amount, configurable, currently \$200 per person per month
- o) **Transportation Deduction**, a standard amount, configurable, currently \$83 per person 10 years or older per month

p) **Standard Deduction**, a standard amount based on the number of household members

# of People	Deduction Amount
1-3	\$157
4	\$168
5-6	\$197
7+	\$226

### Step 1 - Determine whether regular charges are at or above 4% of income

The sum of regular charges (d) and regular payment agreement (e) are divided into the customer's monthly income (c). If the result is greater than or equal to 4%, then the application review process continues. If the result is less than 4% the application review process ends.

### Step 2 - Calculate income adjusted for allowable expenses

The customer's monthly income (c) is adjusted to account for allowable household expenses: medical expense, dependent care expense, transportation, housing, electricity, oil, gas, telephone, child support, food, and a standard deduction.

Some expenses are based on the customer's submitted documentation of actual expenses. Others are standard amounts dependent on the number of household members (and in the case of Transportation, age of household members).

The customer's total allowable expenses are the sum of all the expense items (f through l) and all deductions (m through p). The customer's adjusted monthly income is monthly income (c) minus allowable expenses.

### Step 3 - Compare adjusted income to standard for eligibility

If monthly adjusted income is less than 100% of the poverty guideline for the applicant's household size, the applicant is eligible for Special Hardship TAP based on Expenses. If this amount is greater than 100% of the poverty guideline for the applicant's household size, the applicant is not eligible for Special Hardship TAP based on Expenses.

## APPENDIX C. TRANSITION NOTES

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Beginning in July, 2017, existing WRAP and Senior Citizen Discount (SCD) applications will no longer be continued. Customers with applications requested before that date may turn them in within a reasonable timeframe.

For Senior Citizen Discount applications:

- WRB will stop giving out the current SCD application beginning in July.
- WRB will process any incoming SCD applications the way they currently do for a period of time, expected to be one month. After that time, if WRB continues to receive old applications, staff will be proactive and attempt to communicate with the customer making them aware of the new application and the potential benefits but they won't complete the application on their behalf. Depending on the volume of old applications, the communication might be in the form of a phone call or letter.
- For any new application requests, let the customer know there are multiple programs and they may do better under a different one. Guide them to the website OR offer to send/print one.
- As one staff person's work slows down, enlist them to help with the senior outreach in a few months' time, or work with seniors who submit applications after July to get CAP applications filled out.

For WRAP applications:

- WRB will stop giving out the current WRAP application beginning in July.
- WRB will process any incoming WRAP applications the way they currently do until July 14<sup>th</sup>. After that time, if WRB continues to receive old applications, staff will be proactive and attempt to communicate with the customer making them aware of the new application and the potential benefits but they won't complete the application on their behalf. Depending on the volume of old applications, the communication might be in the form of a phone call or letter.
- Applications completed on the old form and submitted by July 14<sup>th</sup> will be eligible for the City grant.
- WRB will process any WRAP applications (requested by June 30<sup>th</sup>) with City Grant money for PIF.
- These are usually for customers with "disposable income", as well as tenants and occupants without interest. If approved (with an application requested by June 30<sup>th</sup>) for a D/I agreement, WRB will process with the City Grant down payment.
- WRB will process a WRBCC agreement (with an application requested by June 30<sup>th</sup>). Customers with this agreement receive only the maximum of \$300 City grant to be applied to the 12 month agreement and the \$200 grant applied to the balance.

## APPENDIX D. REQUIREMENTS MATRIX REFERENCE GUIDE

### 1 INTRODUCTION

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The Requirements Matrix is the tool that will assist you in putting together a complete and accurate Incomplete letter to the customer if the customer did not submit all the information required for WRB to process the application. You can bring up the Requirements Matrix by clicking on **Field Status** on the Letters tab in CAMP.

#### 1.1 REQUIRED AND NOT REQUIRED FIELDS

A field is required when the following statement is true:

***“If the customer doesn’t submit the information in this field to WRB, that would be grounds to deny the application.”***

This is because, in the event that the customer does not provide the information requested in the Incomplete letter, the application will be automatically denied 14 days after the Incomplete letter is generated.

Out of 56 fields listed in the Requirements Matrix, some are always required (like *Signatures* on Part 1 and Part 2 of the application), some are required conditionally (like *Child Support Amount* when *Receive Child Support?* is marked Yes), and some fields are not required (like *Household Member Relationship*). This document shows which fields are required, which are conditionally required, and which are not required.

### 2 REVIEWING THE REQUIREMENTS MATRIX

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The review of the matrix will require 3 steps:

1. Review each field, marking it Complete, Invalid, Illegible, Missing, or N/A as appropriate.
2. Evaluate whether an Incomplete letter should be sent to the customer.
3. If an Incomplete letter will be sent to the customer, go back and change N/A to Missing, Invalid, or Illegible if necessary to make sure that this information will also be captured in the Incomplete letter.

These steps are explained in more detail below.

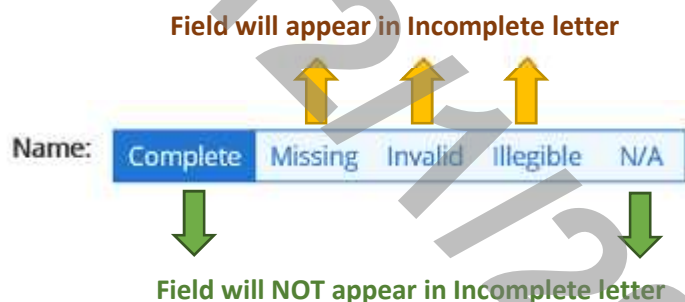
#### 2.1 STEP 1: REVIEW EACH FIELD IN THE MATRIX

Each field in the Requirements Matrix is marked Complete or Missing automatically or is left blank based on the data entered in the application by the customer or Scantek. As you review the application, you should:

- ) Verify whether a field marked Complete contains the necessary information. Otherwise, mark the field:
- Invalid if the field is **required**, something is entered in the field but the information is invalid. For example, if the customer enters a phone number without an area code or if the customer submits a Social Security benefit award letter from the previous year.
  - Illegible if the field is **required**, something is entered in the field but neither Scantek nor you can make out the information. For example, if the customer entered in the SSN field but you cannot tell the 4's from the 9's.
- ) For fields marked Missing or left blank, mark them:
- Missing if the field is **required** and nothing is entered in the field.
  - N/A if the field is **not required**.

## 2.2 STEP 2: EVALUATE WHETHER TO SEND AN INCOMPLETE LETTER

Fields marked Missing, Invalid, or Illegible will be listed in the Incomplete letter under the headings of Missing, Invalid, or Illegible. Fields marked Complete or N/A (not applicable) will not be listed in the letter.



- ) If the customer only has Complete and N/A fields in the application, they **should not** be sent an Incomplete letter.
- ) If the customer has some required fields that are marked Missing, Invalid, or Illegible, then an Incomplete letter **should** be sent to the customer

## 2.3 STEP 3: REVIEW FIELDS THAT ARE NOT REQUIRED AGAIN

After you decide whether to send the Incomplete letter, review the fields that are not required and were previously marked N/A again. This information isn't critical to making a decision on the application, but as long as you're sending the customer a letter, you can take the opportunity to also request this information.

1. Review fields corresponding to Part 1 and Part 2 of the application and change any N/A's to Missing, Invalid, or Illegible as appropriate under the following categories:
  - Applicant Information
  - Household Information
  - Customer Responsibilities

2. Review fields corresponding to Attachments A, B, and C. If the information in those sections is relevant to the customer's application, change any N/A's to Missing, Invalid, or Illegible as appropriate. For more detailed guidance on how to determine whether the information in the attachments is relevant to the application, see the corresponding sections below.

### 3 REQUIREMENTS MATRIX, SECTION BY SECTION

Examples below show how each section of the Requirements Matrix should be filled out if the customer has submitted all the required information (fields marked Complete), and the application is ready for approval. Fields that are not required are marked N/A.

Also included is additional information about fields that are required only under some conditions, and other hints to help guide the evaluation process.

#### 3.1 APPLICANT INFORMATION - FOR ALL APPLICANTS

##### Applicant Information

Name:	Complete	Missing	Invalid	Illegible	N/A
Water Access Code:	Complete	Missing	Invalid	Illegible	N/A
Email Address:	Complete	Missing	Invalid	Illegible	N/A
SSN:	Complete	Missing	Invalid	Illegible	N/A
Birth Date:	Complete	Missing	Invalid	Illegible	N/A
Daytime Phone Number:	Complete	Missing	Invalid	Illegible	N/A
Property Address:	Complete	Missing	Invalid	Illegible	N/A
Mailing Address:	Complete	Missing	Invalid	Illegible	N/A
Gross Monthly Income:	Complete	Missing	Invalid	Illegible	N/A

If the required fields in the section are marked Complete, no further information from this section is required to make a decision on the application.

**Bolded field names are required.**

- ) **Name** – automatically filled in when application is first generated in CAMP
- ) **WAC** – automatically filled in when application is first generated in CAMP
- ) Email address (not required)
- ) **SSN** – could be the Social Security Number or Driver's License Number
  - o If you need to edit this field, it is located on the Household Members page under the applicant's information.



- ) **Birth Date** – required to check whether the applicant is a senior citizen
- ) **Daytime Phone Number**
- ) **Property Address** – automatically filled in when application is first generated in CAMP
- ) Mailing Address (not required)
- ) **Applicant Monthly Income** – check this field by calculating the customer’s Gross Monthly Income from the Income Documentation that was submitted.
  - This field is located on the Household Members page under applicant’s information.

### 3.2 HOUSEHOLD INFORMATION – SINGLE-PERSON HOUSEHOLD

#### Household Information

Receives Child Support:	Complete	Missing	Invalid	Illegible	N/A
Child Support Amount:	Complete	Missing	Invalid	Illegible	N/A
Household Member Name:	Complete	Missing	Invalid	Illegible	N/A
Household Member SSN:	Complete	Missing	Invalid	Illegible	N/A
Household Member Birth Date:	Complete	Missing	Invalid	Illegible	N/A
Household Member Relationship:	Complete	Missing	Invalid	Illegible	N/A
Household Member Income:	Complete	Missing	Invalid	Illegible	N/A
Signature:	Complete	Missing	Invalid	Illegible	N/A

If the required fields in the section are marked Complete, no further information from this section is required to make a decision on the application.

**Bolded field names are required.**

- ) **Receives Child Support** – If yes or no, mark Complete. If blank, mark Missing. For single-person household, this field is likely to be No.
- ) Child Support Amount – **required when Receives Child Support is Yes**. If Receives Child Support is marked No, then this field is not required.
  - If an amount is entered in this field, verify whether it has already been included in one of the household member’s Gross Monthly Income on the Household Members page. You can do that by comparing the values listed as incomes to Income Documentation attached to the application.
  - If the Child Support Amount is **not** included in anyone’s income already, manually add it either to the Applicant’s Gross Monthly Income or the most appropriate household member’s Gross Monthly Income on the Household Members page.
- ) Household Member Name (not required).

- ) Household Member SSN – not required for single-person households.
- ) Household Member Birth Date – not required for single-person households.
- ) Household Member Relationship – not required for single-person households.
- ) Household Member Income – not required for single-person households.
- ) **Signature (Part 1)** – required for all applications.

### 3.3 HOUSEHOLD INFORMATION – HOUSEHOLDS WITH 2 OR MORE PEOPLE

#### Household Information

Receives Child Support:	Complete	Missing	Invalid	Illegible	N/A
Child Support Amount:	Complete	Missing	Invalid	Illegible	N/A
Household Member Name:	Complete	Missing	Invalid	Illegible	N/A
Household Member SSN:	Complete	Missing	Invalid	Illegible	N/A
Household Member Birth Date:	Complete	Missing	Invalid	Illegible	N/A
Household Member Relationship:	Complete	Missing	Invalid	Illegible	N/A
Household Member Income:	Complete	Missing	Invalid	Illegible	N/A
Signature:	Complete	Missing	Invalid	Illegible	N/A

If the required fields in the section are marked Complete, no further information from this section is required to make a decision on the application.

**Bolded field names are required.**

- ) **Receives Child Support** – If yes or no, mark Complete. If blank, mark Missing.
- ) Child Support Amount – ***required when the field Receives Child Support is answered Yes.*** If Receives Child Support is marked No, then this field is not required.
  - If an amount is entered in this field, verify whether it has already been included in one of the household member's Gross Monthly Income on the Household Members page. You can do that by comparing the values listed as incomes to Income Documentation attached to the application.
  - If the Child Support Amount is **not** included in anyone's income already, manually add it **either** to the Applicant's Gross Monthly Income or the most appropriate household member's Gross Monthly Income on the Household Members page.
- ) **Household Member Name**

- ) **Household Member SSN** – could be the Social Security Number or Driver’s License Number. Not required for children under 18.
- ) **Household Member Birth Date**
- ) Household Member Relationship (not required).
- ) **Household Member Income** – not required for children under 18.
- ) **Signature (Part 1)** – required for all applications.

### 3.4 CUSTOMER RESPONSIBILITIES

#### Customer Responsibilities

Responsibility 1:	Complete	Missing	Invalid	Illegible	N/A
Responsibility 2:	Complete	Missing	Invalid	Illegible	N/A
Responsibility 3.1:	Complete	Missing	Invalid	Illegible	N/A
Responsibility 3.2:	Complete	Missing	Invalid	Illegible	N/A
Responsibility 4:	Complete	Missing	Invalid	Illegible	N/A
Responsibility 5:	Complete	Missing	Invalid	Illegible	N/A
Responsibility 6:	Complete	Missing	Invalid	Illegible	N/A
Responsibility 7:	Complete	Missing	Invalid	Illegible	N/A
Responsibility 8:	Complete	Missing	Invalid	Illegible	N/A
Responsibility 9:	Complete	Missing	Invalid	Illegible	N/A
Responsibility 10:	Complete	Missing	Invalid	Illegible	N/A
Responsibility 11:	Complete	Missing	Invalid	Illegible	N/A
Responsibility 12:	Complete	Missing	Invalid	Illegible	N/A
Print Name:	Complete	Missing	Invalid	Illegible	N/A
Signature:	Complete	Missing	Invalid	Illegible	N/A

If the required fields in the section are marked Complete, no further information from this section is required to make a decision on the application.

**Bolded field names are required.**

- ) Responsibilities 1-12 (not required)
- ) Print Name (not required)
- ) **Signature (Part 2)** – required for all customers

### 3.5 INCOME SUPPORT PROVIDER – CUSTOMER IS NOT CLAIMING SUPPORT

**Income Support Provider**

Provider Name:	Complete	Missing	Invalid	Illegible	N/A
Provider Relationship:	Complete	Missing	Invalid	Illegible	N/A
Provider Daytime Phone Number:	Complete	Missing	Invalid	Illegible	N/A
Provider Address:	Complete	Missing	Invalid	Illegible	N/A
Provider Email Address:	Complete	Missing	Invalid	Illegible	N/A
Start Date:	Complete	Missing	Invalid	Illegible	N/A
Amount Provided:	Complete	Missing	Invalid	Illegible	N/A
Frequency Provided:	Complete	Missing	Invalid	Illegible	N/A
Still Providing:	Complete	Missing	Invalid	Illegible	N/A
Signature:	Complete	Missing	Invalid	Illegible	N/A

If the customer is not claiming that another person outside of the household is providing income support, then this section can all be marked N/A.

You can determine whether the customer intended to claim income support in the following way:

- ) **Scanned applications:** You can verify that the customer is not claiming income support by checking whether they provided and filled out Attachment A in the scanned application.
  - o If the customer signed the page but did not fill out any other fields, we would consider that they are not claiming income support. You can mark the Signature field as N/A.
- ) **Online applications:** If the customer signs Attachment A but does not fill in any other fields, assume that they did not intend to claim that someone is providing income support. Mark all fields in this section as N/A.
  - o If the customer signed the page but did not fill out any other fields, we would consider that they are not claiming income support. You can mark the Signature field as N/A.

## 3.6 INCOME SUPPORT PROVIDER – CUSTOMER IS CLAIMING SUPPORT

## Income Support Provider

Provider Name:	Complete	Missing	Invalid	Illegible	N/A
Provider Relationship:	Complete	Missing	Invalid	Illegible	N/A
Provider Daytime Phone Number:	Complete	Missing	Invalid	Illegible	N/A
Provider Address:	Complete	Missing	Invalid	Illegible	N/A
Provider Email Address:	Complete	Missing	Invalid	Illegible	N/A
Start Date:	Complete	Missing	Invalid	Illegible	N/A
Amount Provided:	Complete	Missing	Invalid	Illegible	N/A
Frequency Provided:	Complete	Missing	Invalid	Illegible	N/A
Still Providing:	Complete	Missing	Invalid	Illegible	N/A
Signature:	Complete	Missing	Invalid	Illegible	N/A

If the customer filled in any fields in this section in addition to the signature, assume that they intended to document an income support provider. However, this information is not relevant if the customer lists themselves or another member of the household and the same income amounts already documented in an earlier section. In this case, the fields in the section can be marked N/A.

If the required fields in the section are marked Complete, no further information from this section is required to make a decision on the application.

**Bolded field names are required.**

- ) **Provider Name**
- ) Provider Relationship (not required)
- ) **Provider Daytime Phone Number**
- ) **Provider Address**
- ) Provider Email Address (not required)
- ) Start Date (not required)
- ) **Amount Provided**
- ) **Frequency Provided**
- ) **Still Providing** – yes or no.
- ) **Signature**



NOTE: If the customer claims income support from outside the household, you should:

1. Calculate the monthly amount of support the customer receives based on the Amount Provided and Frequency Provided.
2. Check if this amount has already been incorporated into the applicant's monthly income. Add this amount to the amount entered as the Applicant's monthly income on the Household Members page.

### 3.7 ZERO INCOME DOCUMENTATION – CUSTOMER IS NOT CLAIMING ZERO INCOME

#### Zero Income Documentation

Cash Over \$500:	Complete	Missing	Invalid	Illegible	N/A
Real Estate Over \$10,000:	Complete	Missing	Invalid	Illegible	N/A
Securities Over \$500:	Complete	Missing	Invalid	Illegible	N/A
Assets Over \$500:	Complete	Missing	Invalid	Illegible	N/A
Livelihood Description:	Complete	Missing	Invalid	Illegible	N/A
Signature:	Complete	Missing	Invalid	Illegible	N/A

If the customer does not claim zero income, then all fields in this section can be set to N/A. You can determine whether the customer intended to claim zero income in the following way:

- ) **Scanned applications:** You can verify that the customer is not claiming zero income by checking whether they provided and filled out Attachment B in the scanned application.
  - If the customer signed the page but did not fill out any other fields, we would consider that they are not claiming zero income. You can mark the Signature field as N/A.
- ) **Online applications:** If the customer signs Attachment B but does not fill in any other fields, assume that they did not intend to document that they have zero income. Mark all fields in this section as N/A.
  - If the customer signed the page but did not fill out any other fields, we would consider that they are not claiming zero income. You can mark the Signature field as N/A.

## 3.8 ZERO INCOME DOCUMENTATION – CUSTOMER IS CLAIMING ZERO INCOME

## Zero Income Documentation

Cash Over \$500:	Complete	Missing	Invalid	Illegible	N/A
Real Estate Over \$10,000:	Complete	Missing	Invalid	Illegible	N/A
Securities Over \$500:	Complete	Missing	Invalid	Illegible	N/A
Assets Over \$500:	Complete	Missing	Invalid	Illegible	N/A
Livelihood Description:	Complete	Missing	Invalid	Illegible	N/A
Signature:	Complete	Missing	Invalid	Illegible	N/A

If the customer is claiming that they have zero income, they are required to fill in all fields in this section.

If the required fields in the section are marked Complete, no further information from this section is required to make a decision on the application.

**Bolded field names are required.**

- ) **Cash Over \$500**
- ) **Real Estate Over \$10,000**
- ) **Securities Over \$500**
- ) **Assets Over \$500**
- ) **Livelihood Description**
- ) **Signature**

If the customer fills out attachment B, lists zero income on the application, and doesn't claim that someone from outside the household is providing income support (Attachment A), then **this section (Attachment B) serves as the customer's proof of income**. In this case, the customer is not required to submit additional documentation as proof of income.

### 3.9 SPECIAL HARDSHIP CLAIM – CUSTOMER NOT CLAIMING HARDSHIP

#### Special Hardship Claim

Letter Code:	Complete	Missing	Invalid	Illegible	N/A
Other Description:	Complete	Missing	Invalid	Illegible	N/A
Signature:	Complete	Missing	Invalid	Illegible	N/A

If the customer is not claiming a Special Hardship, then all fields in this section can be marked N/A. You can determine whether the customer intended to claim a special hardship in the following way:

- ) Scanned applications: You can verify that the customer is not claiming a special hardship by checking whether they provided and filled out Attachment C in the scanned application.
  - If the customer signed the page but did not fill out any other fields, we would consider that they are not claiming a special hardship. You can mark the Signature field as N/A.
- ) Online applications: If the customer signs Attachment C but does not fill in any other fields, assume that they did not intend to claim a special hardship. Mark all fields in this section as N/A.
  - If the customer signed the page but did not fill out any other fields, we would consider that they are not claiming a special hardship. You can mark the Signature field as N/A.

### 3.10 SPECIAL HARDSHIP CLAIM – CUSTOMER IS CLAIMING HARDSHIP

#### Special Hardship Claim

Letter Code:	Complete	Missing	Invalid	Illegible	N/A
Other Description:	Complete	Missing	Invalid	Illegible	N/A
Signature:	Complete	Missing	Invalid	Illegible	N/A

If the required fields in the section are marked Complete, no further information from this section is required to make a decision on the application.

**Bolded field names are required.**

- ) **Letter Code**
- ) Other Description – ***only required when customer selects letter code G (Other) as hardship.*** For all other Letter Codes, this field can be marked N/A if it is not filled in.
- ) **Signature**



### 3.11 SPECIAL HARDSHIP CLAIM — CUSTOMER IS CLAIMING HARDSHIP, BUT IS BELOW 150% OF FPL

#### Special Hardship Claim

Letter Code:	Complete	Missing	Invalid	Illegible	N/A
Other Description:	Complete	Missing	Invalid	Illegible	N/A
Signature:	Complete	Missing	Invalid	Illegible	N/A

If the customer is claiming a Special Hardship and has a total gross income of less than or equal to 150% of the Federal Poverty Level, all fields should be marked N/A. In this scenario, the customer would qualify for TAP based on income and any other applicable programs. This customer does not need to claim special hardship.

### 3.12 DOCUMENTS — CUSTOMER DID NOT COMPLETE ATTACHMENTS A, B, OR C

#### Documents

Proof of Residency:	Complete	Missing	Invalid	Illegible	N/A
Income Documentation:	Complete	Missing	Invalid	Illegible	N/A
Attachment A:	Complete	Missing	Invalid	Illegible	N/A
Attachment B:	Complete	Missing	Invalid	Illegible	N/A
Attachment C:	Complete	Missing	Invalid	Illegible	N/A

If the required fields in the section are marked Complete, no further information from this section is required to make a decision on the application.

**Bolded field names are required.**

- Proof of Residency** – see below for examples of proper proofs of residency. At least two documents are required for proof of residency.
 
  - The documents cannot serve as both proof of residency and proof of income.
- Applicant Income Documentation** – see below for examples of proper proofs of income. At least one proof of income is required.
 
  - One document cannot serve as both proof of income and proof of residency.
- Household Member Income Documentation** – see below for examples of proper proofs of income. At least one proof of income is required for each household member.

- ) If the customer is not claiming income support, zero income, or a special hardship, then Attachment A, B, and C fields should be marked as N/A.

### 3.13 DOCUMENTS – CUSTOMER COMPLETED ATTACHMENTS A AND/OR B, BUT NOT ATTACHMENT C

**Documents**

<b>Proof of Residency:</b>	Complete	Missing	Invalid	Illegible	N/A
<b>Income Documentation:</b>	Complete	Missing	Invalid	Illegible	N/A
<b>Attachment A:</b>	Complete	Missing	Invalid	Illegible	N/A
<b>Attachment B:</b>	Complete	Missing	Invalid	Illegible	N/A
<b>Attachment C:</b>	Complete	Missing	Invalid	Illegible	N/A

If the required fields in the section are marked Complete, no further information from this section is required to make a decision on the application.

**Bolded field names are required.**

- ) **Proof of Residency** – see below for examples of proper proofs of residency. At least two documents are required for proof of residency.
  - The documents cannot serve as both proof of residency and proof of income.
- ) **Applicant Income Documentation** – see below for examples of proper proofs of income. At least one proof of income is required.
  - One document cannot serve as both proof of income and proof of residency.
  - Note that if the customer fills out attachment B, lists zero income on the application, and doesn't claim that someone from outside the household is providing income support (Attachment A), then **Attachment B serves as the customer's proof of income**. In this case, the customer is not required to submit additional documentation as proof of income.
- ) **Household Member Income Documentation** – see below for examples of proper proofs of income. At least one proof of income is required for each household member.
- ) If the customer is claiming an income support provider, Attachment A should be filled out as outlined in the section above and "Attachment A" in this section can be marked as Complete. If Attachment A isn't filled out completely, mark it as Missing, Invalid, or Illegible, whichever is most appropriate.
- ) If the customer is claiming zero income, Attachment B should be completely filled out as outlined in the section above and the "Attachment B" field in this section can be marked as Complete. If Attachment B isn't filled out completely, mark it as Missing, Invalid, or Illegible, whichever is most appropriate.

- ) In some cases, a customer may fill out both forms. For example, a customer may have no formal sources of income but may be receiving financial help from a relative outside the household. In this case, the customer may fill out both forms. You can mark both “Attachment A” and “Attachment B” fields as complete if they are filled out as outlined above, paying particular attention to the completeness of Attachment A. If Attachments A and B aren’t filled out completely, mark them as Missing, Invalid, or Illegible, whichever is most appropriate.
- ) If the customer did not fill out Attachment C, you can mark this field N/A.

### 3.14 DOCUMENTS – CUSTOMER COMPLETED ATTACHMENT C

#### Documents

Proof of Residency:	Complete	Missing	Invalid	Illegible	N/A
Income Documentation:	Complete	Missing	Invalid	Illegible	N/A
Attachment A:	Complete	Missing	Invalid	Illegible	N/A
Attachment B:	Complete	Missing	Invalid	Illegible	N/A
Attachment C:	Complete	Missing	Invalid	Illegible	N/A

If the required fields in the section are marked Complete, no further information from this section is required to make a decision on the application.

**Bolded field names are required.**

- ) **Proof of Residency** – see below for examples of proper proofs of residency. At least two documents are required for proof of residency.
  - The documents cannot serve as both proof of residency and proof of income.
- ) **Applicant Income Documentation** – see below for examples of proper proofs of income. At least one proof of income is required.
  - One document cannot serve as both proof of income and proof of residency.
- ) **Household Member Income Documentation** – see below for examples of proper proofs of income. At least one proof of income is required for each household member.
- ) If the customer did not fill out Attachment A, you can mark this field as N/A.
- ) If the customer did not fill out Attachment B, you can mark this field as N/A.
- ) If the customer is claiming a Special Hardship, they need to **provide proper documentation to support the claim in addition to filling out Attachment C**. The type of required documentation will vary based on the letter code. Examples of documentation for each letter code are given in the table below.

It is unlikely that the customer would need to fill out all three attachments because, to qualify for special hardship, the customer needs to be above 150% of FPL. This is highly unlikely if the customer has income support (Attachment A) and/or is claiming zero income (Attachment B).

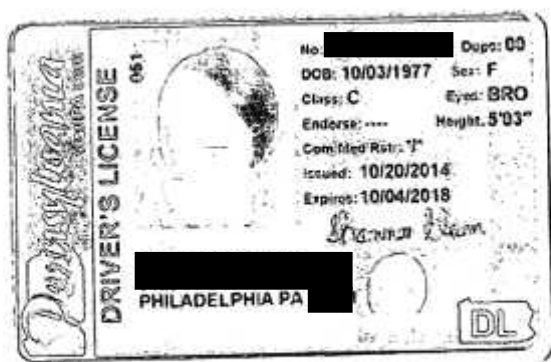
Hardship Type	Code	Example of Documentation
<b>Increase in household size</b>	A	CHILDREN: birth certificate; adoption certificate; baptismal certificate; proof of guardianship; hospital records; written certification from child's doctor. ADULT DEPENDENTS, <i>such as elderly, disabled, or returning veterans</i> : federal income tax returns.
<b>Loss of job (lasting 4 months or more)</b>	B	Employment termination letter; resignation letter; layoff notice; unemployment compensation award letter/printout.
<b>Serious illness of household member (lasting 9 month or more)</b>	C	Hospital admission documentation; hospital discharge documentation; signed and dated documentation from a physician (as per PWD regulations 100.10.a).
<b>Death of primary wage earner</b>	D	Death certificate; obituary.
<b>Domestic violence or abuse</b>	E	Safe harbor program admission documentation.
<b>Household Expenses</b>	F	Supporting documentation for individual financial assessment. Expense categories include: housing (rent or mortgage, home owner's or renter's insurance, property taxes), utilities (electricity, gas, heating oil, phone), child support, dependent care, and medical expenses (medical care provider bills, health insurance, prescription drugs).
<b>Other</b>	G	Subject to case-by-case review by Supervisor

## 4 EXAMPLES OF PROOFS OF RESIDENCY AND INCOME

### 4.1 PROOF OF RESIDENCY

#### 4.1.1 Driver's license or another current government issued ID

Acceptable types of ID include PA driver's license, PA photo ID, U.S. passport, U.S. military ID, or employee photo ID if the customer is employed by a government entity (federal, state, county, or municipal). The ID must be current and not expired.



Check expiration date.  
ID must be current.

## 4.1.2 Voter Registration Card

## 4.1.3 Recent utility bill

The utility bill must be issued within the last 6 months and billed to the customer's place of residence. It can be issued by WRB, PGW, PECO, cable or the telephone company (landline only).

## 4.1.4 Lease agreement

The agreement must cover the period of the most recent 6 months.

## 4.1.5 Rent receipts

Must be dated within the most recent 6 months.

## 4.1.6 Mortgage statements

Must be dated within the most recent 6 months.

**CHASE**

chase.com

Customer Service  
Includes 24/7 Automated Response  
Monday - Thursday 8 a.m. - midnight (ET)  
Friday 8 a.m. - 10 p.m. (ET)  
Saturday 8 a.m. - 5 p.m. (ET)  
Hearing Impaired Service (TTY) 1-800-582-0542

48868 MSD Z 07517 Q - BAE TI

**Mortgage Loan Statement**

Loan Number [REDACTED]  
Statement Date 03/16/2017  
Property Address Philadelphia, PA [REDACTED]

**Total Amount Due \$2,632.23**  
**Payment Due Date 04/01/2017**  
A late charge of \$20.09 may apply if received after 04/15/2017.

**Loan Overview (as of 03/16/2017)**

Original Principal Balance	\$63,398.00
Unpaid Principal Balance	\$50,120.77
Interest Rate	4.00000%
Escrow Balance	\$518.41
Unapplied Balance	\$15.36

Your Unpaid Principal Balance is not a payoff quote. Learn more about the payoff process by visiting chase.com/Payoff or obtain a payoff quote by calling our 24/7 automated service at 1-877-808-2894.

**Past Payments Breakdown**

	Paid Since Last Statement	Paid Year-to-Date
Principal	\$0.00	\$173.17
Interest	\$0.00	\$335.01
Escrow Payment (Taxes and/or Insurance)	\$0.00	\$496.26
Unapplied Funds	\$0.00	\$15.36
<b>Total</b>	<b>\$0.00</b>	<b>\$1,019.80</b>

**Explanation of Amount Due**

Principal	\$38.19
Interest	\$165.90
Escrow Payment (Taxes and/or Insurance)	\$248.25
<b>Monthly Payment</b>	<b>\$502.34</b>
Prior Fees/Charges	\$100.44
Fees/Charges Since Last Statement	\$20.09
Original Missed Payment Date	12/01/2016
<b>Past Due Amount</b>	<b>\$2,009.38</b>
<b>Total Amount Due</b>	<b>\$2,632.23</b>

**Transaction Activity Since Your Last Statement (Includes Fees/Charges)**

Transaction Date	Description	Total Received	Principal	Interest	Escrow	Fees	Unapplied Funds
03/16/2017	LATE CHARGE ASSESSMENT					\$20.09	

Check date. Must be dated within the most recent 6 months.



#### 4.1.7 Employment or income tax records

For the purposes of residency verification, customer may provide at least 2 paystubs from current employer that were issued in the most recent 6 months; most recent year's W-2 form; or most recent year's state or federal tax records.

#### 4.1.8 Benefit award letter

Letter must be issued by federal, state, or local government in the most recent 12 months for the period covering the application submission date. Example agencies or programs include Social Security, SSI, DHS, SNAP, LIHEAP, unemployment compensation, and Homestead Exemption. Printouts from COMPASS or OPA can also be used instead of award letters if they clearly show the benefit amount, date it was awarded, as well as the beneficiary's name and address.

ERIS UC SERVICE CENTER  
1308 STATE STREET  
PHILADELPHIA, PA 19101-1978  
TEL: 800-313-7284  
FAX: 814-871-4863

**pennsylvania**  
DEPARTMENT OF LABOR & INDUSTRY  
OFFICE OF UNEMPLOYMENT COMPENSATION BENEFITS POLICY

DATE MAILED  
APR 07, 2017

**NOTICE OF FINANCIAL DETERMINATION**  
THIS FINANCIAL DETERMINATION ALONE DOES NOT ENTITLE YOU TO BENEFITS. A REVIEW OF YOUR EMPLOYMENT HISTORY AND PRESENT STATUS MUST ALSO BE MADE TO DETERMINE WHETHER YOU MEET ALL OF THE ELIGIBILITY REQUIREMENTS SPECIFIED IN THE LAW.

SOC SEC ACCT NO. [REDACTED]

OFFICE USE ONLY  
AB 04/02/17 UC  
CODE 1 MAX WKS 26  
PBC 145 WBR 482A\*MBR 12532  
NO DEP 0 WDA 0 MDA 0  
SX 2 OFFICE NO. 0993

PHILADELPHIA PA [REDACTED]

Dear [REDACTED]:

You recently filed an application for unemployment compensation benefits with the Office of UC Benefits. This financial determination notifies you that you are financially eligible for benefits. Your financial eligibility is based on the wages you were paid and the credit weeks you earned during your base year (the first four of the last five completed calendar quarters immediately prior to filing your claim) which is from JAN 01, 2016 to DEC 31, 2016.

Our records show that during your base year, wages were reported by the following employer(s):

Employer(s)	Employer(s) Acct. Number	Plant No.	Breakdown of Base-Year Wages by Quarter				Total Wages Paid	Credit Weeks
			1-16	2-16	3-16	4-16		
HOLY REDEE SUGARHOUSE	46-40359R 72-96040		3,792 8,453	3,880 8,261	2,484 9,135	3,240 8,611	13,996 34,482	
Totals			12,245	12,141	11,619	11,851	47,858	52

Your weekly benefit rate (WBR) is determined to be \$482 based on a comparison of your highest quarter wages and your total base-year wages to the table for "Rate and Amount of Benefits". Your highest quarter (rounded to the nearest dollar) was the 1st quarter of 2016 when you were paid wages of \$12,245. Your total base-year wages were \$47,858.

Check date. Unemployment benefit award must be issued in the last 12 months.

#### 4.1.9 Student loan billing or bank statements

Statements must be issued in the most recent 6 months.

## 4.2 PROOF OF INCOME


**Proof of income must be issued within the most recent 30 days or, if issued annually, should cover a timeframe including the most recent 30 days.**

### 4.2.1 Prior year Federal tax return or W-2

Copies of Federal tax return or W-2 documents for most recent year (2016 tax returns if application is submitted in 2017).

### 4.2.2 Pay Stubs

If submitting pay stubs, customer must submit at least 2. At least one of them must be issued within 30 days of application submission. NO OVERTIME PAY CAN BE COUNTED TOWARD GROSS BASE INCOME.



**COMHAR, INC**  
100 WEST LEHIGH AVENUE  
PHILADELPHIA PA 19133

CHECK NO: A107877  
PAGE NUMBER: 1 OF 1  
CHECK DATE: 06/16/17  
PERIOD BEG/END: 06/27/17-06/09/17  
PAY FREQUENCY: BIWEEKLY

ID NUMBER: 0048106490  
BASE RATE: 15.1500

STATUS: SINGLE  
FED: 03  
ST1:  
ST2:

EXEMPT: 03  
FED: 03  
DI/UC:  
LOCAL:


TAX ADJUSTMENTS:  
ST1:  
ST2:

STATE AND LOCAL CODES:  
PRI: PA LOC1: PA LOC2:  
SEC: LOC2: LOC4:  
LOC5:

**IMPORTANT MESSAGE**

HOURS AND EARNINGS				TAXES AND DEDUCTIONS				SPECIAL INFORMATION			
DESCRIPTION	RATE	HOURS	EARNINGS	DESCRIPTION	CUR AMT	YTD AMT	DESCRIPTION	AMOUNT			
CURRENT EARNINGS				SO SEC TAX	62.69	693.53	VAC BALANCE	.00			
REGULAR	10.1800	56.00	564.96	MEDICARE TAX	14.68	182.20	SICK BALANCE	21.85			
SICK	15.1500	7.00	106.05	FED INC TAX	42.77	450.06	PERSONAL BAL	.00			
TOTAL HOURS WORKED		63.00		PRI-STATE TAX	31.04	343.43	403B MATCH	20.25			
TOTAL CURRENT HOURS/EARNINGS			1011.01	SO/UC TAX	.71	7.81	YTD 403B MATCH	222.75			
YEAR-TO-DATE EARNINGS				PRI-LOCAL TAX	39.43	438.28	CURRENT NET PAY DISTRIBUTION				
REGULAR	678.00		10387.78	TOTAL TAXES	181.30	2093.33	C XXXXXXXXXXXXXXX802	789.14			
SICK	21.00		318.15	TOTAL DEDS			CHECK AMOUNT	.00			
TOTAL YEAR-TO-DATE HOURS/EARNINGS			11185.81				TOTAL CUR NET PAY	789.14			
403B PRETAX											
TOTAL PRE-TAX ITEMS											

Check dates. Pay stubs should be issued within 30 days of application submission.



**COMHAR, INC**  
100 WEST LEHIGH AVENUE  
PHILADELPHIA PA 19133

CHECK NO: A108363  
PAGE NUMBER: 1 OF 1  
CHECK DATE: 06/30/17  
PERIOD BEG/END: 06/10/17-06/23/17  
PAY FREQUENCY: BIWEEKLY

ID NUMBER: 0048106490  
BASE RATE: 15.1500

STATUS: SINGLE  
FED: 03  
ST1:  
ST2:

EXEMPT: 03  
FED: 03  
DI/UC:  
LOCAL:

TAX ADJUSTMENTS:  
ST1:  
ST2:

STATE AND LOCAL CODES:  
PRI: PA LOC1: PA LOC2:  
SEC: LOC2: LOC4:  
LOC5:

**IMPORTANT MESSAGE**

HOURS AND EARNINGS				TAXES AND DEDUCTIONS				SPECIAL INFORMATION			
DESCRIPTION	RATE	HOURS	EARNINGS	DESCRIPTION	CUR AMT	YTD AMT	DESCRIPTION	AMOUNT			
CURRENT EARNINGS				SO SEC TAX	46.08	729.61	VAC BALANCE	.00			
REGULAR	10.1800	46.00	743.36	MEDICARE TAX	10.77	172.97	SICK BALANCE	23.51			
TOTAL HOURS WORKED		46.00		FED INC TAX	15.04	465.12	PERSONAL BAL	.00			
TOTAL CURRENT HOURS/EARNINGS			743.36	PRI-STATE TAX	22.63	366.29	403B MATCH	14.67			
YEAR-TO-DATE EARNINGS				SO/UC TAX	.52	8.33	YTD 403B MATCH	233.56			
REGULAR	722.00		11611.12	PRI-LOCAL TAX	28.99	495.27	CURRENT NET PAY DISTRIBUTION				
SICK	21.00		318.15	TOTAL TAXES	124.22	2217.56	C XXXXXXXXXXXXXXX802	581.97			
TOTAL YEAR-TO-DATE HOURS/EARNINGS			11829.27	TOTAL DEDS			CHECK AMOUNT	.00			
403B PRETAX							TOTAL CUR NET PAY	581.97			
TOTAL PRE-TAX ITEMS											

CURRENT 1011.01

YTD 11185.81

benefits and d:



**pennsylvania**  
DEPARTMENT OF LABOR & INDUSTRY



Log

Printer

Page

Draft 12/1/2017





# Social Security Administration

Date: June 14, 2017

Claim Number: XXX-XX-0998DI

Check letter date and award year. SSI and Social Security award letters must be for the current year.

PHILADELPHIA PA

You asked us for information from your record. The information that you requested is shown below. If you want anyone else to have this information, you may send them this letter.

## Information About Supplemental Security Income Payments

Beginning January 2017, the current Supplemental Security Income payment is \$735.00 .

This payment amount may change from month to month if income or living situation changes.

Supplemental Security Income Payments are paid the month they are due. (For example, Supplemental Security Income Payments for March are paid in March.)

## Type of Supplemental Security Income Payment Information

You are entitled to monthly payments as a disabled individual .

## Date of Birth Information

The date of birth shown on our records is May 21, 1954. ✓

## Suspect Social Security Fraud?

Please visit <http://oig.ssa.gov/r> or call the Inspector General's Fraud Hotline at 1-800-269-0271 (TTY 1-866-501-2101).

## If You Have Questions

We invite you to visit our web site at [www.socialsecurity.gov](http://www.socialsecurity.gov) on the Internet to find general information about Social Security. If you have any specific questions, you may call us toll-free at 1-800-772-1213, or call your local office at 877-445-9977. We can answer most questions

### 4.2.4 Assistance Application Attachment A

**If the customer fills out Attachment A, it serves as a proof of income.** The customer is not required to submit additional documentation to prove financial support, such as a letter from the income provider. Income support may be the customer's only source of income or a supplementary source of income. In the latter case, additional proof of income is needed to document all sources of income.

### 4.2.5 Assistance Application Attachment B

If the customer fills out attachment B, lists zero income on the application, and does **not** claim that someone from outside the household is providing income support (Attachment A), then **Attachment B serves as the customer's proof of income.** In this case, the customer is not required to submit additional documentation as proof of income.

## APPENDIX E. TWO-STEP REVIEW PROCESS

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October 3, 2017

### Introduction

Changes in CAMP will require each application to go through a two-step review process as part of its regular review. The two-step review process affects only CSRs in ApplCSR roles and not Supervisors, Managers, Administrators, Call Center Supervisors, or Clerical staff.

Additionally, the two-step review process is only required when a CSR is making a decision on an application. As of the writing of this document, WRB staff is only making decisions to Approve applications or set them to Incomplete. Application denials will start occurring in the near future. Updating an application to any other status but Approved, Denied, or Incomplete will not require a two-step review process of CAMP users, regardless of their role.

Prior to the two-step process, the first person who reviewed the application could make the final decision on it. With the two-step process, reviewer 1 (User 1) will review the application and make all necessary updates to it, just like before the two-step process. They will then decide to set it to Approved, Incomplete, or Denied, which will determine the application's Conditional Status and Conditional Letter Code. Then, a Supervisor will assign the application to the second reviewer (User 2). This reviewer will have limited abilities to update the application prior to making a decision on it. If the two reviewers' decisions match, then the application automatically progresses from In Progress status to Approved, Denied, or Incomplete, depending on the reviewers' decision. If the two reviewers' decisions do **not** match, then the application is automatically flagged for Supervisor review where the Supervisor can make a decision on an application or re-assign it for further review. Lastly, Users 1 and 2 can raise the Supervisor Review (S) flag at any point during the review process to request help.

### User 1

As the first reviewer, User 1 would start the process in the same way that they currently do: by selecting an In Progress application from the Application Queue on the Manage page.

### Application Queue

From Date:   
 To Date:   
 Page Size:

Status:   
 Assigned To:   
 Priority Flag:

There are 21 results for this search.

Application ID #	Water Access Code #	Customer Names #	Property Address #	Status #	Letter Code	Status Date #	Received Date #	Assigned User #	Assigned Date #	Priority Flag #
900017923	000207829	EILEEN JONES	1421 N HIRST ST 19151	In Progress	Application Received	8/23/17	8/17/2017 12:00:00 AM	Mary Tchamkina	9/18/2017 1:21:25 PM	
900007143	000835589	ELEDA RIVERS	4833 N 9TH ST 19141	In Progress	Application Received	8/23/17	8/17/2017 12:00:00 AM	Mary Tchamkina	9/18/2017 1:21:25 PM	

User 1 should follow the same steps to review an application that they currently follow prior to making a decision on an application.

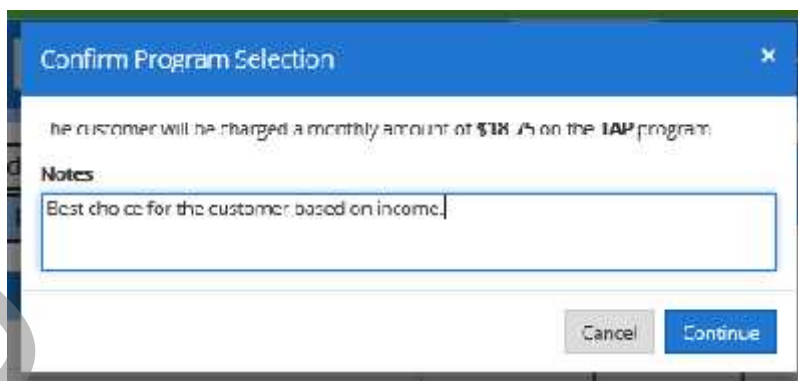
### Making a Decision on an Application

User 1 can make a decision on an application after reviewing it. Similarly to the previous process, the user can:

- ✓ Approve an application for a program on the Choose Program page;
- ✓ Deny an application on the Application Info page; or
- ✓ Update the application status to Incomplete by generating an Incomplete letter on the Letters page (see more on Letters below)

As the reviewer is making a decision, they have the opportunity to leave a note regarding why this decision is made. This could be helpful to the Supervisor if they have to review the decisions made by User 1 and User 2 and reconcile them. The format is similar to other Confirm Update messages that have appeared in CAMP recently.

The screenshots below show examples of the Confirm Program Selection pop-up on the Choose Program page; the Confirm Update pop-up showing a Denied decision on the Application Info page; and the Confirm Letter Generation pop-up for an Incomplete letter on the Letters page.



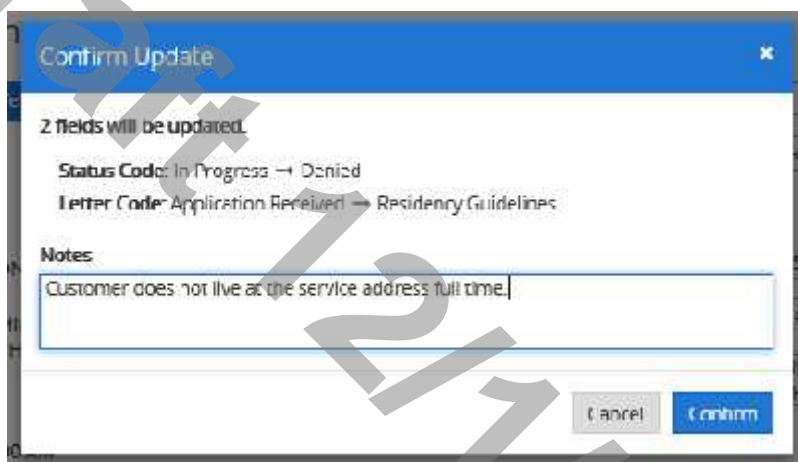
Confirm Program Selection

The customer will be charged a monthly amount of \$18.75 on the IAP program.

Notes

Best choice for the customer based on income.

Cancel Continue



Confirm Update

2 fields will be updated.

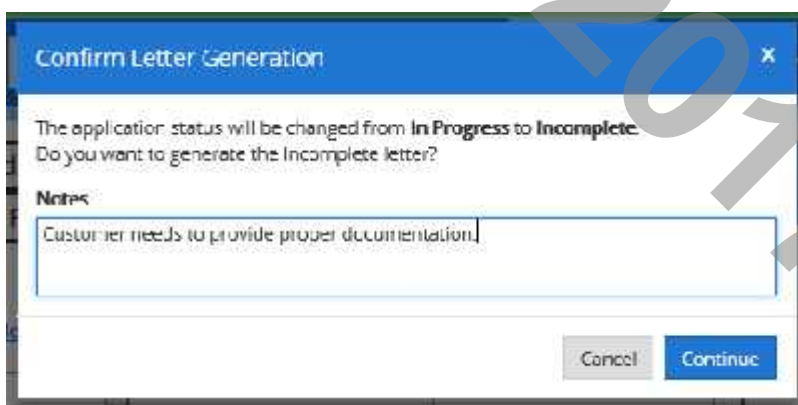
Status Code: In Progress → Denied

Letter Code: Application Received → Residency Guidelines

Notes

Customer does not live at the service address full time.

Cancel Confirm



Confirm Letter Generation

The application status will be changed from In Progress to Incomplete. Do you want to generate the Incomplete letter?

Notes

Customer needs to provide proper documentation.

Cancel Continue

After the decision is made, User 1 sees that the application status remains In Progress and the Letter Code remains "Application Received." However, **two new fields** appear to indicate User 1's decision on the application: **Conditional Status Code** and **Conditional Letter Code**. These new fields are located next to the Status and Letter Code fields on the Application Info page and in the Application Summary sidebar on Household Members and Choose Program pages.

## Application Information

Signature:	Yes	Application Status:	In Progress
Application ID:	900005055	Application Letter Code:	Application Received
Water Access Code:	000487468	Conditional Status:	Approved
Applicant Name:	LEO & BARBARA JAMES	Conditional Letter Code:	TAP
Property Address:	6240 N WOODSTOCK ST PHILADELPHIA PA 19138	Application Source:	PAPER
Installation Type:	**	Daytime Phone:	
Application Status Date:	9/23/16 12:00 AM	Email Address:	
Application Received Date:	7/1/01 12:00 AM	Mailing Address:	6240 N WOODSTOCK ST PHILADELPHIA PA 19138
Household Size:	1	Ownership Status:	Owner
Children Under 18:	0	Assigned To:	Mary Tchamkina
Language:	English	Assigned Date:	9/23/16 12:00 AM
Total Income:	\$1,500.00	Supervisor Review Requested?	No
Account Balance:	\$7,779.22		

Application Info	Household Members	Billing History
Documents	Choose Program	Letters
	Notes	

Program	Monthly Amount
TYPICAL STD BILL + STD PA	\$267.85
TYPICAL STD BILL + LONG STD PA	
TAP	\$45.00
SENIOR CITIZEN'S DISC + STD PA	\$258.81
SENIOR CITIZEN'S DISC + LONG STD PA	
WIRE	

The TAP program is waiting for a final decision.

Account Balance:	\$7,779.22	Monthly Income:	\$1,500.00
Household Size:	1	Percent of FPL:	140%
Is Landlord:	No	Previous Plan:	
Is Senior:	Yes	Previous Plan End:	
Meter Size:	5/8	Usage Average:	0 ccf
Hardship:	None	Usage Predicted:	1 ccf

### Application Summary

ID: 900005055

Name: LEO & BARBARA JAMES

Status: In Progress

Letter Code: Application Received

Conditional Status: Approved

Conditional Letter Code: TAP

Water Access Code: 000487468

Property: 6240 N WOODSTOCK ST  
PHILADELPHIA PA 19138

Phone:

Email:

Mailing Address: 6240 N WOODSTOCK ST  
PHILADELPHIA PA 19138

Ownership Status: Owner

Household: 1

Children Under 18: 0

Print Export

The act of User 1 making a decision on an application opens a decision, which is indicated by an “O” priority flag when the application appears in the search results on the Manage page. This Open decision indicates to the Supervisor that the first reviewer has completed their review, and the application is ready to be assigned to the second reviewer.

Application ID ↑	Water Access Code ↑	Customer Names ↑	Property Address ↑	Status ↑	Letter Code	Status Date ↑	Received Date ↑	Assigned User ↑	Assigned Date ↑	Priority Flag ↑
100001493	000024559	OTT, PATRICIA HAYES, JOSEPH	1145 E ATLANTIC ST PHILADELPHIA PA 19134	In Progress	Application Received	10/19/16 12:00 AM		Mary Schmeling	10/19/16 12:00 AM	O

### Letters Tab – User 1

When User 1 generates an Incomplete letter, the letter’s status is Conditional. User 1 can preview the letter or expand using the “+” symbol to see the letter’s contents (see screen shot below).

Application Info
Household Members
Billing History
Documents

Choose Program
Letters
Notes

Name	Status	Assigned To	Last Updated By	Last Updated	Preview
Incomplete_100001493_100001493.pdf	Conditional	Mary Schmeling		10/19/16 12:00 AM	

Water Access Code: 000024559

Customer Name: PATRICIA OTT & JOSEPH HAYES

Mail Unit1: 1145 E ATLANTIC ST

Mail Unit2: PHILADELPHIA PA 19134

Mail Unit3:

Mail Unit4:

Property Line1: 1145 E ATLANTIC ST

Property Line2: PHILADELPHIA PA 19134

Missing Items:

Application Received Address on Part 1 of Application Applicant's SSN on Part 1 of Application Applicant's Daytime Phone Number on Part 1 of Application Initials acknowledging Responsibility 1 on Part 2 of Application Initials acknowledging Responsibility 2 on Part 2 of Application Initials acknowledging Responsibility 3 on Part 2 of Application Initials acknowledging Responsibility 4 on Part 2 of Application Initials acknowledging Responsibility 5 on Part 2 of Application Initials acknowledging Responsibility 6 on Part 2 of Application Initials acknowledging Responsibility 7 on Part 2 of Application Initials acknowledging Responsibility 8 on Part 2 of Application Initials acknowledging Responsibility 9 on Part 2 of Application Initials

Application Summary

ID: 100001493  
Name: PATRICIA OTT & JOSEPH HAYES  
Status: In Progress  
Letter Code: Application Received  
Conditional Status: Incomplete  
Conditional Letter Code: Incomplete application  
Water Access Code: 000024559  
Property: 1145 E ATLANTIC ST  
PHILADELPHIA PA 19134  
Phone:  
Email:  
Mailing Address: 1145 E ATLANTIC ST  
PHILADELPHIA PA 19134  
Ownership Status: Owner  
Household: 1  
Children Under 18: 0

Print
Export

### Approving Applications on Accounts with DCRs – User 1

With the two-step review process, User 1 will not need to address any DCR-related issues while approving an application. All DCR unlinking will be done when either User 2 or the Supervisor reviews the application.

### Raising the Supervisor Review Requested Flag

User 1 can make a decision on the application if everything in the application is clear. If User 1 runs into any issues or uncertainty, they can raise the Supervisor Review Requested flag to get assistance from a Supervisor before making a decision on the application.



To do so, User 1 should follow the steps below:

1. Click Edit at the bottom of the Application Info tab to enter Edit mode.
2. Click Yes next to “Supervisor Review Requested?”
3. Click Update at the bottom of the Application Info tab.

**Application Information**

Signature:	<input type="button" value="No"/> <input type="button" value="Yes"/>	Application Status Code:	<input type="text" value="In Progress"/>
Application ID:	900020299	Application Letter Code:	<input type="text" value="Application Unreviewed"/>
Water Access Code:	00052835/	Application Number:	PA1911
Applicant Name:	TYANISA BELL	Daytime Phone:	215-380-4536
Property Address:	6427 N 17TH ST PHILADELPHIA PA 19126	Email Address:	TYANISA@MSN.COM
Installation Type:	1	Mailing Address:	6427 N 17TH ST PHILADELPHIA PA 19126
Application Status Date:	8/23/17 10:40 AM	Ownership Status:	Owner
Application Received Date:	8/21/17 12:00 AM	Assigned To:	Mary.Tchamkina
Household Size:	1	Assigned Date:	9/13/17 1:21 PM
Children Under 18:	2	Supervisor Review Requested?	<input type="button" value="No"/> <input type="button" value="Yes"/>
Language:	English		
Total Income:	\$2,156.00		
Account Balance:	\$1,440.11		

User 1 will see a “Confirm Update” pop-up appear after clicking the Update button to save their changes. The pop-up allows User 1 to leave a note for the Supervisor regarding what aspect of the application was troublesome or confusing. This way, the Supervisor can quickly clear up the matter, and the review process can proceed. Adding this note does not affect the contents of the application. It will just help the Supervisor locate where their help is needed most. **User 1 can review their notes as well as notes made by the Supervisor on the new Notes tab.** See the **Notes** section for more information.

Click Confirm to save changes.

17:13:00 AM Assigned To: Mary.Tchamkina

**Confirm Update**

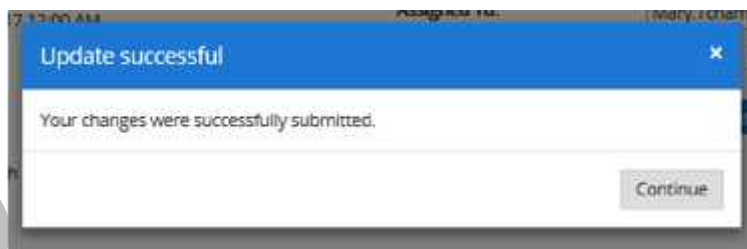
1 field will be updated.

Supervisor Review Requested: No → Yes

Notes

Need help with income documentation review

Click Continue on the Update Successful pop-up that confirms that changes have been saved.



After the Supervisor flag is raised, User 1 can check this application in their Application Queue on the Manage page. It will have an “S” under the Priority Flag header, which means the Supervisor Review (S) has been requested.

Application ID #	Water Access Code #	Customer Names #	Property Address #	Status #	Letter Code	Status Date #	Received Date #	Assigned User #	Assigned Date #	Priority Flag #
900000259	000528551	YANIS BELL	5427 N 17TH ST 19128	In Progress	Application Received	8/23/17 10:40 AM	8/17/17 12:00 AM	Vary, Tisha B. Lia	9/18/17 11:21 PM	S

The Supervisor can discuss the issue with User 1 to resolve the question. If User 1 has **not** made a decision on the application, they will be able to remove the S flag once the issue is resolved as the application remains editable for User 1. This will allow User 1 to complete the review and make a decision on the application.

If User 1 made a decision on the application **and** raised the S flag because they wanted the Supervisor to review it, the flag will show up as “OS” (Open decision group and Supervisor Review needed). In this case, the Supervisor will need to remove the “S” flag themselves prior to assigning the application to User 2. **However, we encourage all CSRs in User 1 role to address questions prior to making a decision on the application.**

### User 2

User 2 is the second reviewer on an application. They will be assigned applications that have been previously reviewed and decided on by User 1. Therefore, all applications that User 2 is reviewing have an Open decision and are marked by the priority flag “O.”

All <input type="checkbox"/>	Application ID #	Water Access Code #	Customer Names #	Property Address #	Status #	Letter Code	Status Date #	Received Date #	Assigned User #	Assigned Date #	Priority Flag #
<input type="checkbox"/>	900004293	000461814	PAMELA LARRY	6011 N WARNOCK ST 19141	In Progress	Application Received	9/9/16	7/4/2017 12:00:00 AM	Nelson, Vazquez	9/22/2016 12:00:00 AM	O



User 2 cannot see the decision that User 1 made on the application. As much as possible, User 2 should not be influenced by User 1 in their review of the application.

Unlike User 1, User 2 **cannot** make changes to the majority of the application. This limitation ensures that both reviewers are making a decision on the same information about the applicant's circumstances. User 2 can make changes to the following fields to enable the review process:

- ) Application Info page: Update application Status, Letter Code, and Supervisor Reviewed flag. User 2 can also reassign the application to another user in the Supervisor, Manager, or Admin role.

- *Note: These fields are all related to application status and reviewer, not application data.*

**Application Information**

Signature:	Fre	Application Status Code:	In Progress
Application ID:	100000917	Application Letter Code:	Application Received
Water Access Code:	000106825	Application Source:	WEB
Applicant Name:	FLORENCE WADDELL	Daytime Phone:	
Property Address:	2306 W CUMBERLAND ST PHILADELPHIA PA 19132	Email Address:	
Installation Type:	11	Mailing Address:	840 N MARSHALL ST PHILADELPHIA PA 19123
Application Status Date:	8/5/16 12:00 AM	Ownership Status:	Owner
Application Received Date:	8/5/16 12:00 AM	Assigned To:	Austin Dixon
Household Size:	1	Assigned Date:	9/22/16 12:00 AM
Children Under 18:	0	Supervisor Review Requested?	No Yes
Language:	English		
Total Income:	\$3,245.00		
Account Balance:	\$58.70		

- ) Application Info and Household Member pages: Update "Reviewed?" from No to Yes.

Application Info	Household Members	Billing History
Documents	Choose Program	Letters

Name	Social Security Number	Birth Date	Relationship	Gross Monthly Income
FLORENCE WADDELL			APPLICANT	\$3,345.00

Reviewed?

Household members may only be edited for applications that are not awaiting a final decision.

### Application Summary

ID: 100000917

Name: FLORENCE WADDELL

Status: In Progress

Letter Code:

Water Access Code: 000106829

Property: 2306 W CUMBERLAND ST  
PHILADELPHIA PA 19122

Phone:

Email:

Mailing Address: 840 N MARSHALL ST  
PHILADELPHIA PA 19123

Ownership Status: Owner

Household: 1

Children Under 18: 0

- ) Letters page: Generate an Incomplete letter without changing the fields in the Requirements matrix, which becomes “frozen” (can be viewed but not edited).
- See section **Generating an Incomplete Letter – User 2** below for more details.

Application Info	Household Members	Billing History	Documents	Choose Program	Letters
------------------	-------------------	-----------------	-----------	----------------	---------

Applicant Information	Household Information	Customer Responsibilities	Income Support Provider
Name: Complete	Receives Child Support: Complete	Responsibility 1: Missing	Provider Name: Complete
Water Access Code: Complete	Child Support Amount: Complete	Responsibility 2: Missing	Provider Relationship: Complete
Email Address: Missing	Household Member Name: None	Responsibility 3.1: Missing	Provider Daytime Phone Number: Complete
SSN: Missing	Household Member SSN: None	Responsibility 3.2: Missing	Provider Address: Complete
Birth Date: Missing	Household Member Birth Date: None	Responsibility 4: Missing	Provider Email Address: Complete
Daytime Phone Number: Missing	Household Member Relationship: None	Responsibility 5: Missing	Start Date: Complete
Property Address: Complete	Household Member Income: None	Responsibility 6: Missing	Amount Provided: Complete
Mailing Address: Complete	Signature: Missing	Responsibility 7: Missing	Frequency Provided: Complete
Applicant Monthly Income: Complete		Responsibility 8: Missing	Still Providing: Complete
		Responsibility 9: Missing	Signature: Missing
		Responsibility 10: Missing	
		Responsibility 11: Missing	
		Responsibility 12: Missing	
		Print Name: None	
		Signature: Missing	

## Zero Income Documentation

Cash Over \$500: Complete  
 Real Estate Over \$10,000: Complete  
 Securities Over \$500: Complete  
 Assets Over \$500: Complete  
 Livelihood Description: Complete  
 Signature: Missing

## Special Hardship Claim

Letter Code: Missing  
 Other Description: Missing  
 Signature: Missing

## Documents

Proof of Residency: None  
 Applicant Income Documentation: None  
 Household Member Income Documentation: None  
 Attachment A: N/A  
 Attachment B: N/A  
 Attachment C: None  
 Hardship Documentation: None

Close

) Choose Program page: Select a program.

- If User 2 approves the customer for the same program as User 1, the application **will not** show a Conditional Status and Conditional Letter Code like for User 1. Instead, the Status will automatically update from In Progress to Approved, along with the appropriate Letter Code (see screen shot below).

Application Info	Household Members	Billing History
Documents	Choose Program	Letters

Program	Monthly Amount
⊕ TYPICAL STD BILL + STD PA	\$72.96
⊕ TYPICAL STD BILL + LONG STD PA	
⊕ TAP	\$30.87
⊕ SENIOR CITIZEN'S DISC	
⊕ WRBCC	

The TAP program has been approved.

The data displayed is as of 9/22/16.

Account Balance:	\$258.83	Monthly Income:	\$1,235.00
Household Size:	2	Percent of FPL:	91 %
Is Landlord:	No	Previous Plan:	2STD
Is Senior:	No	Previous Plan End:	3/29/17
Meter Size:	5/8	Usage Average:	0 ccf
Hardship:	None	Usage Predicted:	3 ccf

Application Summary ×

ID: 10000664

Name: REGINALD JEFFERSON

Status: Approved

Letter Code: TAP

Program Type: TAP

Water Access Code: 001106218

Property: 2106 MELVIN ST  
PHILADELPHIA PA 19131

Phone: 232-555-2323

Email: test@test.com

Mailing Address: 2106 MELVIN ST PHILADELPHIA PA 19131

Ownership Status: Tenant/Occupant

Household: 2

Children Under 18: 0

Print Export

## Divergent Decisions

It is possible that the first and second reviewers may come to different decisions about the application. For example, User 1 may approve the application while User 2 may find that an important piece of information is missing and an Incomplete letter needs to be sent. Alternatively, reviewers may approve the application but for two different programs. This situation is normal. We expect that not all

applications will be straightforward to review. Having two different opinions may help the learning process for all CSRs, slow down the review process, and increase accuracy and consistency among reviewers.

In the case when User 2 makes a different decision on an application from User 1, they will see that a **Conditional Status Code** and **Conditional Letter Code** are created in CAMP, much like when User 1 makes a decision on an application. This condition also automatically raises the “OS” priority flag (Open decision, Supervisor Review needed) to let the Supervisor know that this application needs their attention. At that point, User 2’s review is complete.

All <input type="checkbox"/>	Application ID	Water Access Code	Customer Name	Property Address	Status	Letter Code	Status Date	Received Date	Assigned User	Assigned Date	Priority Flag
<input type="checkbox"/>	100000721	000489062	JUAN TA SMITH	5703 WYALUSING AVE 19131	In Progress	Application Received	9/12/16		Mary.Tchamkina	9/12/2016 12:00:00 AM	OS

### Generating an Incomplete Letter – User 2

If User 2 decides to set the application to Incomplete, they will have to generate an Incomplete letter.

Selecting the Incomplete letter template from the drop-down on the Letter page will populate the template either from the values found in the Requirements matrix or, if User 1 had created an Incomplete letter, with the text from User 1’s letter. Recall that User 2 cannot edit the Requirements matrix. User 2 also can’t see the letter created by User 1 or the Conditional Status that resulted from User 1’s review. Nevertheless, in the example below, User 2 will likely recognize that User 1 had also generated an Incomplete Letter: User 1 had included specific instructions to the applicant in the Other Items field in their letter, and now they are populating the Other Items field for User 2.

User 2 can edit all fields in the Incomplete Letter template and also amend any typos or elaborate on any items that could be clearer. The Supervisor will not be required to review letters that have these minor differences.

Application Info		Household Members		Billing History		Documents	
<b>Choose Program</b>		<b>Letters</b>		<b>Notes</b>			
<b>Application Status:</b>	In Progress	<b>Writer Access Code:</b>	D01E92B64				
<b>Held Status:</b>	no longer held status	<b>Customer Name:</b>	ANTONETTE TURNER				
<b>Letter Template:</b>	complete	<b>Main Line1:</b>					
		<b>Main Line2:</b>					
		<b>Main Line3:</b>					
		<b>Main Line4:</b>					
		<b>Property Line1:</b>					
		<b>Property Line2:</b>					
		<b>Mailing Address:</b>	Applicant's First Last name or Part I of Application Signature of Applicant or Rec'd by Mail Carrier				
		<b>Mobile Phone:</b>					
		<b>Invalid home:</b>					
		<b>Other Items:</b>	Name of land grant's owner				

**Application Summary** x

ID:	D00008038
Name:	ANTONETTE TURNER
Status:	In Progress
Letter Code:	Application Forwarded
Writer Access Code:	D01E92B64
Property:	1836 N 13TH STREET MILL CREEK ARIZONA 85545
Phone:	214-484-1545
Email:	
Mailing Address:	1836 N 13TH STREET MILL CREEK ARIZONA 85545
Ownership Status:	
Household:	1
Childen Under 18:	0

[Print](#) [Cancel](#)

Once User 2 clicks “Generate Letter,” it will overwrite the letter generated by User 1. The decisions will be considered the same, and the Status will be updated to Incomplete.

If User 2 would like to make major changes in the letter, like by writing in new items to the Missing Items page, they should consult with a Supervisor.

Supervisor Review Flag Raised Prior to Review by User 2

If User 2 starts working on an application that has a Supervisor Review (S) flag raised in addition to the O flag, User 2 will not be able to make any edits or a decision on the application. This is because a Supervisor's input has been requested by the previous reviewer. Until that input is received and the S flag is removed by the Supervisor, User 2 cannot proceed with the review. **Thus, if User 2 sees an application with an "OS" priority flag in their application queue that cannot be edited, they should inform a Supervisor right away so as to not delay the review process.** This application may have been assigned by accident prior to the Supervisor having had a chance to review it.

The screenshot below shows an example of such a “frozen” application. *Note that there is no Edit button on the bottom of the screen to enable any changes.*

**Application Information**

Signature:	No	Application Status Code:	In Progress
Application ID:	900010420	Application Letter Code:	Application Received
Water Access Code:	000514888	Application Source:	PAPER
Applicant Name:	NARY AL-OBALD	Daytime Phone:	267-230-5546
Property Address:	1614 S 10TH ST PHILADELPHIA PA 19148	Email Address:	MOXHS@YAHOO.COM
Installation Type:	11	Mailing Address:	1614 S 10TH ST PHILADELPHIA PA 19148
Application Status Date:	9/9/16 12:00 AM	Ownership Status:	Owner
Application Received Date:	7/4/17 12:00 AM	Assigned To:	Austin Dixon
Household Size:	1	Assigned Date:	9/22/16 12:00 AM
Children Under 18:	0	Supervisor Review Requested?	Yes
Language:	English		
Total Income:	\$735.00		
Account Balance:	\$7,401.53		

**Child Support Information**

**Customer Responsibilities**

**Attachment A: Person Providing Income to Applicant**

**Attachment B: Zero Income Documentation**

**Attachment C: Special Hardship Claim**

**Reviewed?** No

**No Edit button**

### Approving Applications on Accounts with DCRs – User 2

User 2 will need to have the DCRs unlinked only if they make the same decision as User 1. If User 2 makes a different decision from User 1, the application will be flagged for Supervisor Review using the “OS” priority flag. In that case, User 2 will not see any messages related to DCRs.

The DCR unlinking process for User 2 is as follows:

1. Review the application.
2. Select the desired program on the Choose Program page (e.g., Approve for TAP).
3. If User 2 selected the same program as User 1, the DCR message will appear in a red box below the program choices box. The Application Summary sidebar will show a Conditional Status and a Conditional Letter Code.

Application Info	Household Members	Billing History
Documents	Choose Program	Letters
	Notes	

Program	Monthly Amount
TYPICAL STD BILL + STD PA	\$696.00
TYPICAL STD BILL + LONG STD PA	
TAP	\$12.00
SENIOR CITIZEN'S DISC	
WHEEL	

This account has linked Debt Collection Records. The debt must be unlinked before the TAP program may be selected.

Account Balance:	\$7,916.02	Monthly Income:	\$0.00
Household Size:	1	Percent of LIPI:	11%
Is Landlord:	No	Previous Plan:	
Is Senior:	No	Previous Plan End:	
Meter Size:	5/8	Usage Average:	0 cc <sup>3</sup>
Hardship:	None	Usage Predicted:	1 cc <sup>3</sup>

### Application Summary

ID: 100001507

Name: CHRISTINE LAMBLSON

Status: In Progress

Letter Code: Application Received

Conditional Status: Approved

Conditional Letter Code: 1A11

Water Access Code: 000014152

Property: 3029 AMBERLISI  
PHILADELPHIA PA 19134

Phone:

Email:

Mailing Address: 3626 RICHMOND ST APT 1A  
APT 1A PHILADELPHIA PA  
19134

Ownership Status: Owner

Household: 1

Children Under 18: 0

Print Export

- Request the DCRs to be unlinked via the regular process.
- Receive confirmation that DCRs are unlinked. You will no longer see the DCR message on the Choose Program page.
  - The application will still show Conditional Status and Conditional Letter Code.
- Highlight the program that is indicated by the Conditional Status and Conditional Letter Code and click "Choose (program name)" button again. **You will not be able to select a different program after the DCRs have been unlinked.**
- Your selection is confirmed when the Status updates from In Progress to Approved and the Letter Code updates from Application Received to the new program code (TAP, in this case).
  - Note that the application will no longer have a Conditional Status or a Conditional Letter Code.



Application Info	Household Members	Billing History	Documents
Choose Program	Letters	Notes	Decisions
	Logs	Audio	

Program	Monthly Amount
TYPICAL STD BILL - STD PA	\$75.00
TYPICAL STD BILL - LONG STD PA	
TAP	\$20.00
SENIOR CITIZEN'S DISC - STD PA	\$81.04
SENIOR CITIZEN'S DISC - LONG STD PA	
WVREC	

The TAP program has been approved.  
The plan deployed is of 0/25/16

Account Balance:	\$694.00	Monthly Income:	\$1,200.00
Household Size:	1	Percent of DPI:	119%
Is Landlord:	No	Previous Plan:	
Is Senior:	Yes	Previous Plan End:	
Meter Size:	5/8	Usage Average:	0.00
Handicap:	None	Usage Prevalent:	1.00

### Application Summary

ID: 000014009

Name: ANDREA WOODS

Status: **Approved**

Letter Code: TAP

Program Type: TAP

Water Access Code: 000000000

Property: 1223 WALDEN ST  
PHILADELPHIA PA 19131

Phone:

Email:

Mailing Address: 1223 WALDEN ST PHILADELPHIA PA 19131

Ownership Status: Owner

Household: 1

Children Under 18: 0

Print Report

### Conditional Status Code and Conditional Letter Code

Applications with Open decisions have two new fields: **Conditional Status Code** and **Conditional Letter Code**.

These fields will appear on the Application Info page under the current Status Code and Letter Code fields.

- ⌋ If only User 1 made a decision, only one entry will be listed in each field.
- ⌋ If both User 1 and User 2 made decisions and:
  - *Decisions don't match* - both Conditional Statuses and Conditional Letter Codes will be listed in the fields, separated by commas.
  - *Decisions match* - Conditional Status and Conditional Letter Code fields disappear and application Status and Letter Code are updated instead.



## Application Information

Signature:	Yes	Application Status:	In Progress
Application ID:	000077851	Application Letter Code:	Application Received
Water Access Code:	000277781	Conditional Status:	Denied, Incomplete
Applicant Name:	MILDRED L HENDERSON	Conditional Letter Code:	Income guidelines, incomplete application
Property Address:	2430 MANTON ST PHILADELPHIA PA 19146	Application Source:	PAPER
Installation Type:	11	Daytime Phone:	261-1111
Application Status Date:	2/29/16 12:00 AM	Email Address:	
Application Received Date:	7/4/17 12:00 AM	Mailing Address:	
Household Size:	2	Ownership Status:	
Children Under 18:	0	Assigned To:	
Language:	English	Assigned Date:	
Total Income:	\$45,000.00	Supervisor Review Requested:	Yes
Account Balance:	\$1,951.21		

Two users made decisions on this application, but their decisions did not match. Results of both decisions are listed in the Conditional Status and Conditional Letter Code fields.

The details of the Conditional decisions will appear on the **Decisions tab** (see below), combined in a decision group.

### Decisions Tab

The two-step process adds a new page to the application review process: the Decisions tab. This page shows the decisions that have been made by Users 1 and 2 as the application is going through its review. It also shows any notes created by Users 1 and 2 associated with their decisions (other notes appear on the Notes tab). Reviewers are not required to leave notes but should be encouraged to do so. Notes will be discussed more in the **Notes** section below.

The screenshot below shows an Open decision on an application that has been reviewed and approved by User 1.

Application Info	Household Members	Billing History	Documents	Choose Program
Letters		Logs	Audits	Decisions

Decision ID	State	Original Status	Original Letter Code	Final Status	Final Letter Code	Closing Note	Date Closed
68	Open	In Progress	Application Received				

User Name: Mary Ichamkina Date: 9/22/2016 12:00:00 AM

Status Code: Approved Note: Best choice for customer based on income.

Letter Code: TAP

Close

If User 2 makes the same decision as User 1, the decisions match and the decision group will be automatically closed. When this happens, the Conditional Statuses and Conditional Letter Codes are no longer seen on the application. The actual Status and Letter Code are updated to the Conditional Status and Letter Code that was selected by Users 1 and 2.

The decision are considered the same if:

- ✓ Users 1 and 2 approve the application while selecting the same program (TAP, Senior Citizen Discount, Regular bill + Long Standard payment plan, etc.).
- ✓ Users 1 and 2 deny the application for the same reason (Income Guidelines, Residency Guidelines, etc.).
- ✓ User 2 decides to set the application to Incomplete like User 1, even if the letter is edited slightly.

Application Info	Household Members	Billing History	Documents
Choose Program	Letters	Notes	Decisions
	Logs	Audits	

Decision ID	State	Original Status	Original Letter Code	Final Status	Final Letter Code	Closing Note	Date Closed
150	Closed	In Progress	Application Received	Incomplete	Incomplete application	Decisions matched	9/23/2016 12:00:00 AM

User Name: Josh Duran Date: 9/23/2016 12:00:00 AM

Status Code: Incomplete Notes:

Letter Code: Incomplete application

User Name: Mary Ichamkina Date: 9/23/2016 12:00:00 AM

Status Code: Incomplete Notes:

Letter Code: Incomplete application

### Application Summary

ID: 900000629

Name: PAUL WHITE & ETAL

Status: Incomplete

Letter Code: Incomplete application

Water Access Code: 0007/40710

Property: 1332 S 45TH ST  
PHILADELPHIA PA 19148

Phone: 215 688 0198

Email:

Mailing Address: 1332 S 45TH ST PHILADELPHIA PA 19148

Ownership Status: Owner

Household: 7

Children Under 18: 0

Print Export

**Another reason that a decision group could be closed automatically is when a new document is uploaded to an application.** The reason for this is that new information has been received on the application. Any decisions made on this application prior to WRB receiving this information may not be correct. In this case, the “Closing Note” field will say “Document uploaded.”

A new document can be appended to an application by:

- ) Vanguard/ Scantek when an applicant submits new information on an application.
- ) Clerical staff when an Orphan document is matched to an application.
- ) Supervisor when a document, such as a translated application, is uploaded to the Documents page from the desktop.

Application Info		Household Members		Billing History		Documents		Choose Program	
Letters		Logs		Audits		Decisions			
Decision ID	State	Original Status	Original Letter Code	Final Status	Final Letter Code	Closing Note			Date Closed
60	Closed	In Progress	Application Received			Document uploaded.			9/22/2016 12:00:00 AM
User Name:		Austin Dixon			Date:		9/22/2016 12:00:00 AM		
Status Code:		Approved			Note:				
Letter Code:		TAP							

**If Users 1 and 2 make different decisions on the application, the decision group will remain Open and the application will be automatically flagged for Supervisor review via the “OS” priority flag.** For example, the screenshot below shows an Open decision on an application that has been reviewed and denied by both Users 1 and 2. Even though both users denied the application, it has been automatically flagged for Supervisor review because some fields contain different values. In this case, the Letter Codes are different. The “Diff” field in User 2’s section shows the differences between the two applications. In this case, the Supervisor can choose to:

1. Close the decision group by clicking “Close” on the bottom right and remove the “S” priority flag on the Application Info page. The application can then be re-assigned to another CSR to review; or
2. Review the application themselves and make a decision. A Supervisor’s approval, denial, or setting of the application to Incomplete would automatically close the Open decision group and remove the “S” priority flag.
  - a. Note that Supervisors are not required to go through the two-step process and can make a decision on an application unilaterally.

Application Info	Household Members	Billing History	Documents	Choose Program
Letters	Logs	Audits	Decisions	

Decision ID	State	Original Status	Original Letter Code	Final Status	Final Letter Code	Closing Note	Date Closed
29	Open	In Progress	Application Received				
User Name:		Mary, Thompson		Date:		9/16/2016 12:00:00 AM	
Status Code:		Denied		Note:		Income too high	
Letter Code:		Income too high					
User Name:		Austin Dixon		Date:		9/16/2016 12:00:00 AM	
Status Code:		Denied		Note:			
Letter Code:		Customer Withdrew Application		Diff:		Letter code differs.	
Close							

### Responding to Supervisor Review (S) Flag

The table below summarizes the actions required of Supervisors when “S” priority flags are raised.

Flag	Number of decisions	Action	Who can remove flag?
S	0	Discuss with assigned user	Supervisor or User 1
OS	1	Discuss with assigned user. If application is Unassigned, discuss with the user listed in the Notes tab next to the most recent “Supervisor review request opened” note.	Supervisor or User 2 (if raised by User 2)
OS	2	Make a new decision or close group, remove S flag, and reassign to another CSR.	Supervisor only

### S Flag Raised Manually by User 1 or 2

Both Users 1 and 2 can raise the “S” priority flag to request the Supervisor’s help with an application. Raising the “S” flag is part of the review process and will not prevent either user from continuing with the application review. The Supervisor can address the question by speaking with the CSR directly or by leaving a note while lowering the “S” flag (see below).

This situation is different from the case when User 1 keeps “S” flag raised **after** making a decision on the application.

**If User 1 left the “S” flag raised while making a decision, remove it prior to assigning to User 2. User 2 won’t be able to edit or make a decision if an “S” flag has been raised by someone other than themselves.**

The new Conditional Status field on the Manage page shows the conditional status and user who made the decision. This field can quickly help the Supervisor identify applications that have been reviewed by User 1 and still have the “S” flag raised. In this case, the application is currently Unassigned. It is most likely that User 1 (Austin.Dixon) left the “S” flag raised while setting the application to Incomplete.

AEID	Application ID #	WFOE Access Code #	Customer Name #	Property Address #	Status #	Follow Date	Follow Date #	Received Date #	Conditional Status	Assigned User #	Assigned Date #	Priority Flag #
01	AEID#0264012	00001767006	111111111111111111 DURAJILLA	111111111111111111 MA-GILSON ST 10132	In Progress	Application Received	4/4/2016 12:00 AM	4/4/2016 11:40 AM	Conditional Austin, Texas	US Govt. paid		CR

It is likely that User 1 on this application did not remove the “S” flag prior to making a decision. Do not assign to User 2 until after removing the “S” flag.

User 1 may have left the “S” flag raised accidentally or because they were not sure about the decision. Check the **Notes tab** or speak with User 1 directly to address any lingering concerns prior to removing the “S” flag. Supervisor can also leave a note on the application while removing the “S” flag to keep track of the details of the conversation.

**Confirm Update**

1 field will be updated.

Supervisor History Requested: Yes → No

Name:

Spoke with rep. Decision to set application to Incomplete was correct

Cancel Confirm

The note will be recorded on the Notes tab. For more information on the Notes tab, see the **Notes** section below.

Application Info	Household Members	Billing History	Documents
Choose Program	Letters	Notes	Decisions
	Logs	Audits	

Date	Created By	Source	Note
9/23/15 12:00 AM	Mary.Tchamkina	Application Info	Supervisor review request closed. Spoke with rep. Decision to set application to incomplete was correct.
9/23/15 12:00 AM	Austin Dixon	Application Info	Supervisor review request opened.

### Application Summary

ID: 900011734

Name: CLOTILDA & DORA JILES

Status: In Progress

Letter Code: Application Received

Conditional Status: Incomplete

Conditional Letter Code: Incomplete application

Water Access Code: 000008080

Property: 2812 N MARSTON ST  
PHILADELPHIA, PA 19132

Phone: 215-964-0100

Email: CLOTILDAJILES@GMAIL.COM

Mailing Address: 2812 N MARSTON ST  
PHILADELPHIA, PA 19132

Ownership Status: Owner

Household: 1

Children Under 18: 0

Lastly, if User 2 leaves the “S” flag raised while making a decision, CAMP will automatically remove the “S” flag if User 2’s decision matched User 1’s decision. If the two decisions don’t match, however, the decision group will stay open, the “S” flag will remain, and the Supervisor will have to review the application to reconcile the two decisions or make a new decision.

#### S Flag Raised Automatically when Decisions 1 and 2 don’t Match

As mentioned previously, the “S” flag will be raised automatically when decisions made by User 1 and User 2 don’t match. The decision group will also remain open. On the Manage page, such applications are marked by an “OS” flag and have 2 Conditional Statuses and 2 user names listed in the Conditional Status field.

MID	Application ID	Water Access Code	Customer Names	Property Address	Status	Letter Code	Status Date	Received Date	Conditional Status	Assigned User	Assigned Date	Priority Flag
<input type="checkbox"/>	900011734	000008080	JOEL & SATORA WALDRON	3882 ALBERTA PL 19154	In Progress	Application Received	9/23/15 12:00 AM		Approved: Josh Coran Denied: Mary.Tchamkina	Mary.Tchamkina	9/23/15 12:00 AM	OS

These details can also be found on the Application Info and Decisions tab of the application.



## Application Information

Signature:

Application ID: 100001580

Water Access Code: 000003635

Applicant Name: CAMILLA JOY

Property Address: 5010 DAL INOHL AVE  
PHILADELPHIA PA 19142

Installation Type: 11

Application Status Date: 9/25/16 12:00 AM

Application Received Date: 9/20/16 12:00 AM

Household Size: 1

Children Under 18: 0

Language: English

Total Income: \$0.00

Account Balance: \$142.06

Application Status: In Progress

Application Letter Code: Application Received

Conditional Status: Approved, Denied

Conditional Letter Code: TAP, Installation type Not Eligible

Application Source: PAPER

Daytime Phone:

Email Address:

Mailing Address: 5010 DAL INOHL AVE  
PHILADELPHIA PA 19142

Ownership Status: Owner

Assigned To: Admin E View

Assigned Date: 9/25/16 12:00 AM

Supervisor Review Requested? Yes

Two conditional statuses indicate that decision group is open.

Cannot remove Supervisor Review flag while decision group with two decisions remains open.

To remove the "S" flag from such applications, the Supervisor first has to close the decision group, which can be done by clicking the Close button within the open group on the Decisions page.

Application Info	Household Members	Billing History	Documents
Choose Program	Letters	Notes	Decisions
	Logs	Audits	

Decision ID	State	Original Status	Original Letter Code	Final Status	Final Letter Code	Closing Note	Date Closed
123	Closed	In Progress	Application Received				
User Name:	John Dorian	Date:	9/25/2016 12:00:00 AM				
Status Code:	Approved	Notes:	Testing 9.25.17				
Letter Code:	TAP						
User Name:	Austin Dorian	Date:	9/25/2016 12:00:00 AM				
Status Code:	Denied	Notes:					
Letter Code:	Installation Type Not Eligible	Unit:	Status code differs. Letter code differs.				

[Close](#)

Application Info	Household Members	Billing History	Documents
Choose Program	Letters	Notes	Decisions
	Logs	Audits	

Decision ID	State	Original Status	Original Letter Code	Final Status	Final Letter Code	Closing Note	Date Closed
123	Closed	In Progress	Application Received			Supervisor closed.	9/25/2016 12:00:00 AM
User Name:	John Dorian	Date:	9/25/2016 12:00:00 AM				
Status Code:	Approved	Notes:	Testing 9.25.17				
Letter Code:	TAP						
User Name:	Austin Dorian	Date:	9/25/2016 12:00:00 AM				
Status Code:	Denied	Notes:					
Letter Code:	Installation Type Not Eligible	Unit:	Status code differs. Letter code differs.				

Application Summary	
ID:	100001380
Name:	CARVELLA, RUBY
Status:	In Progress
Letter Code:	Application Received
Conditional Status:	Approved, Denied
Conditional Letter Code:	TAP, Installation Type Not Eligible
Water Access Code:	00002835
Property:	5616 BALTIMORE AVE PHILADELPHIA PA 19145
Phone:	
Email:	
Mailing Address:	5616 BALTIMORE AVE PHILADELPHIA PA 19145
Ownership Status:	Owner
Household:	1
Children Under 18:	0
<a href="#">Print</a> <a href="#">Export</a>	

After the decision group is closed, the "S" flag can be removed from the Application Info page.



## Application Information

Signature:

Application ID: 100001280

Water Access Code: 000028635

Applicant Name: CARMELLA REBY

Property Address: 5516 RAITIMORE AVE  
PHILADELPHIA, PA 19143

Installation Type: 11

Application Status Date: 9/23/16 12:00 AM

Application Received Date: 10/01/16 12:00 AM

Household Size: 1

Children Under 18: 0

Language: English

Total Income: \$0.00

Account Balance: \$112.32

Application Status: In Progress

Application Letter Code: Applications Received

Application Source: POWER

Daytime Phone:

Email Address:

Mailing Address: 5516 RAITIMORE AVE  
PHILADELPHIA, PA 19143

Ownership Status: Current

Assigned To: AUSA/10/2011

Assigned Date: 9/23/16 12:00 AM

Supervisor Review Requested:

No Conditional Status or Conditional Letter Code is visible after decision group has been closed

Can edit Supervisor Review field after decision group is closed

After the decision group has been closed and the "S" flag removed, the Supervisor can perform an independent review or re-assign the application. The Supervisor can reassign to new users or to users who were in the previous decision group since that group is now closed.

### Shortcut: Supervisor makes a Decision

Alternatively, the Supervisor can start their own review of the application without closing the group or removing the "S" flag. The Supervisor making a decision on the application will automatically close the decision group and remove the "S" flag.

## Application Information

Signature: Yes

Application ID: 900011734

Water Access Code: 000006030

Applicant Name: JOEL & SAFRONA WALDRON

Property Address: 3882 ALBERTA PL  
PHILADELPHIA PA 19154

Installation Type: 11

Application Status Date: 9/23/16 12:00 AM

Application Received Date: 1/1/01 12:00 AM

Household Size: 1

Children Under 18: 0

Language: English

Total Income: \$1,200.00

Account Balance: \$2,268.09

Application Status: In Progress

Application Letter Code: Application Received

Conditional Status: Approved, Denied

Conditional Letter Code: IAP, Customer Withdrew Application

Application Source: PAPER

Daytime Phone:

Email Address:

Mailing Address: 3882 ALBERTA PL  
PHILADELPHIA PA 19154

Ownership Status: Owner

Assigned To: Mary.L

Assigned Date: 9/23/16 12:00 AM

Open decision group is indicated by Conditional Status and Conditional Letter Code

Supervisor Review Requested? Yes

## Application Information

Signature: Yes

Application ID: 900011734

Water Access Code: 000006030

Applicant Name: JOEL & SAFRONA WALDRON

Property Address: 3882 ALBERTA PL  
PHILADELPHIA PA 19154

Installation Type: 11

Application Status Date: 9/23/16 12:00 AM

Application Received Date: 1/1/01 12:00 AM

Household Size: 1

Children Under 18: 0

Language: English

Total Income: \$1,200.00

Account Balance: \$2,268.09

Application Status: Denied

Application Letter Code: Income guidelines

Application Source: PAPER

Daytime Phone:

Email Address:

Mailing Address: 3882 ALBERTA PL  
PHILADELPHIA PA 19154

Ownership Status: Owner

Assigned To: Mary.L

Assigned Date:

Supervisor updates the application to Denied

Supervisor review flag is removed automatically

Supervisor Review Requested? No

Application Info	Household Members	Billing History
Documents	Choose Program	Letters
Notes	Decisions	Logs
Audits		

Decision ID	State	Original Status	Original Letter Code	Final Status	Final Letter Code	Timing Note	Date Closed
119	Closed	In Progress	Application Reviewed	Denied	Income guidelines	Supervisor denied	5/23/2016 12:00:00 AM
User Name:		Josh Doran		Date:		5/23/2016 12:00:00 AM	
Status Code:		Approved		Notes:			
Letter Code:		I AI		DATE:			
User Name:		Mary Thammann		Date:		5/23/2016 12:00:00 AM	
Status Code:		Denied		Notes:		testing DCIs in applicSR role as user 4	
Letter Code:		Customer Withdraw Application		DATE:		Status code differs. Letter code differs.	
User Name:		Mary Thammann		Date:		5/23/2016 12:00:00 AM	
Status Code:		Denied		Notes:			
Letter Code:		Income guidelines		DATE:			

### Application Summary

ID: 100000265

Name: JILL A SARONA WATKINS

Status: Denied

Letter Code: Income guidelines

Water Access Code: 000072414

Property: 8002 ALBERTA PL PHILADELPHIA PA 19154

Phone:

Email:

Mailing Address: 3002 ALBERTA PL PHILADELPHIA PA 19154

Ownership Status: Owner

Household: 1

Children Under 18: 0

Print Export

Supervisor's decision is shown on the bottom of the decision group

### Supervisor Review Flags on Applications with Statuses Other than In Progress

The majority of "S" flags that Supervisors are likely to encounter will be raised for applications that are in the status of In Progress. However, a CSR may have a question about applications in other statuses on which they can make decisions. Applications in the statuses of Exception and Incomplete can both be set to Denied without having to be updated back to In Progress. The CSR may raise the "S" flag on such applications to confirm with the supervisor prior to denying the application.

All <input type="checkbox"/>	Application ID #	Water Access Code #	Customer Name #	Property Address #	Status #	Letter Code	Status Date #	Received Date #	Conditional Status	Assigned User #	Assigned Date #	Priority Flag #
<input type="checkbox"/>	100000265	000071569	LYRA D LAWS	950 ANCHOR ST 19121	Incomplete	Incomplete application	5/19/16 12:00 AM	5/23/16 12:00 AM		Josh Doran	5/6/16 12:00 AM	5

All <input type="checkbox"/>	Application ID #	Water Access Code #	Customer Name #	Property Address #	Status #	Letter Code	Status Date #	Received Date #	Conditional Status	Assigned User #	Assigned Date #	Priority Flag #
<input type="checkbox"/>	100000451	000072414	MARY SMITH	242 S CECIL ST 19139	Exception		5/29/16 12:00 AM			Nelson Vazquez		5

## Reviewing Incomplete Applications

Currently, when User 1 generates an Incomplete letter, its status is Conditional. In turn, User 2 can edit the contents of the conditional letter. If both Users 1 and 2 decide that the application is incomplete, the application will be set to the Status of Incomplete and the letter generated by User 2 will be sent to the applicant. We expect that, in such cases, User 2 will only be making minor edits, such as correcting typos and clarifying some statements.

**If User 2 needs to make major changes to the letter, like adding a new item to the Missing field, they should consult with the Supervisor.** We would recommend that, in cases like these, the Supervisor review the letter themselves or together with User 2.

## Conditional Status of Incomplete

An application has one of its Conditional Statuses as Incomplete when User 1 or User 2 generates an Incomplete letter but the other user doesn't. (If both users set the application to Incomplete, it will move on to a status of Incomplete automatically and the Conditional Status will no longer be visible.) The Supervisor may also choose to review an application that has been set to Incomplete by User 1 and on which User 2 did not make a decision. In this case (as in the screenshot below), the application will only have one Conditional Status of Incomplete.

A Supervisor will have several options when reviewing applications that have a Conditional Status of Incomplete. They can:

1. Expand the table by clicking on the "+" sign to see the letter contents and edit them. A final decision can be made by clicking the "Update letter and set status to Incomplete" button.

The screenshot displays the application review interface. On the left, a table lists applications with columns: Name, Status, Assigned To, Last Updated By, Last Updated, and Preview. The first row, 'Incomplete\_100002237\_170925.pdf', is highlighted with a red box. Below the table, a blue button reads 'Use conditional letter and set status to Incomplete'. Below that, a link says 'Replace conditional letter with a new letter'. The status summary shows: Application Status: In Progress, Conditional Status: Incomplete, Field Status: [View complete field](#), and Letter Template: [dropdown menu].

On the right, the 'Application Summary' panel for application ID 100002237 is shown. It includes fields for Name (ROBERTO S. VARIA, MONGIELLO), Status (In Progress), Letter Code (Application Received), Conditional Status (Incomplete), Conditional Letter Code (Incomplete application), Water Access Code (0003824), Property (6177 LINDEN AVE, PHILADELPHIA, PA 19135), Phone (267 210 1713), Email (RUSSELL.HOTZ@DCI.VA.PA.NE.I), Mailing Address (6372 TORRESDALE AVE, PHILADELPHIA, PA 19135), Ownership Status (Owner), Household (2), and Children Under 18 (1). At the bottom are 'Print' and 'Export' buttons.

Name	Status	Assigned To	Last Updated By	Last Updated	Preview
Incomplete_100002237_170929.pdf	Conditional		Mary.Tchamkina	9/29/17 5:16 PM	

**Water Access Code:** 000438741  
**Customer Name:** ROBERTO & MARIA MONGIELLO  
**Mail Line1:** 6372 TORRESDALE AVE  
**Mail Line2:** PHILADELPHIA PA 19135  
**Mail Line3:**  
**Mail Line4:**  
**Property Line1:** 6372 TORRESDALE AVE  
**Property Line2:** PHILADELPHIA PA 19135

**Missing Items:**  
**Illegible Items:**  
**Invalid Items:**  
**Other Items:**

Signature of Applicant on Part 1 of Application  
 Initials acknowledging Responsibility 1 on Part 2 of  
 Letter Code describing Applicant's Hardship Claim on Attachment C of Application  
 Proof of Income  
 Please provide proof of income from the most recent 12 month (like W-2) or pay stubs from the most recent 30 days

[Cancel](#)
[Delete letter](#)
[Update letter and set status to Incomplete](#)

- Preview the letter by clicking on the Preview icon and, if the Supervisor agrees with the contents, they can click the "Use conditional letter and set status to Incomplete" button.

Application Info	Household Members	Billing History
Documents	Choose Program	Letters
Notes	Decisions	Logs
	Audits	

Name	Status	Assigned To	Last Updated By	Last Updated	Preview
Incomplete_100002237_170929.pdf	Conditional		Mary.Tchamkina	9/29/17 5:16 PM	

[Use conditional letter and set status to Incomplete](#)

Replace conditional letter with new letter

**Application Status:** In Progress  
**Conditional Status:** Incomplete  
**Field Status:** [2/2/18 complete holds](#)  
**Letter Template:**

### Application Summary

ID: 100002237  
 Name: ROBERTO & MARIA MONGIELLO  
 Status: In Progress  
 Letter Code: Application Received  
 Conditional Status: Incomplete  
 Conditional Letter Code: Incomplete application  
 Water Access Code: 000438741  
 Property: 6372 TORRESDALE AVE PHILADELPHIA PA 19135  
 Phone: 267 310 1713  
 Email: RUSSELL.HOWARD@PHILADELPHIA.GOV  
 Mailing Address: 6372 TORRESDALE AVE PHILADELPHIA PA 19135  
 Ownership Status: Owner  
 Household: 2  
 Children Under 18: 0

[Print](#)
[Export](#)



- Replace the existing conditional letter with a new letter by updating the Requirements matrix (as necessary), selecting the Incomplete template, editing the letter contents as needed, and clicking the “Generate Letter” button. Creating this new letter also sets the application Status to Incomplete.

Name	Status	Assigned To	Last Updated By	Last Updated	Preview
 Incomplete_100602237_170929.pdf	Conditional		Mary.Tchamkina	9/29/17 5:16 PM	

**Use conditional letter and set status to Incomplete**

Replace conditional letter with new letter

**Application Status:** In Progress

**Conditional Status:** Incomplete

**Field Status:** [22/58 complete fields](#)

**Letter Template:** Incomplete

**Water Access Code:** 000430241

**Customer Name:** ROBERTO & MARIA MONGIELLO

**Mail Line1:** 6372 TORRESDALE AVE

**Mail Line2:** PHILADELPHIA PA 19135

**Mail Line3:**

**Mail Line4:**

**Property Line1:** 6372 TORRESDALE AVE

**Property Line2:** PHILADELPHIA PA 19135

**Missing Items:** Signature of Applicant on Part 1 of Application  
Initials acknowledging Responsibility 1 on Part 2 of

**Illegible Items:**

**Invalid Items:**

**Other Items:**

**Cancel** **Generate Letter**

Update Requirements matrix as needed prior to generating the replacement letter

Using any of these three options results in the actual application Status being updated to Incomplete. The Conditional Status and Conditional Letter Code will no longer be visible and the letter status will change from Conditional to Pending.

Application Info	Household Members	Billing History
Documents	Choose Program	Letters
Notes	Decisions	Logs
	Audits	

Name	Status	Assigned To	Last Updated By	Last Updated	Preview
incomplete_100002287_170929.pdf	Pending		Mary.Tulmkins	9/29/17 5:42 PM	

Application Status: Incomplete

Field Status: 22/58 complete fields

Letter Template:

### Application Summary

ID: 100002287

Name: ROBERT W. MARA, M.D. (H)

Status: Incomplete

Letter Code: Incomplete application

Water Access Code: 000/38241

Property: 6372 TORRESDALE AVE  
PHILADELPHIA PA 19135

Phone: 267-270-1713

Email: ROBERT.MARA@DOW.COM

Mailing Address: 6372 TORRESDALE AVE  
PHILADELPHIA PA 19135

Ownership Status: Owner

Household: 2

Children Under 18: 0

[Print](#) [Export](#)

### Other Conditional Status or No Conditional Status

When an application does not have a Conditional Status (i.e., the Supervisor is the first to review the application) or if the application has Conditional Statuses other than Incomplete, the application will not have a letter for the Supervisor to review. In such cases, the Supervisor can create an Incomplete letter from scratch, which is equivalent to Option 3 above.

Application Info	Household Members	Billing History
Documents	Choose Program	Letters
Notes	Decisions	Logs
	Audits	

Application Status: In Progress

Field Status: 39/58 complete fields

Letter Template:

### Application Summary

ID: 100002287

Name: BARBARA GRANT

Status: In Progress

Letter Code:

Water Access Code: 0000/9902

Property: 551 BRILL ST  
PHILADELPHIA PA 19120

Phone: 1234567890

Email: someone@somewhere.com

Mailing Address: 551 BRILL ST PHILADELPHIA PA 19120

Ownership Status: Owner

Household: 5

Children Under 18: 1

[Print](#) [Export](#)

## Approving Applications on Accounts with DCRs – Supervisor

The DCR unlinking process for Supervisors is the same as it is for User 2. The process is as follows:

1. Review the application
2. Select the desired program on the Choose Program page (e.g., Approve for TAP)
3. The DCR message will appear in a red box below the program choices box. The Application Summary sidebar will show a Conditional Status and a Conditional Letter Code.

Program	Monthly Amount
TYPICAL STD BILL + STD PA	\$696.01
TYPICAL STD BILL + LONG STD PA	
<b>TAP</b>	<b>\$12.00</b>
SENIOR CITIZEN'S DISC	
WHEEL	

This account has linked Debt Collection Records. The debt must be unlinked before the TAP program may be selected.

Account Balance:	\$7,916.82	Monthly Income:	\$0.00
Household Size:	1	Percent at Risk:	11%
Is Landlord:	No	Previous Plan:	
Is Senior:	No	Previous Plan End:	
Meter Size:	5/8	Usage Average:	0.00
Hardship:	None	Usage Predicted:	1.00

### Application Summary

ID: 100001507

Name: CHRISTINE LAMBSON

Status: In Progress

Letter Code: Application Received

**Conditional Status: Approved**

**Conditional Letter Code: IA1**

Water Access Code: 000014152

Property: 3020 AMBERLIS  
PHILADELPHIA PA 19134

Phone:

Email:

Mailing Address: 3626 RICHMOND ST APT 1A  
APT 1A PHILADELPHIA PA 19134

Ownership Status: Owner

Household: 1

Children Under 18: 0

Print Export

4. Request the DCRs to be unlinked via the regular process.
5. Receive confirmation that DCRs are unlinked. You will no longer see the DCR message on the Choose Program page.
  - a. The application will still show the Conditional Status and Conditional Letter Code.
6. Highlight the program that is indicated by the Conditional Status and Conditional Letter Code and click "Choose (program name)" button again. **You will not be able to select a different program after the DCRs have been unlinked.**
7. Your selection is confirmed when the Status updates from In Progress to Approved and the Letter Code updates from Application Received to the new program code (TAP, in this case).
  - a. Note that the application will no longer have a Conditional Status or a Conditional Letter Code.



Application Info	Household Members	Billing History	Documents
Choose Program	Letters	Notes	Deadlines
	Logs	Audits	

Program	Monthly Amount
TYPICAL STD BILL - STD PA	\$75.00
TYPICAL STD BILL - LONG STD PA	
TAP	\$20.00
SENIOR CITIZEN'S DISC - STD PA	\$81.04
SENIOR CITIZEN'S DISC - LONG STD PA	
WRSOC	

The TAP program has been approved.

The area displayed is not a PDF file.

Account Balance:	\$694.00	Monthly Income:	\$1,200.00
Household Size:	1	Percent of INI:	119%
Is Landlord:	No	Previous Plan:	
Is Senior:	Yes	Previous Plan End:	
Meter Size:	5/8	Usage Average:	0.00
Handicap:	None	Usage Prev Limit:	1.00

### Application Summary

ID: 000014009

Name: ANGELA WOODS

Status: **Approved**

Letter Code: TAP

Program Type: TAP

Water Access Code: 000004294

Property: 1323 WALDEN ST  
PHILADELPHIA PA 19131

Phone:

Email:

Mailing Address: 1323 WALDEN ST PHILADELPHIA PA 19131

Ownership Status: Owner

Household: 1

Children Under 18: 0

Print Report

### Suggested Workflow

The Supervisor's workflow in regards to application review may be summarized as follows:

**Step 1:** Assign the application to User 1.

Search for applications that are:

1. Status = In Progress
2. Assign To = Unassigned

From Date:

To Date:

Page Size: 50

Status:

Assigned To:

Not Assigned To:

Reassign To Role:

Priority Flag:

Currently, it is possible for an application to become unassigned after User 1 reviews it. In that case, the search above could return applications that are Unassigned and have "S", "O", or "OS" flags. Be careful not to assign these applications to User 1.

**The Supervisors will soon be able to search for applications that are ready to be assigned to User 1 by selecting User 1 in the Reassign To Role filter. Using this selection will exclude all applications that have “S”, “O”, and “OS” flags.**

Status: 
  
 Assigned To: 
  
 Not Assigned To: 
  
 Assign To Role: 
  
 Priority Flag:

**Step 2:** Review any applications marked with “S” priority flags and address the question with the CSR, who is reviewing the application as User 1.

**Step 3:** Review any applications marked with “OS” priority flags to locate any where User 1 forgot to remove the “S” flag prior to making a decision. These applications will have only one decision listed on the Decisions tab and will be assigned to the same user as the one who made that first decision. They should be reviewed and the “S” flag removed prior to assigning to User 2. (If an application with an “OS” flag is assigned to User 2 in an ApplCSR (not Supervisor, Manager, or Admin) role, that user will not be able to edit the application or make a decision on it. Only applications with “O” flags should be assigned to User 2 for review.)

Note that “OS” flags also indicate an application where User 2 has a question or applications where 2 different decisions were made. These applications are discussed below.

**Step 4:** Once the application only has the “O” flag raised, it can be assigned to User 2 for secondary review. Supervisors can search for applications that are ready to be assigned to User 2 using the Reassign to Role and Not Assigned To filters on the Manage page.


By selecting **Reassign To Role = User 2**, the Supervisor will be able to see all applications that are:

- ) Still assigned to the user who made the first decision on the application; or
- ) Are Unassigned.

Additionally, the Supervisor can select a staff member to whom they want to assign applications as User 2 and use that name in the **Not Assigned To** filter. This filter excludes all applications that are assigned to the selected user name. In the example below, the Supervisor is searching for all applications that are ready to be reassigned to Austin.Dixon as User 2. The search returns applications that:

1. Have been reviewed by User 1, where User 1 is not Austin.Dixon; and
2. Have not yet been reassigned to User 2.

Using these filters to locate applications should help prevent accidental reassignment of applications away from User 2 before the second decision is made.



From Date:  Status:

To Date:  Assigned To:

Page Size:  \*

Assign To:

Reassign To:  \*

Priority Flag:  \*

There are 11 results for this search.

Alt	Application ID	Water Access Code	Customer Name	Property Address	Status	Letter Code	Status Date	Received Date	Conditional Status	Assigned User	Assigned Date	Priority Flag
<input type="checkbox"/>	100011550	001006106	LENNY WEEZ/TESTA	213 MOORE ST 19148	In Progress		5/2/17 1:09 PM	5/2/17 1:09 PM	Incomplete: Mary.Tchamkina	Mary.Tchamkina	5/15/17 3:23 PM	O
<input type="checkbox"/>	100000041	000942171	MAJIMIAN AGIM BCLULA	10012 4th St 19131	In Progress	Application Received	5/1/17 12:21 AM	5/1/17 12:00 AM	Denied: Mary.Tchamkina	Mary.Tchamkina	5/2/17 9:52 AM	O
<input type="checkbox"/>	000005274	000043377	ANNA MAF NESBITT	8156 LARCHWOOD AVE 19142	In Progress	Application Received	5/22/17 10:10 AM	5/17/17 12:00 AM	Incomplete: Mary.Tchamkina	Mary.Tchamkina	5/18/17 1:21 PM	O
<input type="checkbox"/>	100019275	000044376	BRENDIA GRANT	4915 BOUDINOT ST 19171	In Progress	Application Received	5/22/17 12:12 PM		Approved: Mary.Tchamkina	Mary.Tchamkina	5/22/17 12:12 PM	O

Note that an application with an "O" flag cannot be re-assigned to the CSR who made a decision on it as User 1. This decision-maker is likely to be the CSR to whom the application is currently assigned as User 1, but it does not have to be. In the example below, Austin.Dixon set the application to Incomplete as User 1 but the application is Unassigned. Nevertheless, Austin's user name does not appear in the "Assign To" field when Supervisor tries to re-assign it from the Application Info page.

## Application Information

Signature:	<input type="button" value="No"/> <input type="button" value="Yes"/>	Application Status:	In Progress
Application ID:	900006912	Application Letter Code:	Application Received
Water Access Code:	000158652	Conditional Status:	complete
Applicant Name:	CLOTHILDA & DORA JILES	Conditional Letter Code:	complete application
Property Address:	3812 N MARSTON ST PHILADELPHIA PA 19104	Application Source:	TAFFR
Installation Type:	T1	Daytime Phone:	215-954-0150
Application Status Date:	9/9/16 12:00 AM	Email Address:	CLOTHILDAJILES2812@GMAIL.COM
Application Received Date:	7/11/17 12:00 AM	Mailing Address:	3812 N MARSTON ST PHILADELPHIA PA 19104
Household Name:		Ownership Status:	Owner
Children Under 18:	0	Assigned To:	Unassigned
Language:	English	Assigned Date:	
Total Income:	\$0.00	Supervisor Review Requested?	<input type="button" value="No"/> <input type="button" value="Yes"/>
Amount Balance:	\$1,040.00		

Note that, on the Manage page, the user name will show up in the Assign To drop-down.

Assign To:

There is 1 result for 100000069.

All	Application ID	Water Access Code	Customer Name	Property Address	Status	Letter Code	Status Date	Received Date	Conditional Status	Assigned User	Assigned Date	Priority Flag
<input checked="" type="checkbox"/>	100000069	000158652	WONNE WILLIAMS	8151 WALNUT ST. PHILADELPHIA PA 19139	In Progress	Application Received	7/21/17 10:26 AM	1/1/01 12:00 AM	Denied: Austin Dixon	Unassigned		0

However, the application assignment will not be saved: the application remains Unassigned.

Applications have been assigned to Austin Dixon.

You may make additional assignments or perform another search to see more applications.

All	Application ID	Water Access Code	Customer Name	Property Address	Status	Letter Code	Status Date	Received Date	Conditional Status	Assigned User	Assigned Date	Priority Flag
<input type="checkbox"/>	100000069	000158652	WONNE WILLIAMS	8151 WALNUT ST. PHILADELPHIA PA 19139	In Progress	Application Received	7/21/17 10:26 AM	1/1/01 12:00 AM	Denied: Austin Dixon	Unassigned		0

The application can be assigned to any other user via the Manage page or the Application Info page.

1 application has been assigned to Joe Pascarella

You may make additional assignments or perform another search to see more applications.

All <input type="checkbox"/>	Application ID #	Waiver Annex Code #	Clerk Name #	Property Address #	Status #	Letter Code	Status Date #	Received Date #	Conditional Status	Assigned User #	Assigned Date #	Priority Flag #
<input type="checkbox"/>	10000000	000456652	WOMEN WILLER	4154 WALNUT ST, PHILADELPHIA PA 19139	In Progress	Application Received	7/27/17 10:50 AM	7/17/17 12:00 AM	Denied: Austin Dixon	Joe Pascarella	8/25/17 6:48:49 PM	0

**Step 5:** If User 2 has questions about the application, they can raise the Supervisor Review flag without making a decision on the application. The application will now have an “OS” priority flag on the Manage page. For these applications, the assigned user will be different from the user who made decision 1. Discuss the CSR’s question and have them lower the “S” flag to let the review continue.

**Step 6:** If User 2 makes a decision on the application but does not agree with the decision made by User 1, CAMP will automatically raise the “OS” flag again to flag it for Supervisor review. The Supervisor will see two decisions listed on the Decisions tab of such applications. In this case, the Supervisor can:


- ) *Review the application themselves and make the final decision on the application.* The two-step process does not affect users in the Supervisor role, so the decision on the application can be made by the Supervisor only. This decision by the Supervisor will automatically close any Open decisions on the Decisions tab.
- ) *Close the decision group by clicking the “Close” button manually.* This action keeps the “S” flag raised and allows the Supervisor to keep the application “on their radar.” Alternatively, the Supervisor can remove the “S” flag and assign the application to a third reviewer, who would start the process again as if they were User 1.

### Reassigning Applications to the Supervisor

In some cases, it may be helpful for the Supervisor to assign certain applications to themselves. Using the **Reassign To Role** filter to search for “Supervisor” will return applications that are:

- ) Flagged “S” or “OS”; and
- ) Are assigned to users that are NOT in Supervisor, Manager, or Admin roles.

Searching by this role does not automatically reassign applications. It merely indicates which applications would be good candidates to reassign to a Supervisor if necessary.



From Date:  Status:






To Date:  Assigned To:

Page Size:  Not Assigned To:

Reassign To:

Priority Flag:

There are 36 results for this search

Alt ID	Application ID #	Water Access Code #	Customer Name #	Property Address #	Status #	Letter Code	Status Date #	Received Date #	Conditional Status	Assigned User #	Assigned Date #	Priority Flag #
	900005496	00075898	RONALD BRUNTON	2223 LARLEY ST 19132	In Progress	Application Received	6/21/17 11:24 AM		In Progress: Mary Trammitt	Unassigned	6/21/17 1:26 PM	OS
	900000853	00112322	DORRINE RIPP	1077 MILLERS ST 19175	In Progress	Application Received	6/22/17 10:41 AM	6/21/17 12:00 AM	Denied: Austin Oliver Incomplete. Henriette Locklear	Unassigned		OS
	100000984	000463935	EVELYN LEBRON	3313 N 2ND ST 19140	In Progress		6/24/17 2:41 PM	10/15/17 12:00 AM		Unassigned	7/20/17 8:37 PM	S
	1000010700	001494441	KEVIN LEE M STROM	4825 N 2ND ST 19120	In Progress		6/24/17 5:12 PM	6/24/17 5:12 PM		Unassigned	6/24/17 8:37 PM	S
	1000010704	001494441	KIMBERLY MICHELLE WALTON	6400 N 2ND ST 19126	In Progress		6/26/17 2:52 PM	6/26/17 12:00 AM		Unassigned	6/26/17 8:37 PM	S

The Supervisor can additionally filter by Assigned To fields using multiple user names from their team. Also, they can select applications with only "S" flags to concentrate on questions for applications in the first stage of review (by User 1 prior to decisions being made) or only "OS" flags to look at later stages of review.



From Date:  Status:

To Date:  Assigned To:

Page Size:

Not Assigned To:

Reassign To:

Priority Flag:

There are 13 results for this search.

All <input type="checkbox"/>	Application ID #	Water Access Code #	Customer Name #	Property Address #	Status #	Letter Date	Status Date #	Received Date #	Conditional Status	Assigned User #	Assigned Date #	Priority Flag #
<input type="checkbox"/>	100000010	000049902	BARBARA GRANT	004 MILLER ST 19120	In Progress		4/12/17 8:27 AM	4/12/17 8:27 AM		Joe Pascarella	4/12/17 11:17 AM	S
<input type="checkbox"/>	100000014	000049906	ANTHONY GASKINS	10300 COLUMBIA ST 19146	In Progress		4/24/17 8:27 AM	4/24/17 8:27 AM		Joe Pascarella	4/24/17 11:17 AM	S
<input type="checkbox"/>	100009981	000499935	EVELYN ILLURON	3513 N 2ND ST 19143	In Progress		4/24/17 2:44 PM	10/15/17 12:00 AM		Josh Duran	4/29/17 5:04 PM	S
<input type="checkbox"/>	100010200	00049415	RONNETTE M STROM	4825 N 2ND ST 19120	In Progress		4/24/17 6:12 PM	4/24/17 6:12 PM		Josh Duran	4/29/17 5:04 PM	S
<input type="checkbox"/>	100011124	00049444	HILLARY MICHELLE WALTON	17001 N 2ND ST 19126	In Progress		4/24/17 2:38 PM	4/24/17 12:00 AM		Austin Dixon	4/24/17 6:01 PM	S

## Notes

The Notes tab is visible to everyone. However, its contents depend on the user's role in the two-step review process. The general rules are:

- ) All notes are visible to a Supervisor.
- ) Notes created by User 1 are always visible to User 1. Same with User 2.
- ) Notes are visible to other users if they are not associated with the current open decision. This means that User 2 cannot see notes that were left by User 1 when User 1 was making a decision. This helps keep the review process "double blind," i.e. User 2 is minimally aware of User 1's decision. However, any notes that User 1 left during the review *before* making a decision are visible to User 2, such as notes left when raising the Supervisor Review flag.

Here's an example of how these rules work:

1. User 1 raises the "S" flag and leaves Note 1. All users can always see Note 1.
2. Supervisor lowers the "S" flag and leaves Note 2. All users can always see Note 2.
3. User 1 denies the application and leaves Note 3. Supervisors and User 1 can view Note 3.
  - a. When the application is reassigned, User 2 cannot see Note 2.
4. User 2 denies the application and leaves Note 4. The application advances from In Progress to Denied; the decision group is now closed. Everyone, including User 1 and 2, can now see Note 3 & 4.

Notes can be helpful during the review process to recall why certain interim decisions were made. They are also a good way to keep track of discussions between CSRs and Supervisors about any questions that come up during the review process. When a CSR raises the “S” flag, they have an opportunity to leave a note. When the Supervisor removes the “S” flag, they also can leave a note. Notes can also be left anytime a user makes an update to a field on the Application Info, Letters, or Choose Program pages. They are informal comments on the history of the application review, and can be helpful if a Supervisor ever needs to back track or during formal disputes.

Application Info	Household Members	Billing History	Documents
Choose Program	Letters	Notes	Decisions
	Logs	Audits	

Date	Created By	Source	Note
8/22/14 12:00 AM	Mary Ichemkunda	Choose Program	TAP is the best program for this customer
7/23/14 12:00 AM	Mary Tchanikinda	Application Info	Signature present on application
8/23/15 12:00 AM	Mary Tchanikinda	Application Info	Application set to incomplete in error
8/23/15 12:00 AM	Mary Tchanikinda	Letters	Supervisor review request closed. Incomplete letter for the customer
8/22/14 12:00 AM	Mary Ichemkunda	Application Info	Child support not listed on application but included in documentation
7/23/14 12:00 AM	Mary Tchanikinda	Application Info	Customer called to update phone number
8/23/15 12:00 AM	Mary Tchanikinda	Application Info	Supervisor review request opened

### Application Summary

ID: \*00001122

Name: I FAITH PATACHAN WARRON JR

Status: Approved

Letter Code: TAP

Program Type: TAP

Water Access Code: 00002506

Property: \* 303 N NEWARK ST  
PHILADELPHIA, PA 19121

Phone: 267-273-0000

Email: deenes245@msn.com

Mailing Address: \* 303 N NEWARK ST PHILADELPHIA, PA 19121

Ownership Status: Owner

Household: 3

Children Under 18: 0

Print Export



## APPENDIX F. INFORMATION ON CAMP REPORTING

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October 5, 2017

Draft 12/1/2017

## APPENDIX G. SENIOR CITIZEN DISCOUNT AND TAP BILL SCENARIOS

For the following TAP customer bill scenarios, the assumed monthly TAP payment amount is \$82.65.

### Scenario 1

In this scenario, a TAP customer has the following characteristics:

- ) No Senior Citizen Discount;
- ) TAP amount is lower than the current service and usage charges; and
- ) TAP customer has arrears.

Water Access Code: 000282692

Bill Number: B0540334280

Water/Sewer/Stormwater Balance at Last Bill \$15,338.95

Usage Charge (8 ccf)	\$60.44
Service Charge	\$13.93
Stormwater Charge	\$14.12
Senior Citizen Discount	\$0.00
TAP Discount	-\$5.84
<b>Total Current Charges</b>	<b>\$82.65</b>
Total Account Balance	\$15,421.60
<b>Please Pay Now</b>	<b>\$82.65</b>

As shown in the screenshot above, all TAP customer's will see the current water, sewer, and stormwater service and usage charges and any total past due balance amount. In this scenario the customer receives no Senior Citizen Discount, however, they will still see this line displayed. The TAP Discount line reduces the Total Current Charges line to the agreed upon monthly TAP payment. The Total Account Balance line is the sum of any past due balance amount and the current charges for the month.

### Scenario 2

In this scenario, a TAP customer has the following characteristics:

- ) No Senior Citizen Discount;
- ) TAP amount is lower than the current service and usage charges; and
- ) TAP customer has no arrears.

Water Access Code: 000282692

Bill Number: B0540334280

Water/Sewer/Stormwater Balance at Last Bill	\$0.00
Usage Charge (8 ccf)	\$60.44
Service Charge	\$13.93
Stormwater Charge	\$14.12
Senior Citizen Discount	\$0.00
TAP Discount	-\$5.84
<b>Total Current Charges</b>	<b>\$82.65</b>
Total Account Balance	\$82.65
<b>Please Pay Now</b>	<b>\$82.65</b>

As shown in the screenshot above, all TAP customer's will see the current water, sewer, and stormwater service and usage charges and any total past due balance amount. In this scenario the customer receives no Senior Citizen Discount, however, they will still see this line displayed. The TAP Discount line reduces the Total Current Charges line to the agreed upon monthly TAP payment. The Total Account Balance line is the sum of any past due balance amount (\$0 in this scenario) and the current charges for the month.

### Scenario 3

In this scenario, a TAP customer has the following characteristics:

- ) No Senior Citizen Discount;
- ) TAP amount is higher than the current service and usage charges; and
- ) TAP customer has arrears.

Water Access Code: 000282692

Bill Number: B0540334280

Water/Sewer/Stormwater Balance at Last Bill \$15,338.95

Usage Charge (6 ccf)	\$45.33
Service Charge	\$13.93
Stormwater Charge	\$14.12
Senior Citizen Discount	\$0.00
<b>Total Current Charges</b>	<b>\$73.38</b>
TAP amount toward account balance	\$9.27
Total Account Balance	\$15,412.33
<b>Please Pay Now</b>	<b>\$82.65</b>

As shown in the screenshot above, all TAP customer's will see the current water, sewer, and stormwater service and usage charges and any total past due balance amount. In this scenario the customer receives no Senior Citizen Discount, however, they will still see this line displayed. The TAP Discount line is not shown in this scenario because the TAP amount is higher than the current service and usage charges. The difference between the monthly TAP payment and the total current charges will be applied toward the past due balance amount (\$9.27 in the screenshot above). The Total Account Balance line is the sum of any past due balance amount and the current charges for the month.

#### Scenario 4

In this scenario, a TAP customer has the following characteristics:

- ) No Senior Citizen Discount;
- ) TAP amount is higher than the current service and usage charges; and
- ) TAP customer has no arrears.

Water Access Code: 000282692

Bill Number: B0540334280

Water/Sewer/Stormwater Balance at Last Bill	\$0.00
Usage Charge (6 ccf)	\$45.33
Service Charge	\$13.93
Stormwater Charge	\$14.12
Senior Citizen Discount	\$0.00
<b>Total Current Charges</b>	<b>\$73.38</b>
Total Account Balance	\$73.38
<b>Please Pay Now</b>	<b>\$73.38</b>

As shown in the screenshot above, all TAP customer's will see the current water, sewer, and stormwater service and usage charges and any total past due balance amount. In this scenario the customer receives no Senior Citizen Discount, however, they will still see this line displayed. The TAP Discount line is not shown in this scenario because the TAP amount is higher than the current service and usage charges (\$82.65 compared to \$73.38). The TAP customer will only be required to pay the \$73.38, instead of \$82.65, since there is no past due balance amount. The Total Account Balance line is the sum of any past due balance amount (\$0 in this scenario) and the current charges for the month.

#### Scenario 5

In this scenario, a TAP customer has the following characteristics:

- ) Customer receives a Senior Citizen Discount;
- ) TAP amount is lower than the current service and usage charges minus the Senior Citizen Discount; and
- ) TAP customer has arrears.

Water Access Code: 000282692

Bill Number: B0540334280

Water/Sewer/Stormwater Balance at Last Bill \$15,338.95

Usage Charge (12 ccf)	\$90.66
Service Charge	\$13.93
Stormwater Charge	\$14.12
Senior Citizen Discount	-\$29.68
TAP Discount	-\$6.38
<b>Total Current Charges</b>	<b>\$82.65</b>
Total Account Balance	\$15,421.60
<b>Please Pay Now</b>	<b>\$82.65</b>

As shown in the screenshot above, all TAP customer's will see the current water, sewer, and stormwater service and usage charges and any total past due balance amount. In this scenario the customer receives a Senior Citizen Discount, which is a 25% discount off the current service and usage charges for the month. The TAP Discount is then applied which reduces the Total Current Charges line to the agreed upon monthly TAP payment. The Total Account Balance line is the sum of any past due balance amount and the current charges for the month.

#### Scenario 6

In this scenario, a TAP customer has the following characteristics:

- ) Customer receives a Senior Citizen Discount;
- ) TAP amount is lower than the current service and usage charges minus the Senior Citizen Discount; and
- ) TAP customer has no arrears.

Water Access Code: 000282692

Bill Number: B0540334280

Water/Sewer/Stormwater Balance at Last Bill	\$0.00
Usage Charge (12 ccf)	\$90.66
Service Charge	\$13.93
Stormwater Charge	\$14.12
Senior Citizen Discount	-\$29.68
TAP Discount	-\$6.38
<b>Total Current Charges</b>	<b>\$82.65</b>
Total Account Balance	\$82.65
<b>Please Pay Now</b>	<b>\$82.65</b>

As shown in the screenshot above, all TAP customer's will see the current water, sewer, and stormwater service and usage charges and any total past due balance amount. In this scenario the customer receives a Senior Citizen Discount, which is a 25% discount off the current service and usage charges for the month. The TAP Discount is then applied which reduces the Total Current Charges line to the agreed upon monthly TAP payment. The Total Account Balance line is the sum of any past due balance amount (\$0 in this scenario) and the current charges for the month.

#### Scenario 7

In this scenario, a TAP customer has the following characteristics:

- ) Customer receives a Senior Citizen Discount;
- ) TAP amount is higher than the current service and usage charges minus the Senior Citizen Discount; and
- ) TAP customer has arrears.

Water Access Code: 000282692

Bill Number: B0540334280

Water/Sewer/Stormwater Balance at Last Bill \$15,338.95

Usage Charge (6 ccf)	\$45.33
Service Charge	\$13.93
Stormwater Charge	\$14.12
Senior Citizen Discount	-\$18.35
<b>Total Current Charges</b>	<b>\$55.03</b>
TAP amount toward account balance	\$27.62
<b>Total Account Balance</b>	<b>\$15,393.98</b>
<b>Please Pay Now</b>	<b>\$82.65</b>

As shown in the screenshot above, all TAP customer's will see the current water, sewer, and stormwater service and usage charges and any total past due balance amount. In this scenario the customer receives a Senior Citizen Discount, which is a 25% discount off the current service and usage charges for the month. The TAP Discount line is not shown in this scenario because the TAP amount is higher than the current service and usage charges minus the Senior Citizen Discount. The difference between the monthly TAP payment and the total current charges will be applied toward the past due balance amount (\$27.62 in the screenshot above). The Total Account Balance line is the sum of any past due balance amount and the current charges for the month.

### Scenario 8

In this scenario, a TAP customer has the following characteristics:

- ) Customer receives a Senior Citizen Discount;
- ) TAP amount is higher than the current service and usage charges minus the Senior Citizen Discount; and
- ) TAP customer has no arrears.



Water Access Code: 000282692

Bill Number: B0540334280

Water/Sewer/Stormwater Balance at Last Bill	\$0.00
Usage Charge (6 ccf)	\$45.33
Service Charge	\$13.93
Stormwater Charge	\$14.12
Senior Citizen Discount	-\$18.35
<b>Total Current Charges</b>	<b>\$55.03</b>
Total Account Balance	\$55.03
<b>Please Pay Now</b>	<b>\$55.03</b>

As shown in the screenshot above, all TAP customer's will see the current water, sewer, and stormwater service and usage charges and any total past due balance amount. In this scenario the customer receives a Senior Citizen Discount, which is a 25% discount off the current service and usage charges for the month. The TAP Discount line is not shown in this scenario because the TAP amount is higher than the current service and usage charges minus the Senior Citizen Discount (\$82.65 compared to \$55.03). The TAP customer will only be required to pay the \$55.03, instead of \$82.65, since there is no past due balance amount. The Total Account Balance line is the sum of any past due balance amount (\$0 in this scenario) and the current charges for the month.

### Scenario 9

In this scenario, a TAP customer has the following characteristics:

- ) No Senior Citizen Discount;
- ) TAP amount is lower than the current service and usage charges;
- ) TAP customer has arrears; and
- ) TAP customer has a Previous Unpaid TAP Balance.

Water Access Code: 000282692

Bill Number: B0540334280

Water/Sewer/Stormwater Balance at Last Bill \$15,504.25

Usage Charge (8 ccf)	\$60.44
Service Charge	\$13.93
Stormwater Charge	\$14.12
Senior Citizen Discount	\$0.00
TAP Discount	-\$5.84
<b>Total Current Charges</b>	<b>\$82.65</b>
Previous Unpaid TAP Balance	\$165.30
Total Account Balance	\$15,586.90
<b>Please Pay Now</b>	<b>\$247.95</b>

As shown in the screenshot above, all TAP customer's will see the current water, sewer, and stormwater service and usage charges and any total past due balance amount. In this scenario the customer receives no Senior Citizen Discount, however, they will still see this line displayed. The TAP Discount line reduces the Total Current Charges line to the agreed upon monthly TAP payment. This scenario requires the TAP customer to pay \$247.95, which is the sum of the total current charges and the previous unpaid TAP balance amount. The Total Account Balance line is the sum of any past due balance amount and the current charges for the month.

### Scenario 10

In this scenario, a TAP customer has the following characteristics:

- ) No Senior Citizen Discount;
- ) TAP amount is lower than the current service and usage charges;
- ) TAP customer has arrears; and
- ) TAP customer has a TAPBACK Payment Agreement.

Water Access Code: 000282692

Bill Number: B0540334280

Water/Sewer/Stormwater Balance at Last Bill \$15,504.25

Usage Charge (8 ccf)	\$60.44
Service Charge	\$13.93
Stormwater Charge	\$14.12
Senior Citizen Discount	\$0.00
TAP Discount	-\$5.84
<b>Total Current Charges</b>	<b>\$82.65</b>
Payment Agreement	\$13.78
<b>Total Account Balance</b>	<b>\$15,586.90</b>
<b>Please Pay Now</b>	<b>\$96.43</b>

As shown in the screenshot above, all TAP customer's will see the current water, sewer, and stormwater service and usage charges and any total past due balance amount. In this scenario the customer receives no Senior Citizen Discount, however, they will still see this line displayed. The TAP Discount line reduces the Total Current Charges line to the agreed upon monthly TAP payment. This scenario requires the TAP customer to pay \$96.43, which is the sum of the total current charges and the monthly payment agreement amount. The Total Account Balance line is the sum of any past due balance amount and the current charges for the month.

### Scenario 11

In this scenario, a TAP customer has the following characteristics:

- ⌋ No Senior Citizen Discount;
- ⌋ TAP amount is lower than the current service and usage charges;
- ⌋ TAP customer has arrears; and
- ⌋ TAP customer has a Repair Charge balance at last bill.

Water Access Code: 000282692

Bill Number: B0540334280

Water/Sewer/Stormwater Balance at Last Bill	\$15,938.95
Repair Charge Balance at Last Bill	\$600.00
Usage Charge (8 ccf)	\$60.44
Service Charge	\$13.93
Stormwater Charge	\$14.12
Senior Citizen Discount	\$0.00
TAP Discount	-\$5.84
<b>Total Current Charges</b>	<b>\$82.65</b>
Total Account Balance	\$16,021.60
<b>Please Pay Now</b>	<b>\$682.65</b>

As shown in the screenshot above, all TAP customer's will see the current water, sewer, and stormwater service and usage charges and any total past due balance amount. In this scenario the customer receives no Senior Citizen Discount, however, they will still see this line displayed. The TAP Discount line reduces the Total Current Charges line to the agreed upon monthly TAP payment. This scenario requires the TAP customer to pay \$682.65, which includes the total current charges and a repair charge balance of \$600. The Total Account Balance line is the sum of any past due balance amount and the current charges for the month.



CHANGES TO CUSTOMER ASSISTANCE PROGRAMS	
Current programs	New programs
WRBCC	TAP
SCD	WRBCC
Payment agreements:	<ul style="list-style-type: none"> <li>Only for currently enrolled customers</li> <li>No City grant</li> </ul>
<ul style="list-style-type: none"> <li>1STD</li> <li>2STD</li> <li>TENFIVE</li> </ul>	SCD
	Payment agreements:
	<ul style="list-style-type: none"> <li>1STD</li> <li>2STD</li> <li>TENFIVE</li> <li>No new TENFIVE agreements</li> <li>LONGSTD</li> </ul>

## TIERED ASSISTANCE PROGRAM (TAP)

New affordability program for customers that:

- Are low-income ( $\leq 150\%$  FPL), or
- Have a special hardship

TAP provides customers significant savings on the customer's monthly water bill by offering a consistent bill based on the customer's income.

## CUSTOMER ASSISTANCE PROGRAMS - TAP

### Eligibility

- Do not have to be delinquent
- At or below 150% of FPL
- Special Hardship can be above 150% FPL
  - Death of primary wage earner, illness, expenses, new dependent, domestic violence

### Benefits

- Consistent bills at a flat rate
- No additional payment toward arrears is required
- Account balance is protected from collection
- Forgiveness of penalties after 24 months of full payment

## CUSTOMER ASSISTANCE PROGRAMS — LONG STANDARD PLAN

### Eligibility

- 151- 250% of FPL

### Benefits

- Total bill is at affordable level

## CUSTOMER ASSISTANCE PROGRAMS — WRAP — WRBCC AGREEMENT

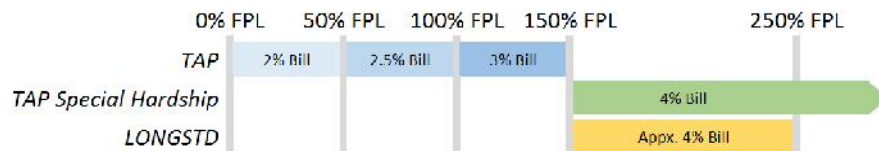
### Eligibility

- Only if already certified

### Benefits

- Consistent bills at a flat rate
- No City Grant

## INCOME ELIGIBILITY



## TAP BILL AMOUNTS

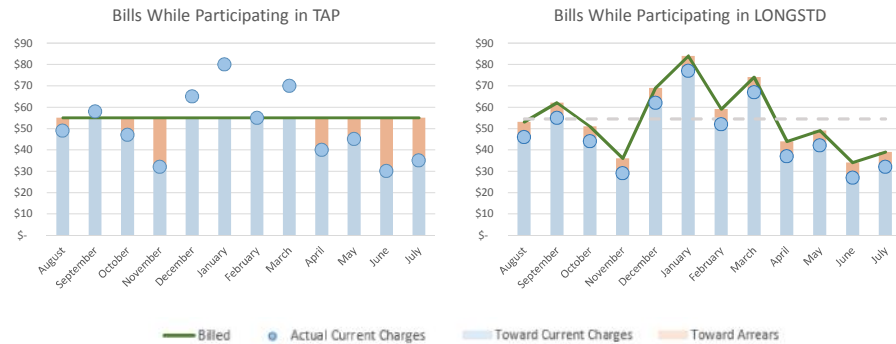
For TAP and TAP Landlord Payment Agreement...

If your household income is this % of FPL:	Your bill is equal to:
< 50%	2% of household monthly income
> 50% and <=100%	2.5% of household monthly income
> 100% and <=150%	3% of household monthly income
> 150% (special hardship only)	4% of household monthly income



6/15/17

## NEW PROGRAM BILL PATTERNS



## PROGRAM COMPARISON

	TAP Participation	WRBCC Agreement	Standard Agreement	LONGSTD Agreement
Timing	Recertify annually	Recertify annually	Agreement lasts up to 12 months	Agreement lasts beyond 1 year
Enrollment	First-time applications and recertifications through single Customer Assistance application	Recertifications through single Customer Assistance application	Enroll through current WRB process	For 151-250% FPL, can apply through Customer Assistance application. For others, enroll through current WRB process
Agreement	Consistent Covers current charges and payment toward arrears Pre-TAP Arrears are protected from enforcement	Consistent Covers current charges Pre-WRBCC arrears are protected No enforcement	Consistent amount on top of current charges No enforcement unless customer breaches	Consistent amount on top of current charges No enforcement unless customer breaches
Nonpayment	Enforcement (shut-off, visit or restore fee) Plan required for unpaid TAP bills Pre-TAP arrears remain protected regardless of non-payment	No enforcement At the end of the plan, eligible for WRBCC recertification if unpaid amount is cured, or eligible for TAP	Enforcement Customer can cure the breach by paying the unpaid amount Customer can renegotiate the agreement prior to nonpayment	Enforcement Customer can cure the breach by paying the unpaid amount Customer can renegotiate the agreement prior to nonpayment

# APPLICATION REQUESTS



City of  
Philadelphia

Be very careful if you are on a public computer. This application involves exchange of private information of the applicant. Do not proceed if you are not sure about the safety and security of this computer or the network connection.

## Water Revenue Bureau

Customer Assistance Application

Select  
Language

English

### Find your Water Account

9-Digit Water Access Code

\* Your 9-Digit Water Access Code can be found on your bill ⓘ

5-Digit ZIP Code

\* Required

Find



City of  
Philadelphia

Be very careful if you are on a public computer. This application involves exchange of private information of the applicant. Do not proceed if you are not sure about the safety and security of this computer or the network connection.

## Water Revenue Bureau

Customer Assistance Application

Select Language

English

### Find your Water Account

9-Digit Water Access Code

\* Your 9-Digit Water Access Code can be found on your bill ⓘ

5-Digit ZIP Code

\* Required

Find

### Applicant Information

All information must be current.

Name of Applicant

9-Digit Water Access Code

Address of Property

Mailing Address

☐ Mailing Address is Correct

Print Now

Mail Me an Application

Apply Online

---

# TAP TRAINING

OCTOBER 7, 2017



# AGENDA

Topic	Time	Reference Materials
<b>Customer Assistance Programs Review</b>	10 minutes	Handout Page 1
<b>CAMP Navigation, Finding Letters</b>	15 minutes	Handout Pages 2-4
<b>Incomplete Letters &amp; Application Completeness</b>	20 minutes	Handout Pages 5-9
<b>Approval Letters</b>	15 minutes	Handout Pages 10-14
-- 5 minute break --		
<b>Denial Letters</b>	10 minutes	Handout Pages 15-16
<b>TAP Billing</b>	15 minutes	Handout Pages 17-22
<b>Questions</b>	30 minutes	



# CUSTOMER ASSISTANCE PROGRAM REVIEW

HANDOUT PAGE I



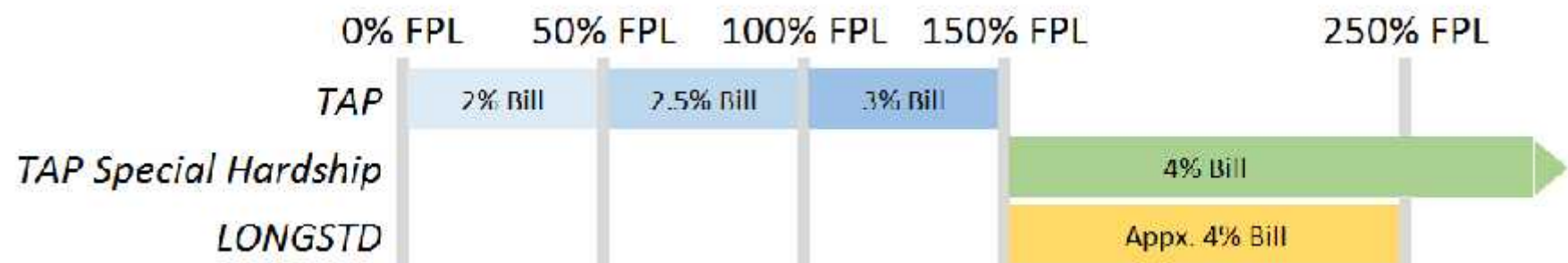
## UPDATE ON PROGRAM ROLL-OUT

- Mass Mailing: end of June
- TAP Approvals: beginning in July
- Incomplete Letters: beginning in August
- Two-Step Review: beginning in October

## PROGRAMS CONSIDERED

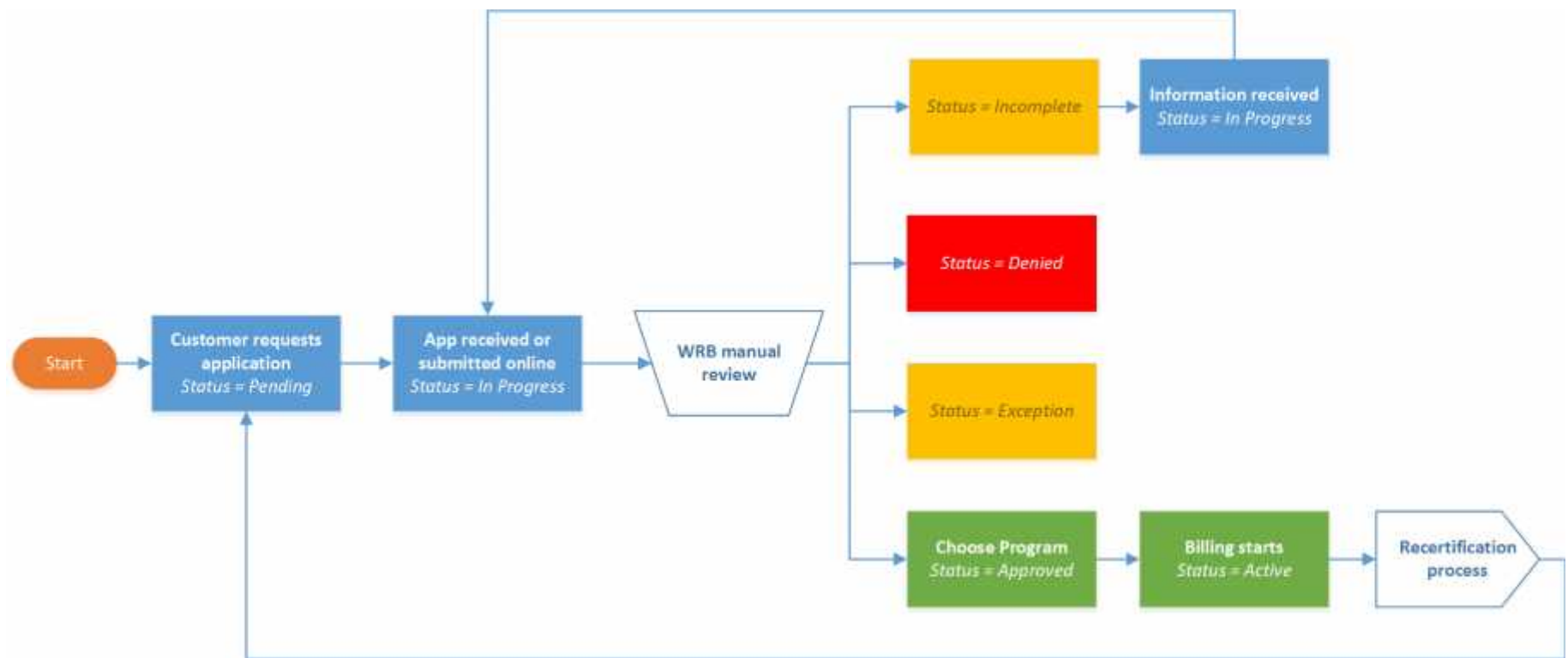
- Regular Bill (plus standard payment agreement, if needed)
- TAP- Income or Special Hardship
- Senior Citizen Discount (plus standard payment agreement, if needed)
- Long Standard Agreement
- Senior Citizen Discount + Long Standard Agreement

## NEW PROGRAMS





# PROCESS





# CAMP NAVIGATION, FINDING LETTERS

HANDOUT PAGES 2-4





# INCOMPLETE LETTERS & APPLICATION COMPLETENESS

HANDOUT PAGES 5-9





# APPROVAL LETTERS

HANDOUT PAGES 10-14



## Customer Assistance Application Approved

September 20, 2017

Dear Customer:

We have reviewed your application for our Customer Assistance Programs and have placed you in the Tiered Assistance Program (TAP) because it provides you with the lowest expected monthly bill. As a result, your monthly bill for regular service and usage charges under TAP will be \$67.50. If you are responsible for other additional fees, such as repair charges, a HELP Loan or bad check fees, they will be added to this amount.

We reviewed your projected bills under each of the billing options for which you were potentially eligible. Your expected monthly bills under each of these billing options were calculated to be:

Average Monthly Bill: \$96.71

TAP Bill: \$67.50

Senior Citizen Discount: Not Eligible

**We are pleased to be able to offer you a TAP bill of \$67.50 per month. As stated above, this will be your total monthly bill for regular service.**

To avoid interruption of your water service, you must make your payment in full and by the due date each month. You have the right to dispute this decision 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: [http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html).

For more information about TAP and our Customer Assistance Programs, you can go online to [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help) or contact our call centers at (215) 685-6300 or (215) 686-6880.

Thank you.

**Water Access Code:**  
000791273

**Account Number:**  
C01-59720-05811-001

**Service Address:**  
5811 NEWTOWN AVE  
PHILADELPHIA PA 19120

## Customer Assistance Application Approved

September 20, 2017

Dear Customer:

### Decision

We have reviewed your application for our Customer Assistance Programs and have placed you in the Tiered Assistance Program (TAP) because it provides you with the lowest expected monthly bill. As a result, your monthly bill for regular service and usage charges under TAP will be \$67.50. If you are responsible for other additional fees, such as repair charges, a HELP Loan or bad check fees, they will be added to this amount.

We reviewed your projected bills under each of the billing options for which you were potentially eligible. Your expected monthly bills under each of these billing options were calculated to be:

### Considered

Average Monthly Bill: \$96.71  
TAP Bill: \$67.50  
Senior Citizen Discount: Not Eligible

### Summary

**We are pleased to be able to offer you a TAP bill of \$67.50 per month. As stated above, this will be your total monthly bill for regular service.**

To avoid interruption of your water service, you must make your payment in full and by the due date each month. You have the right to dispute this decision 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: [http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html).

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Thank you.

**Water Access Code:**  
000791273

**Account Number:**  
C01-59720-05811-001

**Service Address:**  
5811 NEWTOWN AVE  
PHILADELPHIA PA 19120



# DENIAL LETTERS

HANDOUT PAGES 15-16



# DENIAL LETTERS

## Customer Assistance Application Denied

July 7, 2017

Dear Customer:

We have reviewed your application for a customer assistance program. We regret to inform you that at this time you do not meet the eligibility criteria for any of our assistance programs based on the information provided in your application (income, residency, and/or age).

You are ineligible for the Tiered Assistance Program (TAP) and for an extended payment agreement for the following reason(s):

Application was submitted without required proof of income for one or more household members and without proof of residency for the applicant.

**We encourage you to apply again if your circumstances change.**

You have the right to dispute this decision 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: [http://www.phila.gov/trb/TRB\\_Petitions.html](http://www.phila.gov/trb/TRB_Petitions.html).

For more information about TAP and our Customer Assistance Programs, you can go online to [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help) or contact our call centers at 215-685-6300 or 215-686-6880.

Thank you.

Water Access Code:  
WaterAccessCode

Account Number:  
ACCT\_KEY

Service Address:  
SERV\_ADDRESS  
SERV\_ADDRESS2  
SERV\_ADDRESS3



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## DENIAL REASONS

- Inst Type Not Eligible
- Income Guidelines
- Residency Guidelines
- Income and Residency Guidelines
- Missing POI and Missing POR
- Missing POI and Invalid POR
- Invalid POI and Missing POR
- Invalid POI and Invalid POR
- Missing Proof of Income
- Invalid Proof of income
- Special Hardship
- Missing Proof of Residency
- Invalid Proof of Residency
- Missing Information not Submitted



# TAP BILLING

HANDOUT PAGES 17-22



# TAP BILLS

## Your Account

Water/Sewer/Stormwater balance at last bill	\$739.84
You last paid on 09/05/17 - thank you	-\$75.00
<b>Unpaid Balance</b>	<b>\$664.84</b>

## This Bill

Usage Charge (4 ccf, see page 2 for details)	\$30.21
Service Charge	\$14.02
Stormwater Charge	\$14.71
Senior Citizen Discount	\$0.00
TAP Discount	-\$40.57
TAP Charge	\$18.37
<b>Total Current Charges</b>	<b>\$18.37</b>
<b>Total Account Balance</b>	<b>\$683.21</b>
<b>Please Pay Now</b>	<b>\$18.37</b>

## Your TAP History

Total actual usage and service charges <sup>1</sup>	\$95.23
Total TAP charges	\$36.74
Total amount you've saved	\$58.49
Total amount you've paid towards past due bills	\$56.63
Earned penalty forgiveness counter <sup>2</sup>	1

<sup>1</sup> Includes usage, service, sewer, and stormwater charges.

<sup>2</sup> Number of full payments. Penalties forgiven after 24 full payments.

You are able to recertify no earlier than 08/01/18

## TAP BILL LINES IN BASIS2

Lines1	Lines2	Rdg1	Rdg2	Meters	Amnts	Tax	ChrgCodes	Misc1	Misc2	GL	Rebates	Refund
Ln	Scnd											
No	Type	Charge Desc	Period From	Period Up To	No of Days	Days Factor	Unit of Measure	Qty	Transaction Amount			
1	Reading	Water Usage Cha	08/11/2017	09/17/2017	38	1.2333	CCF	4	17.23			
2	Shadow Read	Sewer Usage Cha	08/11/2017	09/17/2017	38	1.2333	CCF	4	12.98			
3	Agreed Cons	Stormwater Usag	08/19/2017	09/18/2017	31	1		1471	14.71			
4	Service Chrg	Water Service	08/14/2017	09/13/2017	31	1			6.61			
5	Service Chrg	Sewer Service	08/14/2017	09/13/2017	31	1			7.41			
6	Oncost	TAP Discount	08/14/2017	09/13/2017					-40.57			

Allocation Details

## TAP BILLING – CASE I

- Customer's TAP bill is lower than their regular or senior citizen discounted current charges (customer may or may not have an account balance)
  - Customer will be asked to pay their full TAP amount, and the difference between the regular or senior citizen discounted current charges and the TAP amount will be written off, not added to the account balance.
  - Any payment above the TAP amount will be put toward the account balance or carried as a credit on the account.

## TAP BILLING – CASE 2

- Customer's TAP bill is higher than their regular or senior citizen discounted current charges (customer has an account balance)
  - Customer will be asked to pay their full TAP amount, but the difference between the TAP amount and regular or senior citizen discounted current charges will go toward offsetting the account balance.
  - Any payment above the TAP amount will be put toward the account balance or carried as a credit on the account.

## TAP BILLING – CASE 3

- Customer's TAP bill is higher than their regular or senior citizen discounted current charges (customer does not have an account balance)
  - Customer will be asked to pay only their regular or senior citizen discounted current charges
  - Any payment above the TAP amount will be carried as a credit on the account.



# QUESTIONS?





# Customer Assistance Application

**CITY OF PHILADELPHIA**  
DEPARTMENT OF REVENUE  
WATER REVENUE BUREAU

This form is used to apply for assistance, including Tiered Assistance Program (TAP), and Senior Citizen Discount. For customers currently enrolled in existing assistance programs, this form can also be used to apply for recertification.

## How to Complete this Form

- 1. Read.** Read through the entire application first, including the Program Eligibility Guidelines.
- 2. Gather.** Use the checklist below to make sure you've gathered all the information and documentation you'll need.
- 3. Fill & Sign.** Fill in the form. Complete section of Part 1 and Part 2, and attach the attachments that apply to you.
- 4. Enclose.** Place copies of all required documentation in the envelope. Please **do not send originals**; supporting documents sent will **NOT** be returned.
- 5. Submit.** When you're finished, you can mail your application and documentation to us at:

**i** **Tip:** Make a copy of your application and supporting documents.

### Application Checklist

#### ☐ Applicant & Household Information

We'll need **names, birth dates, and monthly income amounts** for all household members, including the:

#### ☐ Proof of Residency

The following, dated within the last 6 months, are examples of acceptable documentation. ONLY ONE is required.

- 1. Current government ID** (such as driver's license with current address) OR
- 2. Current rental agreement** or agreement to lease the dwelling OR

PART  
**1**

## Applicant and Household Information

### Applicant Information

All information must be current. Please type or print clearly. Recertifying (or renewing) applicants are also required to complete this section.

Name of Applicant

Social Security Number

Address of Property

Water Access Code (9 Digits)

Daytime Phone Number

Email Address

Date of Birth

Mailing Address (if different than above)

**!** Proof of residency at this property address (such as a gov't issued ID, utility bill or tax bill) must be enclosed with your application. Full list of acceptable documentation appears in the Application Checklist.

**Your Gross (pre-tax) Monthly Income**  
If this amount is zero, complete Attachment 2.

### Household Information

All information must be current. Please type or print clearly.

Number of Other People Living In Household (do not include yourself)

Number of Children Under Age 18

**Do You Receive Child Support?**

☐ No ☐ Yes

Monthly Amount

## Who Should Apply?

Anyone having trouble paying their bill should fill out our one-stop application.

We have assistance for people with lower incomes, those experiencing special hardships, senior discounts and other relief. If we have a program that can help, we'll sign you up.

In Philadelphia, we estimate approximately **60,000 customers** are now eligible for assistance.




**Amanda**

Amanda filled out an application for her household of 5 people. She lowered her monthly bill from \$99 to \$58.



**Hazel**

Hazel pays for her husband's dependent care. She lowered her bill from \$249 to \$119 with a **special hardship** discount.



**Allison & Sam**

Allison and Sam just had their third child. A **special hardship** discount lowered their bill from \$194 to \$166 a month.



**Hector**

Hector and his wife are seniors with some unpaid bills. With a **senior discount**, they lowered their bill from \$72 to \$33.

*Savings amounts will vary based on individual customers' information.*

- ### 1 Decide how you'll apply

**Online OR By Mail**

**TIP:** If you're applying **by mail**, your local Neighborhood Energy Center can help you fill out the application in person.

**Applying online?** Get all the files you need on your computer first.
- ### 2 Gather your paperwork

**TIP:** We need to verify income, who's in your household, and other important info.

**Be prepared to submit a month's worth of your household's most recent paystubs or the previous year's tax returns.**
- ### 3 Make your plan to apply

**TIP:** Make sure you set aside the time you need so you don't feel rushed.

Completing an **online application** can take about two hours and **must be done in one sitting.**



New ways to get help with your water bill.

Philadelphia Water Department sent this bulletin at 11/26/2017 07:40 PM EST

Having trouble viewing this email? [View it as a Web page.](#)

**PHILADELPHIA  
WATER**  
— DEPARTMENT —

# New ways to get lower water bills.

▶ **Start here**

## New ways to get help with your bill

We've launched [a new program](#) that can help many customers get lower monthly water bills that are based on household income.

Seniors and those experiencing a special hardship, like steep medical bills or a layoff, can also apply.

**Some bills can be as low as \$12 a month.**


If you struggle to pay your water bill, fill out our assistance application to see if you qualify for help.

See options for getting started, including **printing an application at home:**

**Choose How to Apply Now**

[Not interested in our customer assistance programs?](#)


POWERED BY

**GOVDELIVERY** 

Having trouble viewing this email? View it as a Web page.

**PHILADELPHIA  
WATER  
— DEPARTMENT —**

## More Philadelphians than ever are eligible for help.




**▶ Get Started**

### We want to make sure every home has water.

Thanks a new program and City Council's efforts, many customers can now get help based on their household income - **even those who didn't qualify in the past.**

Anyone struggling to pay their monthly water bill should apply. New options like help for those with a special hardship may be for you. Get in touch now and don't wait until you're behind or get shut off!

**Request an application or apply online**



**Rochelle** fell behind more than \$1,200 on her water bill. By filling out a customer assistance application, she discovered her income qualifies for lower bills.

Her monthly bills went from **\$138** to **\$25.**

Sample amounts shown. Savings amounts will vary based on individual customers' information.

How much can customers save? Rochelle fell behind more than \$1,200 on her water bill. By filling out a customer assistance application, she discovered her income qualifies for lower bills. Her monthly bills went from \$138 to \$25. Sample amounts shown. Savings amounts will vary based on customer information.

**I'm ready to apply - take me to the form!**

Nitro Software, Inc.

# New ways to get help with your water bill

Having a hard time paying your water bill?  
Philadelphia is helping more people get lower bills.

## What's new?

- **Expanded eligibility** through the new Tiered Assistance Program (TAP)
- **You don't need to be behind** on your bill to apply for help—so don't wait for a shutoff!
- **One application** to find the best program for you
- **Get a more predictable bill every month** making it easier to budget and plan
- **More ways to apply:** online and by mail
- **We get the process started for you** by filling in your customer information when you request the application

## Who should apply?

If you are having trouble paying your water bill, fill out our one-stop application. We have assistance for people with lower incomes or those experiencing special hardships. We also have senior discounts and other ways to help. If we have a program that can help, we'll let you know and help you get signed up!

In Philadelphia, we estimate approximately **60,000 customers** are now eligible for assistance



**Amanda's household of 5 people** could lower their monthly bill from **\$89 to \$58.**



**Hector is a senior with some unpaid bills.** He and his wife could lower their monthly bill from **\$72 to \$33.**

Sample amounts shown. Savings amounts will vary based on individual customer's information.

Based on \$28,000 annual household income, with customer water usage history of 8 CCF/month.

Based on primary account holder 65+ yrs and \$16,000 annual household income, with customer water usage history of 6 CCF/month, and \$200 arrears w/payment charges of \$16.67/month.

## START HERE:

► [phila.gov/water-bill-help](http://phila.gov/water-bill-help) or call **215.685.6300**

To request an application, you'll need your **9-digit Water Access Code** shown at the top of any recent water bill.

**TIP:** For the application, you'll need to show **proof of monthly income** for all members of your household. Be prepared to submit a month's worth of your household's most recent paystubs, or the previous year's tax returns.

**Gather copies of that info ahead of time** so you're ready to fill out the form.

A full checklist of required documents is posted at <http://www.phila.gov/water-bill-help>



PHILADELPHIA  
**WATER**  
— DEPARTMENT —



CITY OF PHILADELPHIA  
DEPARTMENT OF REVENUE  
WATER REVENUE BUREAU

REVISED 9/1/17

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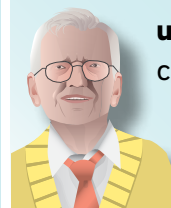
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Based on primary account holder 65+ yrs and \$16,000 annual household income, with customer water usage history of 6 CCF/month, and \$200 arrears w/payment charges of \$16.67/month.

### NEXT STEP:

**Sign up now to be notified when the new customer assistance application is available in July 2017:**



Enter your contact information at  
**[www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help)**

**TIP:** For the application, you'll need to show **proof of monthly income** for all members of your household. Be prepared to submit a month's worth of your household's most recent paystubs, or the previous year's tax returns.

**Gather copies of that info ahead of time** so you're ready to fill out the form.

A full checklist of required documents will be posted at  
**<http://www.phila.gov/water-bill-help>**



**PHILADELPHIA WATER**  
— DEPARTMENT —



**CITY OF PHILADELPHIA**  
DEPARTMENT OF REVENUE  
WATER REVENUE BUREAU

REVISED 3/3/17



## CUSTOMER ASSISTANCE PROGRAM:

# Special Hardship Discounts

Struggling to pay your water bill? A new program can help Philadelphia Water Department customers experiencing **special hardships** get **lower monthly bills**.

## Who Should Apply?

Customers earning more than the income limits for TAP benefits can still get discounted water bills, and temporarily avoid shutoffs, by filling out a **Special Hardship Claim Form**.

## What counts as a special hardship?

Customers struggling to pay water bills because they have experienced hardships like these within the **last 12 months** should consider applying for the discount:

- **Household grew:** Senior moved in? New baby?
- **Job loss (lasting over four months):** Main income-earner out of work for four months + on unemployment?
- **Serious illness (lasting over nine months):** Customer or family member have a life-threatening condition? Getting at-home care?
- **Family loss:** Household's primary income-earner passed away?
- **Domestic violence:** Spend time in a shelter because of domestic violence? *Our customer assistance team is trained to protect the names and contact information of those experiencing abuse and domestic violence. **Do not hesitate to apply:** we can help while protecting your anonymity.*

Even if you are not experiencing one of the hardships listed above, we decide claims case by case and may still be able to help. Use the **Special Hardship Claim Form** to report your situation.



To find out if you qualify for a discount, get a **Customer Assistance Program** application at [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help) or by calling **215.685.6300**.



Once you request an application, **you have 14 days** to fill it out and return it to the Water Revenue Bureau.

## Special Hardship Customer Stories: How Much You Can Save



Sam and Alison just had their third child and are behind on their water bill because of medical expenses. Sam left his job to care for the new baby. **They could lower their bill from \$194.38 to \$165.90 a month.**

*Based on past-due bills of \$900 and a monthly income of \$4,147.50. Benefits awarded include a payment plan and special hardship discount. Final bill based on 4% of customer's monthly income.*



Hazel works and her husband receives Supplemental Security Income (SSI). They have unpaid water bills and need an in-home nurse. They can keep the water on, and lower their monthly bill **from \$248.80 to \$118.80**.

*Based on a monthly household income of \$2,970, unpaid bills totaling \$2,097 and a \$900 monthly expense for in-home care. Benefits awarded include a payment plan and special hardship discount.*

*Sample amounts shown. Savings amounts will vary based on individual customers' information.*



CITY OF PHILADELPHIA  
DEPARTMENT OF REVENUE  
WATER REVENUE BUREAU

## FREQUENTLY ASKED QUESTIONS

# Tiered Assistance Program (TAP)

City Council passed and the Water Rate Board approved a new customer assistance program that will better serve low income customers that are between 0–150% of the Federal Poverty Level (FPL) and customers with special hardships. The highlights of this new program, which is called the **Tiered Assistance Program (TAP)** include:

- Your monthly bill is based on a percentage of your income. This can range from 2–4 percent of your total income depending on your household income. Customers in the lowest income bracket may have a minimum bill of \$12 per month.
- You do not need to pay for prior delinquency on your monthly bill. Past due amounts are suspended as long as you remain current in the program.
- You will not build up new delinquency as your monthly bill will not fluctuate based on usage. You only owe what is on your monthly bill.
- Previous penalties will be forgiven if you pay your monthly bill faithfully for two years – without missing a monthly payment.
- You do not need to be delinquent to qualify.

## Customer Groups and Assistance Benefits

Customer Income 0–50% FPL*	Customer Income 51–100% FPL	Customer Income 101–150% FPL	Income 151% FPL or more and Special Hardship
Monthly bill capped at 2% of monthly income	Monthly bill capped at 2.5% of monthly income	Monthly bill capped at 3% of monthly income	Monthly bill capped at 4% of monthly income
No payments toward arrears required	No payments toward arrears required	No payments toward arrears required	No payments toward arrears required

\*A table showing general Eligibility Guidelines appears on the last page of this document.

### Q What is TAP?

- A The City's new Tiered Assistance Program (TAP), is a program for low-income customers and those with special hardships that will reduce monthly water and wastewater bills. TAP provides customers a consistent bill based on income.

### Q Is WRAP being eliminated?

- A New customers cannot enroll in WRAP beginning July 1. If you're already in WRAP, you can stay in as long as you recertify. If you apply and TAP proves a better program for your needs, you will automatically be enrolled in TAP. WRAP customers can opt out of TAP and back into WRAP if they choose to do so, but WRAP will no longer include the City Grant.

FAQs continue on next page → 1



FREQUENTLY ASKED QUESTIONS | Tiered Assistance Program (TAP) *continued***Q Why is my grant going away, how do I make up for that?**

- A** TAP is designed to be affordable for customers at all income levels without the additional City Grant. If you still feel you need assistance, you can contact the Utility Emergency Services Fund (UESF). UESF's Utility Grant Program can assist customers up to 250% of the Federal Poverty Level (FPL) who owe a maximum of \$3,000 on their water bills. UESF's Water Housing Stabilization Program can also assist customers with internal water leaks.

**Q How do I transition from WRAP to TAP?**

- A** Your normal WRAP recertification may be due before the new single application for all programs becomes available in July and we don't want you to be stranded without assistance. That's why you should recertify for WRAP as usual, and then we encourage you to fill out the application for TAP when it is available to see if an even better plan is available.

**Q What if I recently received an application in the mail?**

- A** If you received a mailed application, you will need to fill the application in and mail it back to WRB. Each application is unique and has a bar code associated with the customer that will only work for that customer. Therefore, this first application cannot be done online. Please mail the application by September 1, before the application will expire.

**Q How do I know if I qualify for the new program?**

- A** Eligibility guidelines for TAP can be found on the website and on the application form. But we really don't want you to be too concerned about whether you qualify or not before you apply. If you are struggling to pay your bill, we encourage you to apply because there may be another program, including the senior citizen discount and extended payment plans, that will benefit you.

**Q How do I get an application for TAP?**

- A** Applications will be available beginning in July. At that time, all customers can call **215.685.6300** or go online at [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help) to receive an application in the mail, pick up an application at the Municipal Services Building concourse, satellite offices or partner organizations, or apply online. Current WRAP customers will have an application mailed to them in July.

**Q Will my past due bills and penalties be waived under TAP?**

- A** Past due bills will be protected as long as you're in TAP, meaning the City will not pursue any collection activities; any penalties will be waived if you are make full payments for 24 months.

*FAQs continue on next page → 2*

**Q What if I have received a shut off notice or am already shut off?  
Can I still apply for assistance?**

- A** Yes. We encourage all customers who are struggling to pay their bills to apply for assistance. When an application is requested, no action will be taken to shut off a property for 14 days to allow customers time to fill out an application. If the water has already been shut off to a property, the water service will be restored under the same 14 day grace period. Applications must be received within the 14 day period to maintain water service.

**Q If my income is more than 150% of the poverty line, can I still enroll?**

- A** Yes, customers whose income is more than 150% FPL should still apply for assistance. You may qualify as a special hardship TAP customer or you may be eligible for an extended payment plan that ensures your bill remains affordable at approximately 4 percent of household income. A special hardship can include:

- Increase in household size
- Loss of a job, lasting more than 4 months
- Serious illness, lasting more than 9 months
- Death of a primary wage earner
- Domestic violence
- Other circumstances that threaten a household's access to the necessities of life

**Q Are senior citizens eligible for TAP?**

- A** Senior citizens (65 years or older) are eligible for TAP. For those that qualify for TAP and a senior citizen discount, we will look at both options and place the customer in the one that is best. Customers cannot get a senior citizen discount on top of their TAP bill.

**Q What if I need an application in a different language?**

- A** The application is available in a number of languages, including:

- Arabic
- Cambodian
- Chinese (traditional)
- Chinese (simplified)
- Italian
- Portuguese
- Russian
- Spanish
- Vietnamese
- English

*If a different language is requested, the application will be translated and mailed to the customer. In the interim, an application request will be documented.*

FAQs continue on next page → 3

**Q Can my service be shut off while in TAP?**

- A** If your balance reaches \$75 or more, and you are two bill cycles behind in your payment, your service could be shut off.

**Q Can I get a blank application to fill out or obtain a blank application for my family or neighbors?**

- A** No. Every customer has a unique bar code associated with their water account. When an application is requested or submitted online, this information is documented on the customer's account to protect them from any enforcement while the application is being processed. Once a customer provides their account information or access code (as displayed on the monthly water bill), the customer's account information (name, address, etc.) is automatically filled in on the application.

**Q How long will it take to process an application?**

- A** As our assistance program is new and for the first time offered online, we don't know how many customers will apply within the first few months, although we are hoping that anyone who is struggling with their bill will take advantage of the program. Currently we are expecting the review to require approximately two months.

**Q If the application is approved, is the assistance retroactive?**

- A** Once the application is approved and a customer is eligible for TAP or other assistance, a monthly bill based on the customer's income will be implemented.

**Q What if a need assistance filling out the application?**

- A** We are working with a number of partners who have been trained and are willing to provide assistance to customers who need help filling out an application. These partners include:
- Community Legal Services (CLS)
  - Energy Coordinating Agency (ECA)
  - Utility Emergency Services Fund (UESF)
  - Neighborhood Energy Centers (NECs)

**Q This sounds good for the customer, how does the City benefit?**

- A** The City is working to deliver a proactive rate program that is responsive to the needs of our low-income customers. Through it, we anticipate more affordable bills for our customers, development of a more stable housing base (which is great for our City's neighborhoods).

*Eligibility Guidelines* → 4

## Assistance Programs Eligibility Guidelines

### Tiered Assistance Program (TAP) Benefits

If your household income is equal to or less than 150% of the **Federal Poverty Level (FPL)**, your monthly water bill payment could be fixed at between 2% and 3% of household income.

### Is your household income greater than TAP limits of 150% of FPL?

#### Special Hardship Claims:

If your household has special circumstances (such as the loss of a job or death of a primary wage earner), your monthly water bill payment could be fixed at 4% of household income.

**If your income is between 150–250% of FPL** you may still be eligible for monthly payments of about 4% of household income.

### Senior Citizen Discount

Seniors may be eligible for monthly bills discounted by 25% if household income is less than \$31,500 per year.

Monthly Gross (pre-tax) Household Income and Potential Assistance Benefits		
Household Size	Maximum Gross Income (150% of FPL)	Maximum Gross Income (250% of FPL)
1 person	\$1,508 / month	\$2,513 / month
2 people	\$2,030 / month	\$3,383 / month
3 people	\$2,553 / month	\$4,254 / month
4 people	\$3,075 / month	\$5,125 / month
5 people	\$3,598 / month	\$5,996 / month
6 people	\$4,120 / month	\$6,867 / month
7 people	\$4,643 / month	\$7,738 / month
8 people	\$5,165 / month	\$8,608 / month
For each additional person:	Add \$523 to the amount above	Add \$871 to the amount above
	If monthly household income is within the limits shown in this column, you may be eligible for <b>monthly water bills fixed at between 2% and 3% of household income.</b>	If monthly household income is within the limits shown in this column, you may be eligible for <b>monthly water bills of about 4% of household income.</b>








# Struggling to pay your water bill?

More Philadelphians than ever are eligible for help.

**NEW ASSISTANCE BENEFITS:**

- More predictable monthly bill
- You don't need to be behind to apply
- One application, more ways to get help



Amanda's household of 5 people could lower their monthly bill from **\$89 to \$58.**



Hector, a senior with some unpaid bills could lower his monthly bill from **\$72 to \$33.**

Sample amounts shown. Savings amounts will vary based on individual customers' information.

**START HERE:**

► [phila.gov/water-bill-help](http://phila.gov/water-bill-help)  
or call 215.685.6300

**PHILADELPHIA WATER DEPARTMENT**

**CITY OF PHILADELPHIA DEPARTMENT OF WATER SERVICES**

**PAWS & GENTRY**

"Smoking Hazards Endanger Lives, Homes"



**Struggling to pay your water bill?**

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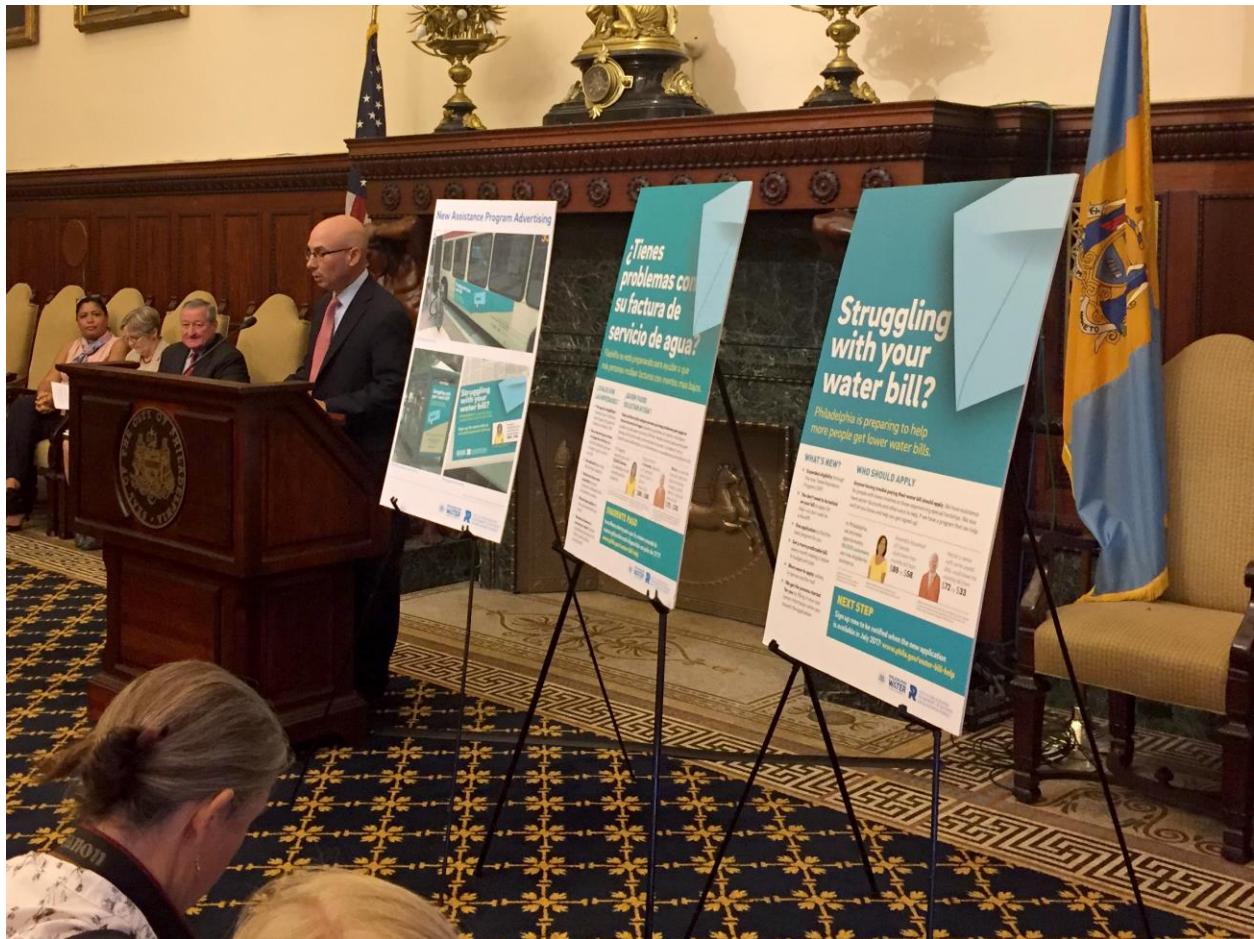
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**PHILADELPHIA WATER**  
— DEPARTMENT —

**R** CITY OF PHILADELPHIA  
DEPARTMENT OF REVENUE  
WATER REVENUE BUREAU

Trash





...with these guys all the time." Williams has defied calls to resign since being indicted in March, so Williams could meet wealthy campaign donors, as Burke put it, or his alleged PAC expenses Williams was not employee, and those rules don't to him, Burke argu

# Struggling with your water bill?

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Sign up for more info at [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help)

**PHILADELPHIA WATER** — DEPARTMENT —  CITY OF PHILADELPHIA  
DEPARTMENT OF REVENUE  
WATER REVENUE BUREAU



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Sample amounts shown. Savings amounts will vary based on individual customers' information.



# Prepárese para solicitar una factura más baja por el servicio de agua.

## Antes de presentar la solicitud:

- 1 Reúna su información y documentación.
- 2 Elija la manera en la que presentará la solicitud y prepare su documentación.
- 3 Tenga planificada la solicitud.

## 1 Reúna su información y documentación.

Asegúrese de contar con todo lo que necesita antes de comenzar con la solicitud.




## Lista de verificación para la solicitud

**Información básica para el solicitante y para todos los miembros del hogar.** Necesitamos verificar la información de todas las personas que viven en su casa. Necesitamos **los nombres, las fechas de nacimiento y los números de seguro social de todas las personas que tengan entre 18 y 65 años de edad.**



**La prueba de residencia se necesita solo para el solicitante.** Se necesita SOLO UNO de los siguientes documentos. El documento debe estar fechado dentro de los últimos 6 meses.







1. **Identificación actual emitida por el gobierno** con domicilio actual (como licencia de conducir o tarjeta de identificación), 
2. **Contrato de alquiler actual** o contrato de venta de la vivienda, 
3. **Factura de servicio, factura de impuesto** reciente u otro **registro impositivo**. Solo debe incluir la primera página del resumen que muestre su nombre y domicilio, 
4. **Recibos de alquiler, renta o giro postal** en donde se muestre su domicilio.


## Montos de ingresos mensuales y prueba de ingresos

Necesitamos los **montos** Y las **pruebas** mensuales actuales de cada fuente de ingresos.




1. **Declaración de ingresos federales para el año anterior** (solo la página donde se muestran su nombre e ingresos brutos), 
2. **Recibos de sueldo** (deben ser consecutivos y cubrir al menos 30 días), 
3. **Carta de asignación de beneficios** o resumen, como por ejemplo: copia del subsidio por desempleo, asignación de indemnización al trabajador, carta del Seguro Social, carta de pensión, declaración de beneficios sociales, 
4. **Declaración de ayuda de ingresos** de la persona que brinda la ayuda (por ejemplo, si usted recibe una pensión por alimentos, necesitamos algo que documente el monto y la fuente). Usted puede ingresar e imprimir una carta en [childsupport.state.pa.us](https://childsupport.state.pa.us)  completar una página de la aplicación **Attachment A (Anexo A)**. Tendrá que dar el nombre y la información de contacto de la persona que brinda la ayuda.

## Si usted está presentando la solicitud por una dificultad especial, tendrá que presentar SOLO UNO de los conceptos que se detallan debajo.


 **¿Qué es esto?** Los usuarios que han experimentado alguna de las dificultades que se detallan a continuación en los últimos 12 meses pueden solicitar este descuento




### 1. Documentación oficial que demuestre la dificultad, como por ejemplo:

En caso de aumento en la cantidad de habitantes en el hogar: **certificado de nacimiento o adopción** 

En caso de falta de empleo (durante más de 4 meses): **carta de finalización de empleo o copia del subsidio por desempleo** 

En caso de enfermedad grave (que dure más de 9 meses): **documentación de ingreso al hospital o alta** 

En caso de fallecimiento de la persona con mayores ingresos en el hogar: **certificado de defunción** 

En caso de víctimas de violencia doméstica o abuso: **documentación del ingreso al programa de Puerto Seguro (Safe Harbor),**

### 2. Prueba de gastos mensuales actuales en el hogar, incluyendo las facturas o resúmenes más recientes de gastos de vivienda, servicios públicos, salud o cuidado de niños,

### 3. Prueba de aprobación reciente de declaración de situación de dificultad por parte de una agencia estatal o local

4. **Otros documentos** aprobados por la Oficina de Recaudaciones por Servicios de Agua (Water Revenue Bureau, WRB).

Nitro

7/7/17 V.4.1

## 2 Elija la manera en que presentará la solicitud y prepare su documentación.

Elija el mejor método para usted.

### En línea



#### IMPORTANTE:

**Al enviar la solicitud por Internet, no podrá guardar su progreso. ¡Es por eso que, una vez que comience, tendrá que estar listo para terminar!**

#### Para prepararse:

- Usted subirá copias electrónicas de su documentación.
- Escanee los documentos (guárdelos como jpg, tif, png o PDF)
- Tome una foto nítida de cada página con la cámara de su teléfono. Envíalas a usted mismo por correo electrónico y guarde las imágenes en una carpeta en su computadora, a fin de tenerlas listas para subir.

#### Dónde enviar la solicitud por Internet:

- Visite: **[www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help)**

#### CONSEJO:

- Luego de completar la solicitud en línea, puede imprimir una copia completa (o guardarla como PDF) para futuras referencias.

### Por correo



#### IMPORTANTE:

**Una vez que llegue su solicitud, ¡no pierda tiempo!** Las solicitudes deben recibirse dentro de los **14 días** de haber solicitado el formulario.

#### Para prepararse:

- Haga fotocopias de la documentación que enviará por correo.

#### CONSEJO

- **No envíe los originales, ya que la documentación de respaldo no se devolverá.**

#### Cómo pedir su solicitud

Puede imprimir una solicitud en el sitio web que se menciona debajo haciendo clic en "Imprimir ahora".

Para pedir que se le envíe una solicitud por correo, puede llamar por teléfono o ingresar por Internet. Se enviará por correo el próximo día hábil. Debería recibirla dentro de la semana.

Visite [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help) o llame al 215.685.6300

### ¿Preguntas?

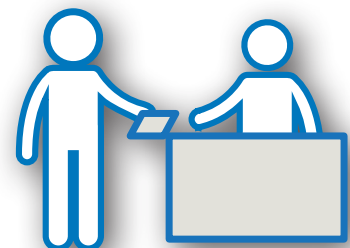
Visite una Oficina de Recaudaciones por Servicios de Agua o un Centro de Energía Vecinal (Neighborhood Energy Center) para que lo asistan en el pedido de una solicitud o en caso de que tenga dudas sobre cómo llenar la solicitud.

#### Para prepararse:

- Haga fotocopias y guárdelas en una carpeta.
- Si no puedes hacer fotocopias o imprimir una solicitud, los Centros de Energía Vecinal pueden ayudarlo.

#### A dónde debe ir:

- Puede dirigirse a una oficina de WRB o visitar un Centro de Energía Vecinal local.



## 3 Tenga planificada la solicitud



Marque su calendario. Puede tardar aproximadamente **2 horas** en completar una solicitud en línea. Asegúrese de contar con el tiempo necesario para no sentirse apurado.

# Get ready to apply for a lower water bill.

Before  
you apply:

- 1** Gather your info and paperwork.
- 2** Pick how you'll apply, and prep your paperwork.
- 3** Make your plan to apply.

## 1 Gather your info and paperwork.

Make sure you have everything you need ready *before* starting the application.

### Application Checklist

#### Basic info for the applicant, and for all members of the household.

We need to verify info for everyone who lives in your house. So for every person that lives with you, we'll need **names, birth dates, and social security numbers for anyone 18–65.**



#### Proof of residency for the applicant only.

ONLY ONE of the following items is needed. The item must be dated within the past 6 months.

- 1. Current government issued ID** with current address (such as driver's license or ID card), **OR**
- 2. Current rental agreement**, or agreement for sale for the dwelling unit, **OR**
- 3. Recent utility bill, tax bill, or other tax record.** You only need to include the first summary page showing your name and address, **OR**
- 4. Lease, rent book, or money order receipts** that show your address.



#### Monthly income amounts, and proof of income

We'll need current monthly **amounts AND proof** for every source of income.

- 1. Prior year's federal income tax return** (just need the page that shows name and gross income) **OR**
- 2. Pay stubs** (must be consecutive and cover at least 30 days) **OR**
- 3. Benefit award letter** or statement, such as: unemployment compensation printout, worker's compensation award, Social Security letter, pension letter, welfare benefits statement **OR**
- 4. Income support statement** from the individual providing support (example: if you receive Child Support, we'll need something to document the current amount and source.) You can either log in and print out a letter from **childsupport.state.pa.us**, **OR** fill out a page of the application called **Attachment A**. You'll need to provide the name and contact info of the person providing support.



#### If you are applying for a Special Hardship, then you will need ONLY ONE of the items below.

**i What's this?** Customers who have experienced hardships shown below over the last 12 months can apply for this discount:

- 1. Official document** demonstrating hardship claim, such as:



Increase in household size: **birth or adoption certificate** **OR**

Job loss (lasting over 4 months): **employment termination letter** or **unemployment compensation printout** **OR**

Serious illness (lasting over 9 months): **hospital admission** or **discharge documentation** **OR**

Death of the household's primary wage earner: **death certificate** **OR**

Victims of domestic violence or abuse: **safe harbor program admission documentation** **OR**



- 2. Proof of current monthly household expenses**, including most recent bills or statements for housing, utilities, medical, or childcare paid by you, **OR**
- 3. Proof of recent hardship claim approval** by a state or local agency **OR**
- 4. Other documentation** approved by the Water Revenue Bureau.

**Instructions continue on the back of this sheet** ➤

All information provided is as of the specified time of use. Processes and documentation are subject to change.

## 2 Pick how you'll apply, and prep your paperwork.

Choose the best way for you.

<b>Online</b> 	<b>By Mail</b> 
<p><b>IMPORTANT:</b></p> <p><b>When applying online, you won't be able to save your progress, so you'll need to be ready to finish once you start!</b></p>	<p><b>IMPORTANT:</b></p> <p><b>Once your application arrives, don't delay!</b> Applications must be received within <b>14 days</b> of requesting the form.</p>
<p><b>To Prep:</b></p> <ul style="list-style-type: none"> <li>You'll be uploading electronic copies of your paperwork.</li> <li>Scan the docs, (save as jpg, tif, png, or PDF.)</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>Take a clear picture of each page with your phone's camera. Email them to yourself, and save the images to a folder on your computer so they are ready to upload.</li> </ul>	<p><b>To Prep:</b></p> <ul style="list-style-type: none"> <li>Make photocopies of your paperwork to send by mail.</li> </ul> <p><b>TIP:</b></p> <ul style="list-style-type: none"> <li>Please <b>do not</b> send originals; supporting paperwork sent <b>will not</b> be returned.</li> </ul>
<p><b>Where to Apply Online:</b></p> <ul style="list-style-type: none"> <li>Go to: <b><a href="http://www.phila.gov/water-bill-help">www.phila.gov/water-bill-help</a></b></li> </ul> <p><b>TIP:</b></p> <ul style="list-style-type: none"> <li>After completing an online application, you can print out a completed copy (or save a pdf) to retain for your reference.</li> </ul>	<p><b>How to Request your Application:</b></p> <ul style="list-style-type: none"> <li>You can <b>print an application</b>. Go to <b><a href="http://www.phila.gov/water-bill-help">www.phila.gov/water-bill-help</a></b>. Under "Applying by Mail", click on <b>Online Form</b>.</li> <li>To request that an <b>application be mailed to you</b>, you can phone, or go online. It will be put in the mail by the following business day. You should receive it within a week.</li> <li>Go to <b><a href="http://www.phila.gov/water-bill-help">www.phila.gov/water-bill-help</a></b> or call <b>215.685.6300</b></li> </ul>

### Have Questions?

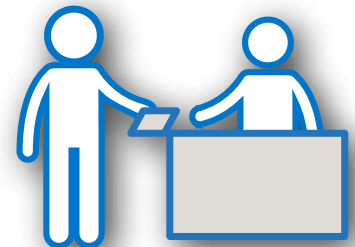
Visit a WRB office or Neighborhood Energy Center for help getting an application, or questions about completing one.

#### To Prep:

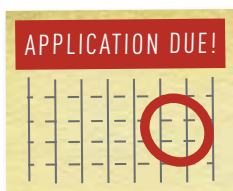
- Make photocopies, and place in a folder.
- If you can't make copies, or print an application, the Neighborhood Energy Centers may be able to assist you.

#### Where to go

- You can go to a WRB office, or visit your local Neighborhood Energy Center.



## 3 Make your plan to apply.



Mark your calendar. Completing an online application can take about **2 hours**. Make sure you set aside the time you need so you don't feel rushed.