

Quarterly Report

**To the Rate Board as Required by the
FY2024-2025 Rate Determination**

Philadelphia Water Department

October 28, 2024



City of

Philadelphia



October 28, 2024

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

Chairman Popowsky and Members of the Rate Board:

Attached please find the quarterly report provided pursuant to the Philadelphia Water, Sewer and Storm Water Rate Board's Rate Determination, dated June 21, 2023, covering the period July 1 to September 30, 2024. Thank you for your attention to this matter.

Very truly yours,

Susan Crosby, Esq.
Deputy Revenue Commissioner for Water
Department of Revenue

Lawrence Yangalay
Deputy Water Commissioner
Philadelphia Water Department

Enclosure

CC: Service List (2023 General Rate Case)

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1. EXECUTIVE SUMMARY

The following report provides a quarterly update for July through September 2024 regarding key metrics of interest to the Philadelphia Water, Sewer and Storm Water Rate Board (“Rate Board”), including information related to Tiered Assistance Program (“TAP”) administration, enrollment, retention, and outreach as well as enforcement policies, stormwater rate design and credit policy, and external funding opportunities being pursued by the Philadelphia Water Department (“PWD” or “Department”).

Regarding TAP enrollment and administration, in July, August, and September

- 2,305 applicants were enrolled in TAP, 1,770 of them for the first time.¹
- 573 customers received a total of \$309,768.19 in Penalty Forgiveness.²
- 26,101 customers received a total of \$2,462,674.91 in Principal Forgiveness.³
- 792 applications were not enrolled in TAP.⁴ Reasons for and outcomes of denied applications vary by circumstance and are discussed in detail in section 3.
- There were 58,470 total TAP participants⁵ in July.
- There were 58,754 total TAP participants in August.
- There were 59,456 total TAP participants in September.

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

Pre-qualification, a data-sharing partnership with the City’s Office of Integrated Data for Evidence and Action (“IDEA”) continued in this quarter. 1,395 new enrollees were added in July, August, and September through this effort.

Section 4 provides information and reporting around application of the arrearage forgiveness policy as documented in PWD Regulation 206.7.

The Rate Board approved a settlement on TAP-R Rate pursuant to its Rate Determination dated June 26, 2024. TAP-R rates for FY 2025 became effective on September 1, 2024. Also in September, PWD and WRB held a Residential Customer Assistance and Services (“R-CAS”) virtual meeting discussing topics related to updates to PWD’s Advanced Metering Infrastructure upgrade project, TAP outreach, data sharing, and recertification, as well as other issues. The September R-CAS meeting notes can be found in section 10.

In financial updates, as of September 30, 2024, PWD listed one additional grant application for \$2.5M which was accepted for final negotiations. An additional \$52M in grants were approved during the period. Information from earlier periods can be found in previous quarterly reports.

¹ See Section 3.2.

² See Table 3.

³ See Table 4.

⁴ See Table 1.

⁵ Participants are defined as customers who received a TAP bill in a given month.

2. INTRODUCTION

2.1. Required Reporting

This Quarterly Report is provided pursuant to the 2023 Rate Determination of the Rate Board. Based on the aforesaid Rate Determination, the Department will provide, on a quarterly basis, information related to the following:

TAP Enrollment/Retention and Arrearage Forgiveness:

- TAP metrics and data (including enrollment, program turnover, TAP recertification, denials, and TAP arrearage forgiveness).⁶
- Steps taken to ensure that eligible TAP customers are receiving the arrearage forgiveness benefits to which they are entitled.⁷
- Updates regarding the cost effectiveness of data sharing with Philadelphia Gas Works ("PGW") Customer Responsibility Program to facilitate TAP enrollment.⁸
- Updates regarding cost effectiveness of implementing a text-based system for notification of need to recertify for TAP and/or as a vehicle for recertification.⁹

TAP Outreach/Participation and Language Access

- Updates to Rate Board regarding customer outreach and language access.

Customer Assistance and Other Updates

Enforcement Policies and Municipal Liens:

- Discussions with Law Department as to the extent that liening TAP or TAP-eligible accounts is lawful.¹⁰
- Updates to the Rate Board after examining whether or not it would be more cost effective not to lien certain categories of delinquencies.¹¹
- Updates to the Rate Board on considerations of the extent to which the use of lien-blockers would be appropriate.¹²

Stormwater Funding, Rate Design and Credit Policy:

- Updates to the Rate Board as to discussions regarding stormwater rate design options, allocation of SMIP/GARP credits and rain barrel credits.¹³
- Update Rate Board regarding activities undertaken to seek external funding for stormwater and combined sewer overflow remediation projects.¹⁴

⁶ See related references, 2023 Rate Determination at 48 (enrollment, denials), 51 (arrearage forgiveness).

⁷ Rate Determination at 51.

⁸ Rate Determination at 48.

⁹ Rate Determination at 48.

¹⁰ Rate Determination at 53.

¹¹ Rate Determination at 53.

¹² Rate Determination at 53.

¹³ Rate Determination at 42.

¹⁴ Rate Determination at 43.

Sections 5, 7, and 9 provide updates on areas that extend beyond TAP, but also impact the program, including TAP outreach, community meetings, and language access (section 5), customer assistance (section 7) and financial updates (section 9).

3. EFFORTS TO INCREASE TAP ENROLLMENT AND RETENTION

3.1. Definitions

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

TAP Denials: TAP application outcomes where applicants are not enrolled in the program.

Applicants can be denied for TAP for one of six reasons:

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

Applications for accounts that are discontinued are also denied.

Program Turnover: Reduction in TAP participation due to failure to meet income or residency guidelines, missing or invalid documentation, failure to recertify or other reasons including a determination that the customer will have a more affordable alternative.

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

Text-Based Recertification: Using customer-provided cell phone numbers to communicate via text message (SMS) with customers about their specific recertification deadlines or other TAP-related actions.

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

3.2. Efforts to Reduce Turnover

TAP metrics and data including enrollment, program turnover, TAP recertification, and denials.¹⁵

In July, August, and September, 2,305 applications were approved for enrollment in TAP, and 792 applications were not. 1,395 of the approved applications were related to pre-qualified accounts as part of a data-sharing partnership with IDEA, but over 900 customer-initiated applications were approved in this period as well. Of those customer-initiated applications that were not approved, 21 applications were for accounts already enrolled in TAP at the time of the

¹⁵ Rate Determination at 48

application submittal; 17 remained in TAP while 4 were removed for not meeting income guidelines.

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

These data are set forth in Table 1 below. The numbers below reflect the number of applications, rather than the number of customers, as customers can make multiple applications.

Table 1. Denials: Applications Not Enrolled in TAP¹⁶ during Jul, Aug, and Sep 2024

| Outcome | Total Count of Applications | Applications for Customers Already Participating in TAP |
|---|-----------------------------|---|
| <u>Denied</u> | | |
| Failed to meet Income and Residency Guidelines | 0 | 0 |
| Failed to meet Income Guidelines (no Special Hardship) | 47 | 4 |
| Failed to meet Residency Guidelines | 72 | 0 |
| Installation Type Not Eligible for TAP | 6 | 0 |
| Missing or Invalid Income or Residency Documentation | 281 | 15 |
| Missing information on application form | 13 | 2 |
| Not the Customer applying | 98 | 0 |
| Transfer due to dispute | 1 | 0 |
| Total Denials | 518 | 21 |
| <i>Denied for Incomplete, remained in TAP¹⁷</i> | | 17 |
| <i>Denied for Cause, removed from TAP</i> | | 4 |
| New Applicant Denials | 497 | |
| <u>Enrolled in More Affordable Alternative</u> | | |
| Senior Citizen Discounted Bill ¹⁸ | 107 | 2 |
| Senior Citizen Discounted Bill + Extended Payment Agreement | 31 | 0 |
| Regular Bill ¹⁸ | 24 | 2 |
| Regular Bill + Extended Payment Agreement | 102 | 0 |
| WRBCC Agreement | 3 | 0 |
| Total More Affordable Alternative Placements | 267 | 4 |
| <u>Other Outcomes</u> | | |
| Customer Withdrew Application | 0 | 0 |
| Data Transfer ¹⁹ | 7 | 1 |
| Total Other Outcomes | 7 | 1 |

¹⁶ An annualized version of this report is included in the Annual Report to the Mayor On The Tiered Assistance Program (TAP), “Table 4. Applicants Not Enrolled.” This quarterly data was reported on October 1, 2024.

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

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

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

3.3. Data Sharing

Updates regarding the cost effectiveness of data sharing to facilitate TAP enrollment.²⁰

This section discusses progress made towards data sharing with other agencies or affordability programs to facilitate TAP enrollment. PWD/WRB work with partner programs to pre-qualify eligible TAP customers on a monthly basis. Eligible TAP customers who have participated in these programs receive a letter stating they have been enrolled in TAP and can opt out if they wish.

In February 2023, PWD finished its first round of pre-qualifications as part of a data-sharing partnership with the Pennsylvania HHS, which administered the state’s Low Income Household Water Assistance Program (“LIHWAP”). Over the course of the entire effort, 3,281 customers who had participated in LIHWAP and were not already participating in TAP were enrolled in TAP.

As a second phase, PWD worked with IDEA to prequalify customers who had participated in programs with similar eligibility requirements as TAP. As stated in section 3.2, all IDEA enrollees were considered eligible on the basis of income and no additional residency verification is needed for these enrollees. Pre-qualification of IDEA candidates began on February 13, 2024, and between then and September 30th, **37,495 prequalified PWD customers were enrolled in TAP**, helping to more than double January’s total number of TAP participants. It should be noted that enrollees do not become TAP participants until they receive a TAP bill and there can be a time lag between the number of enrollees in a given period and the number of participants.

While the IDEA prequalification efforts continue with monthly updates, no new pre-qualification data sharing efforts are planned. WRB and members of other City Departments, including the Health Department and Managing Director’s Office, are actively participating in the Pennsylvania Public Utilities Commission’s (“PUC”) working groups on universal service programs pursuant to Secretarial Letter dated August 22, 2023. As previously reported, the PUC working groups worked on proposing a universal assistance application, data warehouse, and cross-enrollment for participants in perennial federal and statewide utility assistance programs like the Low Income Home Energy Assistance Program (“LIHEAP”). As has been reported in prior Quarterly Reports, PUC staff made a clear statement that PWD and other participants who participated in LIHWAP but not LIHEAP would not be eligible to participate in data sharing with the PUC or other LIHEAP participants. Staff opined that if and when LIHWAP were to become a permanent program, there may be data sharing available. Senate Bill 3830 (S.3830) and U.S. House Resolution 8032 (H.R. 8032) were introduced in February and April 2024 respectively and would authorize LIHWAP as an ongoing program. More details on the legislation’s progress will be forthcoming.

²⁰ Rate Determination at 48.

Table 2. Applications Enrolled in TAP during July, August, and September 2024

| Source | Customers Enrolled This Quarter | Customers In Partner Program Not Enrolled This Quarter for Eligibility Requirements | Customers Enrolled All Time |
|-------------------------|---------------------------------|---|-----------------------------|
| LIHWAP Prequalification | 0 | 0 | 3,281 |
| IDEA Prequalification | 1,395 | 547 | 37,495 |
| <u>TOTAL</u> | <u>1,395</u> | <u>547</u> | <u>40,776</u> |

3.4. Text-Based Recertification

Updates to the Rate Board regarding the possibility and cost effectiveness of implementing a text-based system for notification of need to recertify for TAP and/or as a vehicle for recertification.²¹

PWD/WRB have determined that text-based recertification is not the most effective way to communicate with customers and get them to reapply. In past Quarterly Reports, PWD/WRB have reported the challenges of engaging in text-based notifications for recertification to become feasible. Generally, those challenges include current lack of customer opt-in to receive texts, low success rate with similar email campaign, quality of customer phone number data, and additional staff resources needed. Please see past reports for more detailed explanations.

²¹ Rate Determination at 48.

4. ARREARAGE FORGIVENESS

4.1. Definitions

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

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

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

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

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

4.2. Forgiveness by Amount and Type

TAP metrics and data including arrearage forgiveness.²²

Since July 2021, a total of \$1,665,781.70 of Penalty Arrearage and \$32,415,614.72 of Principal Arrearage have been forgiven.

The information provided in the tables below is for the months of July through September 2024 (the "reporting period"). Table 3 documents the total penalty arrearages forgiven during the reporting period, Fiscal Year 2025 to date, and all time broken down by amount of the participant's penalty debt forgiven. Table 4 documents the total principal arrearage forgiven during the reporting period, Fiscal Year 2025 to date, and all time broken down by amount of the participant's principal debt forgiven.

Tables 3 and 4 report on the arrearage forgiveness received by all customers this quarter, and the application of the arrearage forgiveness policy is discussed further in section 4.3. Like all TAP participants, customers who are enrolled in TAP through pre-qualification are eligible to start receiving principal forgiveness when they pay TAP bills. Customers who were enrolled in TAP after

²² Rate Determination at 51

they received their regular June bill received their first TAP bills in July and began receiving forgiveness when they pay those bills.

Table 3. Total Penalty Arrearage Forgiven Through September 2024

| Debt Range | Participants Receiving Penalty Forgiveness this Quarter | Amount Forgiven this Quarter | Amount Forgiven, July '21-Sept '24 | Total Amount Forgiven, Fiscal Year 2025 | Total Amount Forgiven, All Time |
|-------------------|---|------------------------------|------------------------------------|---|---------------------------------|
| < \$0 | - | \$- | \$- | \$- | \$- |
| \$0-\$200 | 385 | \$22,373.67 | \$106,848.51 | \$22,373.67 | \$129,222.18 |
| \$200-\$500 | 62 | \$19,531.00 | \$137,143.27 | \$19,531.00 | \$156,674.27 |
| \$500-\$1,000 | 46 | \$31,923.85 | \$189,103.95 | \$31,923.85 | \$221,027.80 |
| \$1,000-\$2,000 | 38 | \$55,870.19 | \$283,032.84 | \$55,870.19 | \$338,903.03 |
| \$2,000-\$5,000 | 30 | \$91,278.67 | \$396,969.86 | \$91,278.67 | \$488,248.53 |
| \$5,000-\$10,000 | 10 | \$65,352.44 | \$150,900.70 | \$65,352.44 | \$216,253.14 |
| \$10,000-\$20,000 | 2 | \$23,438.37 | \$70,644.32 | \$23,438.37 | \$94,082.69 |
| \$20,000-\$50,000 | - | \$- | \$21,370.06 | \$- | \$21,370.06 |
| \$50,000+ | - | \$- | \$- | \$- | \$- |
| Total | 573 | \$309,768.19 | \$1,356,013.51 | \$309,768.19 | \$1,665,781.70 |

Table 4. Total Principal Arrearage Forgiven Through September 2024

| Debt Range | Participants Receiving Penalty Forgiveness this Quarter | Amount Forgiven this Quarter | Amount Forgiven July '21-Sept '24 | Total Amount Forgiven, Fiscal Year 2025 | Total Amount Forgiven All Time |
|-------------------|---|------------------------------|-----------------------------------|---|--------------------------------|
| < \$0 | - | \$- | \$- | \$- | \$- |
| \$0-\$200 | 23,211 | \$849,938.26 | \$4,008,140.68 | \$849,938.26 | \$4,858,078.94 |
| \$200-\$500 | 1,961 | \$597,429.67 | \$4,454,547.63 | \$597,429.67 | \$5,051,977.30 |
| \$500-\$1,000 | 618 | \$417,517.49 | \$3,843,888.57 | \$417,517.49 | \$4,261,406.06 |
| \$1,000-\$2,000 | 231 | \$312,822.63 | \$3,595,946.36 | \$312,822.63 | \$3,908,768.99 |
| \$2,000-\$5,000 | 68 | \$204,789.79 | \$6,357,681.30 | \$204,789.79 | \$6,562,471.09 |
| \$5,000-\$10,000 | 12 | \$80,177.07 | \$5,164,130.34 | \$80,177.07 | \$5,244,307.41 |
| \$10,000-\$20,000 | - | \$- | \$2,113,980.66 | \$- | \$2,113,980.66 |
| \$20,000-\$50,000 | - | \$- | \$358,071.27 | \$- | \$358,071.27 |
| \$50,000+ | - | \$- | \$56,553.00 | \$- | \$56,553.00 |
| Total | 26,101 | \$2,462,674.91 | \$29,952,939.81 | \$2,462,674.91 | \$32,415,614.72 |

4.3. Tracking Arrearage Forgiveness Outcomes

Steps taken to ensure that eligible TAP customers are receiving the arrearage forgiveness benefits to which they are entitled.²³

PWD is committed to reporting on steps taken to ensure that TAP customers are receiving arrearage forgiveness benefits appropriately. Extensive testing and preparation was done to ensure that the process would be effective before monthly forgiveness went into effect, and the following documents efforts to continually monitor the implementation of the program.

The first step taken was to start a reporting process. An internal monthly report has been developed for review and analysis of forgiveness outcomes.

The table below shows PWD/WRB tracking of arrearage forgiveness benefits.²⁴ Customers are eligible to receive principal forgiveness in a given month when they make a full TAP bill payment—total payments equal to (or greater than) their monthly TAP bill for that month. Customers are eligible to receive penalty forgiveness anytime before the end of a given month because they made more than 24 TAP bill payments. Customers who did not pay a TAP bill in a given month would not have received principal forgiveness that month.

Table 5. Counts of Arrearage Forgiveness by Type

| Month | Customers Making a Full TAP Bill Payment | Customers Issued Principal Forgiveness Credits Equal to TAP Bills Paid, or Have \$0 Left to Forgive | Customers Eligible for Penalty Forgiveness (24+ TAP Bill Payments) | Customers Who Have Received 100% Of Their Penalty Forgiveness Credits or Have \$0 Left to Forgive |
|-----------|--|---|--|---|
| July | 38,652 | 38,651 | 13,997 | 13,991 |
| August | 37,549 | 37,548 | 14,238 | 14,232 |
| September | 35,418 | 35,414 | 14,471 | 14,465 |

In nearly every case, there are two possible outcomes for customers who earned principal forgiveness in a given month, or penalty forgiveness anytime before the end of that month: they could have received as many forgiveness credits as TAP bills paid, or they could have had \$0 left to forgive, and so did not receive more forgiveness. Customers can have \$0 to forgive if they never had arrearages to begin with, if they have already had their arrearages forgiven, if they had outstanding arrearages paid, including those paid by a LIHWAP or a similar grant, or if their only remaining pre-TAP arrears are in dispute or bankruptcy.

All but twelve TAP customers who paid a full TAP bill payment in July, August, and September received the appropriate arrearage forgiveness. Of the remaining twelve, six are the result of uncommon billing situations that combine several different factors related to Penalty Forgiveness, which have been reviewed and addressed individually. Six were short-term timing issues related to Principal Forgiveness.

²³ Rate Determination at 51.

²⁴ As reported on the first day of the following month. The most recent three months in the reporting period are displayed. Information is available for prior periods.

As can be noted in tables 3, 4, and 5, the total number of customers receiving forgiveness, and the total amount of forgiveness has been growing considerably and has accelerated as a result of the success of the IDEA pre-qualification effort. New TAP Enrollees that joined the program since October 2022 had \$44,860,745 in aggregate arrears at the time of their enrollment (of which, new TAP Enrollees that joined from February through September 2024 had \$27,198,598 in aggregate arrears).

5. TAP OUTREACH/PARTICIPATION AND LANGUAGE ACCESS

Updates to Rate Board regarding customer outreach and language access.

Outreach/Participation and Language Access efforts extend beyond TAP, but they also serve to increase TAP enrollment and retention, and are therefore reported below.

1. TAP Outreach/Participation:

In this quarter, WRB and PWD engaged in the following activities in support of achieving greater TAP participation, attaining more affordable bills for vulnerable households, and evaluating various approaches to inform more customers of TAP and other assistance programs:

PWD and WRB continued their partnership with the Community Resource Corps (“CRC”) and Philly Counts, programs operated out of the Office of Community Empowerment and Opportunity. CRC and Philly Counts operated a phone calling, texting, emailing, and door knocking campaign for households at risk of water shut off due to delinquency. The goals were to avoid water shutoff to certain households (those with children, elderly, or disabled individuals) through the “Raise Your Hand” initiative and provide access to and support in applying for customer assistance, including TAP.

PWD engaged in planning paid media with Spanish-language radio station La Mega. Advertising with La Mega, launched in January, focused on the Senior Citizen Discount. The radio spots pivoted to promote the return of the Pennsylvania Homeowners Assistance Fund (PAHAF) Grants for homeowner expenses, including water utilities.

CAP Advertising and Outreach in July, August, and September included:

July

PWD & WRB Owned Media:

- PWD email to customers in danger of shutoff or with high balances

August

Paid Advertising

- WURD – Summer of Freedom event sponsors

PWD & WRB Owned Media:

- PWD email to customers in danger of shutoff or with high balances – promote assistance clinics
 - Assistance Clinics Start August 7th. Get help with water shutoff prevention. (8/1)

Events:

- PWD Assistance Clinics
 - 8/7
 - 8/14
 - 8/21
 - 8/28

September

Paid Advertising

- La Mega

Events:

- PWD Assistance Clinics
 - 9/11
 - 9/18
 - 9/25
- Puerto Rican Day Parade – 9/29
 - CAP resources and career promotion
- Salsa Fest - 9/29
 - CAP resources and career promotion

2. Language Access:

PWD's updated 2022 Language Access Plan has been signed by the Commissioner and submitted to the Office of Immigrant Affairs and is located online at: [LANGUAGE-ACCESS-PLAN-MARCH-2022_FINAL-Signed.pdf \(phila.gov\)](#)

PWD's 2023 Annual Report was recently completed and submitted to the Office of Immigrant Affairs, which reviews each submitting Department's Language Access Plan implementation for improvement.

PWD has a designated Language Access Coordinator, Laura Copeland, and alternate coordinators, Sandra Scott and Rene Johnson, to increase document translations and employee language access trainings. Employee language access trainings help PWD employees to assist limited English proficient customers with access to PWD programs and services.

PWD's language access tip cards and language lists were provided to our outreach partner, Community Resource Corps, to use when conducting phone and canvassing CAP outreach to communicate with limited English proficient customers.

PWD includes language access taglines on all CAP outreach materials where PWD Public Affairs staff participate in over 200 tabling events annually and CAP materials and flyers are routinely distributed.

In addition, Customer Assistance Program flyers that can be used by community members to raise awareness for water assistance programs have been translated into French Creole, Haitian Creole, Spanish, Simplified Chinese, Traditional Chinese and Vietnamese.

Requests for translations of specific documents and in-person interpreters are available upon request.

Finally, PWD Language Access Coordinators will work with the Office of Immigrant Affairs going forward to identify limited English proficient community organizations that would like to connect with PWD to obtain program and services information.

3. TAP-R Public Hearing Promotion

PWD and WRB have made the following efforts in order to promote the Public Hearing for the 2024 TAP-R Rate Proceeding.

1. PWD press release
2. PWD homepage announcement
3. Ebilling portal marketing tile
4. Social Media
 - Facebook
 - Paid/boosted posts
 - X (formerly Twitter)
 - Instagram
 - Nextdoor
 - Social toolkit for City Council
5. Email bulletins
 - PWD Contacts
 - Registered Community Organizations (RCOs)
 - Ebilling Contacts
6. Newspaper Advertisements
 - Philadelphia Inquirer
 - Metro
 - Al Dia
7. Physical flyers:
 - distributed at tabling events from 4/20/24 – 5/8/24
 - available at Municipal Services Building concourse
 - Free Library
 - Neighborhood Energy Centers (NEC) via Energy Coordinating Agency (ECA)

6. ENFORCEMENT POLICIES AND MUNICIPAL LIENS

6.1. Definitions

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

Municipal Lien: A charge upon real property for the satisfaction of debt arising by operation of law, filed by a municipality. For purposes of this report, these properties are homes owned by individuals in the TAP program.

Shut-off Moratorium: Annual stoppage of all residential shut offs for non-payment between December 1st and March 31st. Residential customers eligible for shut-off begin receiving notices in late-February, giving them 35 days' notice before the scheduled shut-off date. TAP customers and those enrolled in the Senior Citizen Discount are protected from shut-offs year-round. The latest moratorium went into effect on December 1, 2023, and ended on March 31st, 2024, with customers eligible for shut-off receiving notices starting on February 23rd, 2024.

6.2. Law Department Discussions Regarding Liens

Discussions with Law Department as to the extent that liening TAP or TAP-eligible accounts is lawful.²⁵

The Law Department has determined that securing the outstanding debt of TAP customers through the use of liens that attach to their property is lawful. The City is committed to abstaining from the use of enforcement measures such as Sheriff Sale actions or lawsuits against the owner to collect on water liens of TAP customers. "TAP-eligible" accounts suggest those customers who qualify for TAP but have not yet been enrolled. This population would not be separated in the City's system, so these customers would be treated like all other non-TAP customers, which lawfully incur water liens on a quarterly basis if their debt reaches at least \$1,000.

6.3. Cost Effectiveness of Liens for Certain Delinquencies

Updates to the Rate Board after examining whether or not it would be more cost effective not to lien certain categories of delinquencies.²⁶

PWD/WRB have determined that it would not be more cost effective *not* to lien certain categories of delinquencies. The City's use of quarterly lien filing through Basis2's interaction with the court's e-filing system is automated, keeping both the fees and labor costs of this continuous process extremely low.

6.4. Use of Lien-blockers

Updates to the Rate Board on considerations of the extent to which the use of lien-blockers would be appropriate.²⁷

²⁵ Rate Determination at 53.

²⁶ Rate Determination at 53.

²⁷ Rate Determination at 53.

PWD/WRB have determined that lien-blockers would not be appropriate since liens are not enforced against TAP customers unless the property is transferred or sold. This practice is both lawful and reasonable because once a TAP customer sells their home, the debt associated with that property no longer qualifies for the protections afforded by the TAP program, unless and until the new owner becomes a newly qualified TAP customer. Additionally, blocking the filing of automatic liens or removing those liens after they are filed as part of the bulk quarterly lien filing, would require a manual review process, adding additional costs to this program.

6.5. Shut-offs

In July, August, and September, a total of 3,197 residential and 3,038 commercial shut-off notices went out, and 500 residential and 284 commercial shut-offs were completed.

7. CUSTOMER ASSISTANCE AND OTHER UPDATES

This section details customer assistance dollars that PWD is working with outside entities to process for its customers. These programs are:

- PHDC: Philadelphia Housing Development Corporation. Provides emergency rental assistance for renters and landlords. As of this quarter, PHDC is currently administering federal COVID relief dollars.
- UESF: Utilities Emergency Services Fund. Provides financial assistance/grants to utility customers with low-income facing or experiencing shut-offs. Water grants are matched by PWD. UESF has introduced Rapid Assistance Development, which provides added flexibility. UESF funding is included here as part of the assistance provided to customers, however, unlike PHDC funds, UESF dollars do not come from the federal government and should not be considered in the reconciliation/adjustment process.
- LIHWAP: Low Income Household Water Assistance Program. Federal program introduced in 2021 to provide low-income households with financial assistance on water and wastewater bills. LIHWAP was a time-limited program and provided funding through September 2023. The application process has closed.
- Debt Collective tenant assistance program: Nonprofit group that includes a focus on tenant issues. In 2022, the Debt Collective partnered with Community Legal Services (“CLS”) and UESF to identify tenants facing eviction due to unpaid water bills, and issue payment to WRB.
- PAHAF: Pennsylvania Housing Assistance Fund. Provides funds for homeowners to resolve delinquent payments for utility services.

7.1. Rental Assistance and Emergency Services Funding

During July, August, and September 2024, a total of \$325,984.78 in emergency grant funding from UESF and grant funding from PAHAF was applied to customer accounts.²⁸

A summary of the 2025 fiscal year UESF and PAHAF grants is shown in Table 6. All data presented in Table 6 are based on data reported on September 30, 2024. In addition to these funds, PWD matches some UESF grants.

²⁸ PHDC, LIHWAP, and Debt Collective grant reporting ended as of September 13, 2024. No PHDC, LIHWAP, and Debt Collective grants were reported in July, August and September of 2024.

Table 6. Summary of UESF and PAHAF Grants, Fiscal Year 2025 (to date)

| <i>Month</i> | <i>UESF</i> | <i>PAHAF</i> | <i>Total Amount</i> |
|-----------------------|-------------|--------------|---------------------|
| <i>July 2024</i> | \$0.00 | \$142,395.63 | \$142,395.63 |
| <i>August 2024</i> | \$9,799.39 | \$109,940.95 | \$119,740.34 |
| <i>September 2024</i> | \$9,435.90 | \$54,412.91 | \$63,848.81 |
| <i>October 2024</i> | \$0.00 | \$0.00 | \$0.00 |
| <i>November 2024</i> | \$0.00 | \$0.00 | \$0.00 |
| <i>December 2024</i> | \$0.00 | \$0.00 | \$0.00 |
| <i>January 2025</i> | \$0.00 | \$0.00 | \$0.00 |
| <i>February 2025</i> | \$0.00 | \$0.00 | \$0.00 |
| <i>March 2025</i> | \$0.00 | \$0.00 | \$0.00 |
| <i>April 2025</i> | \$0.00 | \$0.00 | \$0.00 |
| <i>May 2025</i> | \$0.00 | \$0.00 | \$0.00 |
| <i>June 2025</i> | \$0.00 | \$0.00 | \$0.00 |
| <i>TOTAL</i> | \$19,235.29 | \$306,749.49 | \$325,984.78 |
| <i>Count</i> | 45 | 164 | 209 |

7.2. Additional Updates

There are no additional customer assistance updates for this quarter.

8. RATE DESIGN RELATED UPDATES

8.1. Definitions

Combined sewer overflow remediation projects: Projects designed to decrease the frequency and volume of sewer overflow events.

Demand Study: Evaluation of the peaking factors by customer type utilized in the base extra-capacity method, which underpins the cost-of-service study and the associated allocation of water and sewer revenue requirements to customer types.

Rain barrel credits: Potential credit program providing a rate discount to residential customers that have installed a rain barrel by PWD.

SMIP/GARP: The combined Stormwater Management Incentive Program (SMIP) and Greened Acre Retrofit Program (GARP) provides grants for building and maintaining green stormwater management practices that transform large non-residential properties with impervious surfaces that generate a high volume of stormwater runoff and burden the City's sewer system and waterways. Funding for SMIP/GARP grants comes from PWD and the Philadelphia Industrial Development Corporation and is a major piece of PWD's Green City Clean Waters Plan. SMIP/GARP recipients also receive credits on their stormwater charges.

Stormwater remediation projects: Projects designed to reduce the volume of water running across hard surfaces and entering the City's sewer system and waterways during wet weather events, such as rainstorms or snowmelts.

Combined sewer overflow remediation projects: Projects designed to decrease the frequency and volume of sewer overflow events.

For information on external funding for stormwater and combined sewer overflow remediation, see Section 9.

8.2. Updates Regarding Stormwater Rate Design and Credits

Updates to the Rate Board as to discussions regarding (i) stormwater rate design²⁹ and (ii) allocation of SMIP/GARP credits and rain barrel credits.³⁰

The Water Department is continuing to evaluate restructured options for residential customers. As identified prior to the 2023 Rate Proceeding, the Department is evaluating tiered rates based upon the Impervious Area and Gross Area components of the stormwater management service charge as well as rates based upon residential building types (twin, single, etc.).

The Water Department is also considering credit program updates as a part of the overall rate structure. Credit program impacts, including potential rain barrel credits, will also be further analyzed and discussed within the context of overall changes to the stormwater rate structure.

²⁹ Rate Determination at 42.

³⁰ Rate Determination at 42.

Any proposed updates to the stormwater rate structure are anticipated to coincide with the replacement of the basis2 billing system.

8.3. Demand Study

In their determination in the 2023 General Rate Proceeding, the Rate Board directed PWD to "perform a study of customer usage factors prior to its next base rate proceeding, and to incorporate this load study into the COSS [i.e., Cost of Service Study] to ensure that it is reflective of PWD's current operating usage and characteristics."³¹

The Water Department has commenced the requested Load Study (also referred to as Demand Study). Currently the Department is analyzing data from PWD's Advanced Metering Infrastructure ("AMI") system as it provides the most up-to-date and detailed data to evaluate the demands placed on the water system by PWD's customer categories. The demand study will leverage the investment in AMI technology to provide insights into customer consumption patterns using data from meters that automatically track consumption at hourly intervals. Such insights were not available prior to AMI, as meters were read once per month. Based upon the available AMI data, there appears to be sufficient representation of usage across customer categories. PWD plans to provide the results of the Demand Study at the time of the next rate filing.

The Water Department will provide updates in future quarterly reports.

³¹ Rate Determination at 38

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

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

In terms of bond funding,

- On September 19, 2023, the Department priced and on September 28, 2023, the Department closed on its \$565 million of Water and Wastewater Revenue and Revenue Refunding Bonds, Series 2023B.
- In addition to providing \$466.5 million in funds (“new money”) for projects in the Capital Improvement Program, this issuance refunded \$107 million of existing Department revenue bonds (certain 2019A and 2020B bonds) to produce savings to the Department.
- Using unique market conditions and timely pricing, the Department was able to convert (or refund) taxable bonds into tax-exempt bonds and yield more than \$4.5 million in debt service or cash flow savings.

This section documents, among other things, PWD efforts to secure federal funding to date.

PWD stormwater system improvements are shown in yellow (■), and PWD combined stormwater and wastewater system improvements are shown in green (■)

Table 7. PWD Efforts to Pursue Federal Assistance

| Assistance Program/ Requesting Organization | Date Submitted | Status | Project Cost | Grant or Loan Requested | Notes |
|--|--|---|--|-------------------------|--|
| PennVest | Apr-20 | Active Construction | \$80.8M | \$80.8M Loan | Rehabilitation of the Torresdale Filtered Water Pump Station. The award closed in February 2021. |
| PennVest | Jan-21 | Active Construction | \$106M | \$106M Loan | PennVest approved a loan for the construction of the new preliminary treatment building at the Northeast Water Pollution Control Plant. In January 2022 PennVest increased the award due to bids exceeding preliminary estimates. The award closed September 2022. |
| PennVest | Jan-21 | Active Construction | \$5.8M | \$5.8M Loan | PennVest loan to finance stormwater improvements. The award closed October 2021. |
| PennVest | Aug-21 | Active Construction | \$16.3M | \$16.3M Loan | PennVest loan to fund Improvements to the City-owned Flat Rock Dam and introduce flow into the Manayunk Canal. The award closed April 2022. |
| Water Infrastructure Finance and Innovation Act (WIFIA) | Letter of Interest – July 2021; Application – May 2022 | 1st loan closed for \$19M (total project \$40M) | \$697M of capital projects with 49% funded via WIFIA | \$341M Loan | Under WIFIA, federal aid can cover up to 49% of project eligible costs. 1st loan closed January 2023. |

| Assistance Program/ Requesting Organization | Date Submitted | Status | Project Cost | Grant or Loan Requested | Notes |
|---|----------------|--|--------------|-------------------------|---|
| PennVest | Aug-21 | Active Construction | \$35.8M | \$35.8M Loan | PennVest loan to fund water main replacements in the City of Philadelphia. Closed July 2022. |
| PennVest | Nov-21 | Active Construction | \$8.2M | \$8.2M Loan | PennVest application to fund stormwater improvements in the City. The award closed October 2022. |
| PennVest | Nov-21 | Active Construction | \$7.5M | \$7.5M Loan | PennVest application to fund stormwater improvements in the City. The award closed October 2022. |
| PEMA/FEMA Building Resilient Infrastructure and Communities (BRIC) | Dec-21 | PWD received a fully executed agreement on 7/8/24 and is proceeding to issue bid documents | \$35.7M | \$25M Grant Awarded | The Cohocksink Flood Mitigation Project, the final phase of a six-phase flood mitigation project, proposes to double conveyance capacity of the combined sewer system through the construction of new sewer infrastructure and seven green stormwater infrastructure systems. The project will have a large area of impact that includes portions of the Northern Liberties, South Kensington, and Ludlow neighborhoods. PWD is still in discussion with FEMA to finalize the grant agreement. |
| PEMA/FEMA Building Resilient Infrastructure and Communities (BRIC) | Dec-21 | Not Approved | \$204K | \$75K Grant Request | Through the City of Philadelphia Climate Change Adaptation – Facility Flood Risk and Resiliency Assessment BRIC Project Scoping, the Philadelphia Water Department will work over 24 months in partnership with procured contractors to conduct a facility-based, asset-level risk and resiliency assessment of the Baxter WTP. This assessment will result in identification of a mitigation strategy to protect the Baxter WTP from coastal flooding and proactively build resiliency to climate change. PWD’s risk and resiliency assessment framework includes a comprehensive, asset-level flood risk assessment; a resiliency assessment to explore flood mitigation strategies; stakeholder engagement and partnership building; and development of a future FEMA BRIC application, including a Benefit-Cost Analysis. |

| Assistance Program/ Requesting Organization | Date Submitted | Status | Project Cost | Grant or Loan Requested | Notes |
|--|----------------|---|---|-------------------------|--|
| PEMA/FEMA Building Resilient Infrastructure and Communities (BRIC) | Dec-21 | Returned signed agreement for Commonwealth signatures | \$660K in proposal; RFP came in at \$5M | \$103K Grant Awarded | The Philadelphia Water Department is seeking BRIC project scoping funding to advance comprehensive planning, technical analyses, and stakeholder engagement for storm flood risk reduction and combined sewer overflow (CSO) mitigation within the Wingohocking and the Tookany/Tacony-Frankford (TTF) Watersheds. The Germantown Wingohocking Creek Flood Risk Reduction Project Scoping will advance the planning elements of the Tacony Tunnel alternative identified in the Germantown Flood Risk Reduction Study by evaluating hydraulic optimization, operation and maintenance considerations, climate resiliency, stakeholder engagement and partnership building, residual risk mitigation, and cost estimation and benefit cost analysis. Total cost of the project scoping received through RFP increased to around \$5M. |
| PEMA/FEMA Hazard Mitigation Grant Program (HMGP) | Jan-22 | Rejected due to funding limitation | \$204K | \$50K Grant Request | Throughout the City of Philadelphia Climate Change Adaptation – Facility Flood Risk and Resiliency Assessment HMGP Project Scoping, PWD will work over 24 months in partnership with procured contractors to conduct a facility-based, asset-level risk and resiliency assessment of the Baxter WTP. This assessment will result in identification of a mitigation strategy to protect the Baxter WTP from coastal flooding and proactively build resilience to climate change. PWD's risk and resiliency assessment framework includes a comprehensive, asset-level flood risk assessment; a resiliency assessment to explore flood mitigation strategies; stakeholder engagement and partnership building; and development of a future FEMA BRIC application, including a Benefit-Cost Analysis. |
| PEMA/FEMA Hazard Mitigation Grant Program (HMGP) | Jan-22 | Rejected | \$660K in proposal; RFI came in at \$5M | \$173K Grant Request | PWD is seeking HMGP project scoping funding to advance comprehensive planning, technical analyses, and stakeholder engagement for storm flood risk reduction and combined sewer overflow (CSO) mitigation within the Wingohocking and the Tookany/Tacony-Frankford (TTF) |

| Assistance Program/ Requesting Organization | Date Submitted | Status | Project Cost | Grant or Loan Requested | Notes |
|--|----------------|---------------------|--------------|-------------------------|--|
| | | | | | <p>Watersheds. The Germantown Wingohocking Creek Flood Risk Reduction Project Scoping will advance the planning elements of the Tacony Tunnel alternative identified in the Germantown Flood Risk Reduction Study by evaluating hydraulic optimization, operation and maintenance considerations, climate resiliency, stakeholder engagement and partnership building, residual risk mitigation, and cost estimation and benefit cost analysis.</p> |
| PennVest | Feb-22 | Active Construction | \$110M | \$110M loan | <p>PWD submitted an application to PennVest totaling \$125M for the replacement of an existing clear well basin ("CWB"), constructed in 1904, which is showing signs of deterioration to the structure risking possible contamination and water quality deterioration. The building of the new CWB's will allow for additional storage capacity to replace the existing CWB. The original CWB was one tank which could not be taken offline for inspection, cleaning, or maintenance. With the addition of new CWB's, the clear well basin storage system provides redundancy and resiliency by providing multiple units that can individually be taken offline for maintenance. Furthermore, the new CWB's will improve quality of life by providing a new watertight storage tank to provide protection of the finished water supplied to PWD customers. The loan closed in June 2023.</p> |
| PennVest | Feb-23 | Active Construction | \$109M | \$109M loan | <p>PennVest application to fund water main and sewer replacements in the City. This loan closed in July 2024.</p> |

| Assistance Program/ Requesting Organization | Date Submitted | Status | Project Cost | Grant or Loan Requested | Notes |
|--|---------------------------------|--|--------------|---|---|
| BRIC/COVID-19 ARPA H2O | November 2022/ December 2022 | Awaiting BRIC award announcements/Fully-executed ARPA award agreement received on 5/16/24 | \$7.7M | \$5.4M Grant Request/\$4.2M Grant Award | PWD is seeking BRIC Project funding to complete the 21st Street Flood Hazard Mitigation Project for storm flood risk reduction within the Wingohocking Watershed. The Germantown neighborhood, located along the former Wingohocking Creek, has a long history of wet weather-related basement backups and surface flooding. Through sewer enlargement and inlet upgrades, this project will reduce sewer surcharging and increase sewer capacity. Increased capacity will better convey stormwater runoff and thereby reduce surface flooding events. |
| BRIC/COVID-19 ARPA H2O | November 2022/ December 2022 | Awaiting BRIC award announcements & responded to FEMA RFI's - final public announcement of the project being finalized/Fully-executed ARPA award agreement received on 5/16/24 | \$105M | \$50M Grant Request/\$15M Grant Award | PWD is seeking BRIC Phased Project funding to construct a new effluent pumping station (EPS) at the Northeast Water Pollution Control Plant (NEWPCP). This pumping station will reduce the risk of flooding at the NEWPCP by pumping treated flows to the Delaware River during peak wet weather events and high tidal conditions. River elevations are expected to rise significantly over the next 50 to 100 years, further reducing the NEWPCP treatment performance and increasing the risk of flooding. In addition, the ongoing headworks upgrades project will allow 650 MGD to be delivered to the head of the plant. This proposed EPS project is needed to convey the flow out to the Delaware River after treatment. The new project will ensure that the process tanks do not overtop during future Delaware River elevations |
| BRIC/COVID-19 ARPA H2O | November 2022/ December 2022 | BRIC award announced on 9/6/24/Fully-executed ARPA award agreement received on 5/16/24 | \$8.5M | \$253K Grant Award/\$5.5M Grant Award | PWD is seeking BRIC Project funding to install new electrical infrastructure at the Queen Lane Raw Water Pump Station (QLRWPS). The existing QLRWPS has a maximum capacity of 140 million gallons per day (MGD) and is the sole source of raw water to the Queen Lane Water Treatment Plant (WTP) that provides potable water distribution to the City of Philadelphia |

| Assistance Program/ Requesting Organization | Date Submitted | Status | Project Cost | Grant or Loan Requested | Notes |
|--|----------------|---|--------------|---|--|
| US Department of Energy | Apr-23 | Submitted to US DOE; Not Selected | \$2.5M | \$2.5M Grant | The goal of this project is to optimize the performance of autothermal pyrolysis for converting wastewater biosolids into biochar and gas. This technology will replace land application, landfilling, or incineration of biosolids, reducing greenhouse gas (GHG) emissions and alleviating the regulatory concerns associated with current industry standard processes. |
| US HUD Community Development Block Grant - Disaster Relief (CDBG-DR) | Jul-23 | City and HUD executed agreement – PWD was awarded \$47M by the CDBG-DR subcommittee and is awaiting finalization of the Memorandum of Understanding governing the award | \$285M | \$53M Total Grant Request (covering 5 projects submitted) | Lardner's Point Fresh Water Pumping Station pumps a third of the City's fresh potable water needs to its population. This is an existing facility that has run its useful life; since the station is by the Delaware River the building site will be moved back from the riverbank and all electrical installations will be flood proofed to ensure that should there be a catastrophic wet weather event the station will continue in service. |
| US HUD Community Development Block Grant - Disaster Relief (CDBG-DR) | Jul-23 | Project withdrawn from funding consideration since merged with Queen Lane Plant overhaul and work would not be completed in required grant Period of Performance | \$120M | | This project is to upgrade the Queen Lane Raw Water Pump Station by expanding the pumping capacity and hardening the station to the effects of wet weather events. During Hurricane Ida, the Belmont Raw Water Pumping Station was overwhelmed by storm surge and it has become very clear that the Queen Lane Water Treatment Plant has similar vulnerabilities that must be addressed. The project is part of the overall retrofit and betterment plans of the Queen Lane Water Treatment Plant. |
| US HUD Community Development Block Grant - Disaster Relief (CDBG-DR) | Jul-23 | City and HUD executed agreement – PWD request for \$3.6M has been approved – Memorandum of Understanding has been signed by PWD | \$5M | | This project covers the enlargement of the scope of the storm flood risk reduction and combined sewer overflow (CSO) mitigation study within the Wingohocking and the Tookany/Tacony-Frankford (TTF) Watersheds; the original study scope was recently awarded a BRIC grant as noted above |
| US HUD Community Development Block Grant - Disaster Relief (CDBG-DR) | Jul-23 | City and HUD executed agreement – PWD withdrew this application after discussions with the CDBG-DR Subcommittee and consolidated all infrastructure awards into the Lardner's | \$50M | | The S. 42nd St. wastewater pumping station is located adjacent to St. Joseph's University's University City Campus. Currently this pumping station is permitted to pump only wastewater yet when a severe wet weather event happens the adjacent storm outfall (S-50) causes Combined Sewer Overflows (CSOs) to occur directly into the Schuylkill River. In |

| Assistance Program/ Requesting Organization | Date Submitted | Status | Project Cost | Grant or Loan Requested | Notes |
|---|----------------|--|--------------|-------------------------|---|
| | | Point Pumping Station project | | | addition, Hurricane Storm Ida caused the regulating chamber to back up into the pump station knocking out its electrical works and damaging the station pumps causing est. \$550K in damages and forcing it into manual mode for 10 weeks. It was determined after many alternatives were examined to expand the pumping capacity of the station from 8 MGD to 100 MGD to help with meeting PWD's Green City, Clean Waters plan by taking this water and sending all of it to the SW Pollution Control Water Plant for treatment before final release into the Delaware River |
| US HUD Community Development Block Grant - Disaster Relief (CDBG-DR) | Jul-23 | City and HUD executed agreement. PWD request for \$250K has been granted and Memorandum of Understanding has been executed and the \$250K has been issued and paid to the US Army Corps of Engineers | \$2M | \$37M Loan | The Eastwick Flood Study being conducted in conjunction with the US Army Corps of Engineers required more matching funds since the limit of the initial budget for the study had been reached - this request is to cover the PWD portion so that work can continue. |
| PennVest | Nov-23 | Application Approved | \$41M | \$41M Loan | PennVest application to fund the replacement of rotary lobe blowers at the Southwest Water Plant. The current blowers are at the end of their useful life and are not equipped with variable frequency drives, are not energy efficient, operate at high sound levels, and are not adaptable to varying airflow demands. Loan closing is estimated for December 2024. |

| Assistance Program/ Requesting Organization | Date Submitted | Status | Project Cost | Grant or Loan Requested | Notes |
|--|----------------|---|--------------|-------------------------|--|
| US Environmental Protection Agency (EPA) | Nov-23 | Application Rejected | \$3M | \$1M Grant Request | PWD will redesign and expand its apprenticeship program for the skilled trades including a new curriculum and on-the-job training process. |
| PEMA/FEMA Building Resilient Infrastructure and Communities (BRIC) | Dec-23 | FEMA has rejected the application – deemed “Does Not Meet HMA Requirements” – FEMA reported that the application was placed in the State competition and there were insufficient funds to entertain the request | \$11.8M | \$10.7M Grant Request | PWD will complete the engineering design of the Belmont Raw Water Pump Station to mitigate flood risk, improve resiliency, increase capacity, and address future conditions by either: A) hardening the existing pump station with new flood mitigation infrastructure and increasing its capacity or B) constructing a new pump station to replace the existing station. The proposed project will provide drinking water service protection to more than 263,000 residents. Of the 66 census tracts that make up Belmont’s service area, 67% are considered disadvantaged according to the Climate and Economic Justice Screening Tool (CEJST), and several of the census tracts are designated FEMA Community Disaster Resilience Zones (CDRZ). |
| PEMA/FEMA Building Resilient Infrastructure and Communities (BRIC) | Dec-23 | FEMA has moved proposal to 2nd stage review | \$66.8M | \$50M Grant Request | The S.42nd St. wastewater pumping station is located adjacent to St. Joseph’s University’s University City Campus. Currently this pumping station is permitted to pump only wastewater yet when a severe wet weather event happens the adjacent storm outfall (S-50) causes Combined Sewer Overflows (CSOs) to occur directly into the Schuylkill River. In addition, Hurricane Storm Ida caused the regulating chamber to back up into the pump station knocking out its electrical works and damaging the station pumps causing est. \$550K in damages and forcing it into manual mode for 10 weeks. It was determined after many alternatives were examined to expand the pumping capacity of the station from 8 MGD to 100 MGD to help |

| Assistance Program/ Requesting Organization | Date Submitted | Status | Project Cost | Grant or Loan Requested | Notes |
|--|----------------|---|--------------|------------------------------|---|
| | | | | | with meeting PWD's Green City, Clean Waters plan by taking this water and sending all of it to the SW Pollution Control Water Plant for treatment before final release into the Delaware River |
| PennVest | May-24 | Application Approved | \$10M | \$4.8M grant/ \$5.2M loan | PennVest application to fund the removal and replacement of 950 existing lead service lines with copper service lines, thus removing potential sources of lead in drinking water for residents and yielding a positive public health outcome. The Kensington area was identified as an ideal candidate for the lead line service replacement program as it is historically one of Philadelphia's underserved communities. Closing is anticipated for June 2025. |
| PA Department of Environmental Protection | Jun-23 | PWD application withdrawn due to change in maintenance agreement whereby PWD could not fulfill the application as filed | \$3M | \$350K | PWD would build a series of rain gardens in the Feltonville area to manage stormwater run-off from nearly 324,000 sq.ft. of impervious surface. The BMPs would reduce nitrogen, phosphorus and sediment pollutant loads. |

| Assistance Program/ Requesting Organization | Date Submitted | Status | Project Cost | Grant or Loan Requested | Notes |
|--|----------------|---|--------------|-------------------------|---|
| PA Department of Environmental Protection | Jun-23 | Grant Awarded – fully-executed grant agreement received 5/16/24 | \$838K | \$350K | The PWD Glenwood Green Acres Green Stormwater Infrastructure Project will manage run-off from more than 77,000 sq. ft. of impervious surface. It will do so by constructing one rain garden on a decades-old community garden and a series of three stormwater tree-trenches in the heart of North Philadelphia, an Environmental Justice Area. |
| PA Department of Environmental Protection | Jun-24 | Application Submitted – awaiting decision | \$2.5M | \$500K | PWD will build GSI bump-outs in the Cottman and Loring area of Northeast Philadelphia as a pedestrian safety measure and to compensate for the effects of heats islands in the area |
| US Department of Labor | Apr-24 | Rejected – PWD has requested a debriefing session with the Department | \$3.4M | \$2.7M | PWD will redesign and expand its apprenticeship program for the skilled trades including a new curriculum and on-the-job training process. |

| Assistance Program/ Requesting Organization | Date Submitted | Status | Project Cost | Grant or Loan Requested | Notes |
|--|----------------|--|--------------|-------------------------|---|
| US Department of Energy | Mar-24 | Submitted to US DOE; application accepted for final negotiation of an award on 10/8/24 | \$5M | \$2.5M Grant | The goal of this project is to optimize the performance of autothermal pyrolysis for converting wastewater biosolids into biochar and gas. This technology will replace land application, landfilling, or incineration of biosolids, reducing greenhouse gas (GHG) emissions and alleviating the regulatory concerns associated with current industry standard processes. |

10. SEPTEMBER RESIDENTIAL CUSTOMER ASSISTANCE AND SERVICES (“R-CAS”) MEETING NOTES

Meeting Notes

Attendees:

Keysha Abad; Glen Abrams; Ryan Ambrose; Alexandra Athanasiadis; Robert Ballenger; Brittney Baker Shurr; Frances Beckley; Ashley Clemmons; Roger Colton; Laura Copeland; Susan Crosby; Brooke Darlington; Andre Dasent; Robbie Ericson; Paul Fugazzotto; Lakisha Gaymon-Foreman; Adriana Gonzalez; Lorraine Horton; Dave Jagt; Marcella Joe; Justine Kone; Alexandra Lenihan; Blaine Lewis-Thompson; Emily Lucas; Ellie Matthews; Peter McCauley; Brian Merritt; Ayanna Moore; Joan Motz; Parfine Mudacumura; Rachel Mulbry; Adam Nagel; Richard Orlosky; Victor Pinckney; Brian Rademaekers; Daniela Rakhlina-Powsner; Amani Reid; Joshua Roper; Marie Sanchez Smith; Neal Sellers; Virginia Sims-Riley; Carl R. Shultz; Orenthal Spivey; Regina Stevens; Alex Talmadge, Jr.; Darryl Watson; Ebonye Williams

Introduction:

Glen Abrams had the new Executive Director of UESF, Alex Talmadge, Jr. introduce himself to the group. Participants then briefly introduced themselves.

PWD AMI Meter Upgrade Update:

- Finished Deployment end of August 2024
- Approximately 50,000 accounts remain for PWD follow up.

TAP prequalification efforts past, present, and future:

TAP (Tiered Assistance Program) is the city’s affordability program for low-income customers. The monthly water bill for TAP customers is set at a percentage of income and remains the same each month. The program offers debt forgiveness of debt accrued prior to becoming a TAP customer over 2 years, with 1/24 of debt forgiven with full payment each month. Water conservation services are also available to TAP customers. Customers with high usage are referred to CMC Energy Services to perform a home audit and install water conservation devices at no charge to the customer.

In late 2022, Philadelphia entered into a data sharing agreement with the Commonwealth of Pennsylvania to share enrollment data for customers awarded Low Income Household Water Assistance Program (LIHWAP) grants. Beginning in February 2023, LIHWAP data was utilized to auto-enroll households into TAP. Over the course of the effort, 3,281 customers who had participated in LIHWAP were enrolled in TAP.

As a second phase, PWD/WRB worked with the city’s Office of Integrated Data for Evidence and Action (IDEA) to prequalify customers using administrative data. Prequalification of IDEA candidates began in February 2024 and by June 30, 2024, 36,101 prequalified PWD customers were enrolled in TAP. The IDEA prequalification efforts will continue monthly.

Suggestion – information on TAP should be added to the Landlord Gateway website.

TAP recertification process improvements:

Recertification was originally every 12 months (annually). During the COVID-19 pandemic, recertification was extended to every 3 years. Recently, recertification was extended to 4 years while TAP was evaluated for programmatic improvements by the Service Design Studio (a city research group for government services).

As the recertification period draws closer, WRB and PWD will put in place more communication with customers, including robocalls and letters.

PWD Community Outreach Efforts:

Community Resource Corps

- Continue MOU with Office of Community Empowerment and Opportunity for utilization of the Community Resource Corps (CRC) for targeted community engagement.
- WRB provides lists of accounts at risk of shutoff and those scheduled to be shutoff and CRC members follow up with texts, phone calls, and door knocking.
- PWD robocalls customers in danger of shutoff, encouraging them to contact us and prime them for contact from CRC.
- Latest stats (through 8/23):
 - 19,410 households – at least one attempted contact
 - 7,274 conversations
 - 1,775 Raise Your Hand eligible
 - 3,306 interested in water resources, including customer assistance

Community Events Tabling

- Since the beginning of 2024, PWD Public Affairs staff has tabled at 138 events.
- So far for the remainder of this year, 34 additional events scheduled (but more are likely).
- These events have been held in 40 different zip code around the city.

Assistance Clinics

- Held assistance clinics in the spring and again during Wednesday evenings in August and September

Table 8. Assistance Clinics Figures

| ASSISTANCE CLINICS | | | |
|---------------------------|-------------------|-----------------|---------------------|
| <i>Date</i> | <i>Registered</i> | <i>Attended</i> | <i>Applications</i> |
| August 7, 2024 | 25 | 10 | 5 |
| August 14, 2024 | 36 | 17 | 6 |
| August 21, 2024 | 27 | 10 | 3 |
| August 28, 2024 | 38 | 16 | 8 |
| September 4, 2024 | 13 | 9 | 5 |
| TOTAL | 139 | 62 | 27 |
| % of Total | | 45% | 44% |

Advertising

PWD has continued paid advertising, but with the large number of households added through autoenrollment our focus has shifted to promoting water quality. We have had a special focus on Spanish speaking communities, with event sponsorships through La Mega. Additionally, we have continued our focus on the Black community with advertising and engagement with WDAS and WURD.

Questions

Can an owner apply for TAP on behalf of their tenant?

No, the tenant must apply themselves.

If money is remaining on a tenant account, does the balance revert back to the owner?

Yes.

When a tenant customer enrolled in TAP moves to another property, do they need to reenroll?

Yes, they would need become a tenant customer and reapply for TAP at the new address.

Is debt forgiveness available due to a leak?

The customer would need to request a TRB hearing or contact the Law Department for larger forgiveness requests.

When is the winter moratorium for residential shutoffs for nonpayment?

December 1 to March 31

Additional Discussion Topics:

- Revenue's Racial Equity Outreach Map and data collection/examination efforts
- Identifying properties reasonably likely to be tenant occupied.
- Updates on water hardship fund access
- Coordination with PGW regarding customer service issues
- Lead Service Line Replacement Efforts
- Strategies to reach high usage TAP participants
- AMI and shutoffs
- Partnerships – how information flows through departments and into communities
- Sequestration – more focused on corporate entities because they are more likely to be tenant occupied
- Sheriff Sales – the city is resuming Sheriff sales on commercial and vacant properties but not for occupied residential properties

Suggestions for subcommittees:

- Tenant subgroup – Interested: Marcella Joe; Ayanna Moore; Rachel Mulbry; UESF; HAPCO
- Assistance Programs
 - Challenges such as transferring balances
 - How city deals with occupant customers and their rights
 - Repairs / LICAP