

Quarterly Report

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

Philadelphia Water Department

January 24, 2025



City of

Philadelphia



January 24, 2025

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 October 1, 2024 to December 31, 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 October through December 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 October, November, and December

- 1,013 applicants were enrolled in TAP, 784 of them for the first time.¹
- 486 customers received a total of \$187,850.07 in Penalty Forgiveness.²
- 22,200 customers received a total of \$2,045,038.67 in Principal Forgiveness.³
- 853 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 60,378 total TAP participants in December compared with 55,974 assumed in the settlement of the 2024 TAP-R proceeding.⁵

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. 43 new enrollees were added in October, November, and December through this effort.

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

In December, PWD and WRB held a Residential Customer Assistance and Services (“R-CAS”) virtual meeting discussing topics related to enhancing support for low-income customers, LIHWAP legislation efforts, the reduction of grant assistance, as well as other items. The December R-CAS meeting notes can be found in Section 10.

In financial updates, as of December 31, 2024, PWD listed one additional grant application for \$6.6M which was submitted to the EPA for lead service line replacements and an application for a PennVest loan for \$65M to replace an aging pump station. 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 See 2024 Rate Determination at 3

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. These cases are included in Table 1

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 October, November, and December, 1,013 applicants were enrolled in TAP and 853 applicants were not. 43 of the approved applications were for pre-qualified accounts as part of a data-sharing partnership with IDEA, but over 900 customer-initiated applications were enrolled in this period as well. Of those customer-initiated applications that were not approved, 30 applications were for accounts already enrolled in TAP at the time of the application submittal; 26

¹⁵ Rate Determination at 48

remained in TAP while 4 were removed for not meeting residency guidelines or not applying under the correct customer.

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

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. Applications Not Enrolled in TAP¹⁶ during Oct, Nov, and Dec 2024

Outcome	Total Count of Applications	Applications for Customers Already Participating in TAP
<u>Denied</u>		
Failed to meet Income and Residency Guidelines	2	0
Failed to meet Income Guidelines (no Special Hardship)	47	0
Failed to meet Residency Guidelines	98	2
Installation Type Not Eligible for TAP	4	0
Missing or Invalid Income or Residency Documentation	320	25
Missing information on application form	10	1
Not the Customer applying	109	2
Transfer due to dispute	0	0
Total Denials	590	30
<i>Denied for Incomplete, remained in TAP¹⁷</i>		26
<i>Denied for Cause, removed from TAP</i>		4
New Applicant Denials	560	
<u>Enrolled in More Affordable Alternative</u>		
Senior Citizen Discounted Bill ¹⁸	130	4
Senior Citizen Discounted Bill + Extended Payment Agreement	21	0
Regular Bill ¹⁸	21	1
Regular Bill + Extended Payment Agreement	83	1
WRBCC Agreement	1	0
Total More Affordable Alternative Placements	256	6
<u>Other Outcomes</u>		
Customer Withdrew Application	0	0
Data Transfer ¹⁹	7	2
Total Other Outcomes	7	2

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 December 31st, **37,538 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. Additionally, prequalified candidates reviewed this quarter contained a greater share of special cases and were less likely to be enrolled in TAP.

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. Mayor Cherrille Parker supports efforts to encourage the passage of these bills and make LIHWAP a permanent program.

²⁰ Rate Determination at 48.

Table 2. Applications Enrolled in TAP during October, November, and December 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	43	227	37,538
<u>TOTAL</u>	<u>43</u>	<u>227</u>	<u>40,819</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 \$1,853,631.77 of Penalty Arrearage and \$33,901,921.12 of Principal Arrearage have been forgiven.

The information provided in the tables below is for the months of October through December 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.

²² Rate Determination at 51

Table 3. Total Penalty Arrearage Forgiven Through December 2024

Debt Range	Participants Receiving Penalty Forgiveness this Quarter	Amount Forgiven this Quarter	Amount Forgiven, Jul '21-Sep '24	Total Amount Forgiven, Fiscal Year 2025 to Date
< \$0	-	\$-	\$-	\$-
\$0-\$200	366	\$20,449.35	\$129,222.18	\$42,823.02
\$200-\$500	54	\$15,650.55	\$156,674.27	\$35,181.55
\$500-\$1,000	20	\$14,460.37	\$221,027.80	\$46,384.22
\$1,000-\$2,000	16	\$22,777.29	\$338,903.03	\$78,647.48
\$2,000-\$5,000	26	\$84,760.22	\$488,248.53	\$176,038.89
\$5,000-\$10,000	4	\$29,752.29	\$216,253.14	\$95,104.73
\$10,000-\$20,000	-	\$-	\$94,082.69	\$23,438.37
\$20,000-\$50,000	-	\$-	\$21,370.06	\$-
\$50,000+	-	\$-	\$-	\$-
Total	486	\$187,850.07	\$1,665,781.70	\$497,618.26

Table 4. Total Principal Arrearage Forgiven Through December 2024

Debt Range	Participants Receiving Penalty Forgiveness this Quarter	Amount Forgiven this Quarter	Amount Forgiven Jul '21-Sep '24	Total Amount Forgiven, Fiscal Year 2025 to Date
< \$0	-	\$-	\$-	\$-
\$0-\$200	19,813	\$745,116.67	\$4,758,840.13	\$1,576,939.45
\$200-\$500	1,655	\$505,914.09	\$4,948,193.51	\$1,088,610.37
\$500-\$1,000	521	\$354,381.35	\$4,137,304.98	\$752,371.60
\$1,000-\$2,000	171	\$223,043.49	\$3,816,384.24	\$525,223.99
\$2,000-\$5,000	49	\$149,204.67	\$6,489,678.13	\$345,156.01
\$5,000-\$10,000	8	\$54,342.50	\$5,187,730.61	\$134,519.57
\$10,000-\$20,000	1	\$14,049.00	\$2,103,113.48	\$14,049.00
\$20,000-\$50,000	-	\$-	\$358,071.27	\$-
\$50,000+	-	\$-	\$56,553.00	\$-
Total	22,218	\$2,046,051.77	\$31,855,869.35	\$4,436,869.99

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 within a given month once they made 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
October	39,919	39,917	14,710	14,704
November	34,187	34,187	14,859	14,853
December	37,615	37,613	15,036	15,030

In most cases, customers earning principal or penalty forgiveness with either receive the anticipated forgiveness or have \$0 left to forgive. Principal forgiveness occurs monthly and penalty forgiveness occurs when the customer has made 24 TAP bill payments. Customers can have nothing remaining 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 ten TAP customers who paid a full TAP bill payment in October, November, and December received the appropriate arrearage forgiveness. Of the remaining ten, six are the result of uncommon billing situations that combine several factors related to Penalty Forgiveness, which have been reviewed and addressed individually. Four 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.

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 after October 2022 had \$46,290,428 in aggregate arrears at the time of their enrollment (of which, new TAP Enrollees that joined from February through December 2024 had \$28,628,281 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 ongoing 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. CRC and Philly Counts also protected households that were identified as having limited English Proficiency. In October 2024, the Mayor’s Commission on Aging began working with customers who were identified as needing Spanish translations.

PWD’s Public Affairs staff participated in another Community Legal Services’ in-person Utility Clinic on November 12, 2024. Additionally, staff continued a senior outreach campaign to provide access to PWD programs and services in residential neighborhoods. Over the course of the year, staff partnered with local elected officials to participate in 25 events, connecting approximately 1,034 seniors in Philadelphia with PWD programs and services.

PWD continued to engage paid media to communicate assistance opportunities.

2. Language Access:

PWD’s robust Language Access program remains unchanged from the previous quarterly report.

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, 2024, and continues until March 31st, 2025, with customers eligible for shut-off receiving notices starting on February 25rd, 2025.

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 efilings 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 October, November, and December, a total of 690 residential and 3,091 commercial shut-off notices went out, and 915 residential and 197 commercial shutoffs were completed. The winter moratorium for residential properties began on December 1, 2024 and continues to March 31, 2025.

Table 6. Residential and Commercial Shut-off Notices and Completions for Oct, Nov, and Dec

<i>Month</i>	<i>Residential Shut-off Notices</i>	<i>Commercial Shut-off Notices</i>	<i>Residential Shutoffs Completed</i>	<i>Commercial Shutoffs Completed</i>
October 2024	690	939	599	37
November 2024	0	966	316	54
December 2024	0	1,186	0	106

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. This assistance program ended in 2023.
- 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. These grants were exhausted by the end of FY 2024.
- 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 October, November, and December 2024, a total of \$190,281.52 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 7. All data presented in Table 7 are based on data reported on December 31, 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 have been reported in FY25.

Table 7. Summary of UESF and PAHAF Grants, Fiscal Year 2025 (to date)

<i>Month</i>	<i>UESF</i>	<i>PAHAF</i>	<i>Total Amount</i>
July 2024	\$0.00	\$142,395.63	\$142,395.63
August 2024	\$9,799.39	\$109,940.95	\$119,740.34
September 2024	\$9,435.90	\$109,048.31	\$118,484.21
October 2024	\$0.00	\$89,834.33	\$89,834.33
November 2024	\$0.00	\$46,580.55	\$46,580.55
December 2024	\$3,270.66	\$53,866.64	\$57,137.30
January 2025	\$-	\$-	\$-
February 2025	\$-	\$-	\$-
March 2025	\$-	\$-	\$-
April 2025	\$-	\$-	\$-
May 2025	\$-	\$-	\$-
June 2025	\$-	\$-	\$-
TOTAL	\$22,505.95	\$551,666.41	\$574,172.36
Count	57	264	309

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 anticipate 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 is in the process of finalizing the requested Load Study (also referred to as Demand Study). Currently the Department is completing the analysis of 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 leverages 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 customers categories. PWD will provide the results of the Demand Study with 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 October 30, 2024, the Department priced and on November 11, 2024, the Department closed on its \$595 million of Water and Wastewater Revenue Bonds, Series 2024C.
- In addition to providing \$308 million in funds (“new money”) for projects in the Capital Improvement Program, this issuance tendered \$325 million of existing higher cost debt to lower cost debt to produce savings to the Department.
- Using unique market conditions and timely pricing, the Department was able to tender taxable bonds into tax-exempt bonds and yield more than \$18.6 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 8. 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	Awaiting revised vendor contract to be conformed; work expected to begin Q3	\$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
					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.
PennVest	Feb-22	Active Construction	\$110M	\$110M loan	PennVest loan 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.
PennVest	Feb-23	Active Construction	\$109M	\$109M loan	PennVest loan to fund water main and sewer replacements in the City. This loan closed in July 2024.

Assistance Program/ Requesting Organization	Date Submitted	Status	Project Cost	Grant or Loan Requested	Notes
BRIC/COVID-19 ARPA H2O	November 2022/ December 2022	Awaiting FMA 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 announcement/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 – awaiting grant agreement from PEMA/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 in City Law Department review	\$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 – a remaining \$100K is being sourced through FY25 PWD operating funds	\$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	\$44M	\$44M 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 May 2025.

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

Assistance Program/ Requesting Organization	Date Submitted	Status	Project Cost	Grant or Loan Requested	Notes
					<p>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</p>
PennVest	May-24	Application Approved	\$10M	\$4.8M grant/ \$5.2M loan	<p>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 August 2025.</p>
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	<p>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.</p>

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 – Dept. of Labor issued a review document detailing where PWD was deficient in their application	\$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. Negotiations expected to be completed by the end of Jan,25	\$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 Congressional Appropriation	Jul 24	Application Submitted	\$22M	\$3.7 M Grant	Request for the replacement of lead service lines in North Philadelphia
PennVest	Nov-24	Application Submitted	\$65M	\$65M Loan	PennVest application to fund the replacement of the existing stations with a new station that will improve emergency operations, increase pumps used when maintenance occurs, improve feasibility of maintenance on all equipment and avoid interference with crossing water pipes.

Assistance Program/ Requesting Organization	Date Submitted	Status	Project Cost	Grant or Loan Requested	Notes
US Environmental Protection Agency	Dec 24	Application Submitted	\$22M	\$6.6 M Grant	Request for the replacement of lead service lines in South Philadelphia

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

Attendees:

Glen Abrams; Monique Alexander; Ryan Ambrose; Robert Ballenger; Roger Colton; Laura Copeland; Brooke Darlington; Andre Dasent; Robbie Ericson; Martina Davis; Kathleen Fisher; Nadine Foskey; Paul Fugazzotto; Adriana Gonzalez; Shailean Hardy; Lorraine Horton; Benjamin Jewell; Alexandra Lenihan; Blaine Lewis-Thompson; Rebecca Lopez Kris; Emily Lucas; Tracey Mathis; Ellie Matthews; Peter McCauley; Mariele McGlazer; Ayanna Moore; Joan Motz; Richard Orlosky; Lawrence Rich; Mica Root; Orenthal Spivey; Alexander Talmadge, Jr.; Chance Toland-Wilson; Lawrence Yangalay

Introduction

Glen Abrams, PWD Deputy Commissioner, Communications

Revenue’s Racial Equity Map discussion recap

Rebecca Lopez Kriss, Deputy Commissioner for Policy, Outreach, and Taxpayer Assistance Programs, summarized a previous meeting that occurred with Revenue Department representatives and CLS attorneys relating to the creation and purpose of Revenue’s Racial Equity Map.

- Purpose is to assist and inform City officials and community leaders in reaching communities with the greatest need
- The parties look forward to continuing to work together on areas where the map can be improved, however, it was noted that PWD was not involved in the creation of the map so responses to some of the water-related inquiries from CLS were not readily available

LIHWAP legislation efforts

Adriana Gonzalez, Divisional Deputy City Solicitor, Water Litigation Division, informed the group that a bill was introduced recently to provide permanent funding the LIHWAP program. While this legislation is pending, Mayor Parker has expressed her support.

Customer grant reduction coming out of the pandemic

Andre Dasent, outside counsel for PWD, discussed the drastic reduction on grants over the past several years with the closure of LIHWAP, PHDC, PAHAF, and a significant reduction in UESF grants.

Questions

- Is there an uptick in delinquencies since the end of grant funding?
- Is it possible to track collections impacts from reduction in grants?
- Is it possible to track individuals who received grants in the past?
- Have other utilities faced similar loss in grant funding?

PWD Conservation efforts focused on IDEA / TAP enrollees

Paul Fugazzotto, PWD Assistant Deputy Commissioner for Communications and Customer Information, discussed PWD's renewed focus on auto-enrolled customers since this is now the largest population of TAP customers. Glen Abrams, PWD Deputy Commissioner for Communications and Engagement, shared that the budget request for fiscal year 2026 for the Low Income Conservation Assistance Program was increased from \$750,000 to \$900,000 due to the increase in the number of households enrolled in TAP.

Questions

Have people declined water conservation assistance?

How does the city encourage participation in water conservation assistance?

What is the impact of water conservation on the cost of TAP?

Future Discussion Topics

- Grant Assistance
- Water Conservation Assistance

Proposed Subcommittees

- Racial Equity
- Tenant Issues