

**206.0 INCOME-BASED WATER RATE ASSISTANCE PROGRAM**

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**206.6 Removal from TAP**

(a) A Customer enrolled in TAP may request to be removed from TAP at any time.

(b) A Customer will be removed from TAP if the Customer is no longer eligible for TAP due to a change in household income or household size.

(c) In addition to removal from TAP pursuant to Section 206.6(a) and (b) of these regulations, a TAP Customer may be removed from TAP for submitting intentionally false enrollment or re-certification information/documentation, unauthorized use of service (~~providing water for use at a location other than the Customer's primary residence~~), failure to recertify upon request by WRB, or failure to accept and reasonably maintain free conservation services offered by the Water Department.

(d) Customers removed from TAP for submitting intentionally false enrollment or re-certification information/documentation or unauthorized use of service shall be back-billed for previously unbilled usage and/or for the amount by which the Customer's monthly service, usage and stormwater charges if billed at rates applicable to general Customers would have exceeded the amounts actually billed on the Customer's monthly TAP Bill during the period of enrollment in TAP.

(e) When a TAP Customer is removed from TAP, the balance on all past unpaid TAP

Bills and whatever debt remains on pre-TAP arrears becomes immediately due.

(f) WRB will not re-enroll a Customer in TAP for a one-year period (unless specifically identified elsewhere below), if the TAP Customer:

(1) submits intentionally false enrollment or re-certification information or documentation;

(2) provides water for use at a location other than the Customer's primary residence; or

(3) refuses to take necessary actions to accept and reasonably maintain any free conservation measures offered to the Customer by the Water Department, Customer will not be eligible for re-enrollment (~~stay-out~~ until services are accepted).

(g) The Water Department and WRB reserve the right to periodically audit TAP Customers to confirm continued eligibility. If either the Water Department or WRB's investigation reveals a change in household income, household size, that intentionally false enrollment or recertification information/documentation was submitted, unauthorized use of service, or failure to accept and reasonably maintain free conservation services offered by the Water Department, the Customer may be removed from TAP.

**206.7 Earned Forgiveness**

If a Customer maintains continued enrollment, the Customer will obtain forgiveness of outstanding arrears under the following conditions:

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~~(a) Penalty charges on pre-TAP arrears shall be waived and forgiven for a Customer enrolled in TAP if the Customer makes monthly payments of the TAP Bill for twenty-four (24) consecutive months~~ A Customer maintaining continuous enrollment in TAP who makes twenty-four (24) complete monthly payments of the TAP Bill, will earn forgiveness of penalty charges on pre-TAP arrears.

(b) After each year of ~~continued~~ continuous enrollment in TAP, any arrears older than fifteen years will be removed in accordance with Philadelphia Code Section 19-1605(1).

~~(c) After fifteen years of continued enrollment in TAP, all arrears will be removed in accordance with Philadelphia Code § 19-1605(1).~~ A Customer maintaining continuous enrollment in TAP who makes twenty-four (24) complete monthly payments of the TAP Bill on or after September 1, 2020, will earn forgiveness of pre-TAP arrears.

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## 206.9 TAP Recertification

(a) Upon written request of WRB and no more frequently than once every year, a Customer must re-certify to WRB his or her income, eligibility and/or Special Hardship condition.

(b) In the event of a change in household income or household size, prospective TAP Bills will be calculated according to these regulations and the Water Department's rates for customers enrolled in TAP. Such recalculation shall be done promptly at the request of the Customer. A Customer also may request a determination or redetermination of Special Hardship at any time he or she experiences a change in

circumstances. In the event of a change in household income that results in a determination that the Customer is no longer eligible to participate in TAP, such Customer shall receive the benefit of any forgiveness earned during the period of enrollment in TAP.

(c) Prior to recertifying a Customer as eligible for TAP, WRB shall determine whether the Customer would receive more affordable bills under another available payment agreement or rate discount in accordance with the procedures set forth in Section 206.2(b) of these regulations.

(d) Prior to recertifying a Customer as eligible for TAP, WRB shall determine if there are any unpaid TAP Bills. If there are any unpaid TAP Bills that are not part of a TAP Payment Agreement at the time of recertification, the Customer will be offered a TAP Payment Agreement if the Customer has not been offered a TAP Payment Agreement for unpaid TAP Bills during the prior twelve (12) months. A Customer may be required to pay amounts due on unpaid TAP Bills or a previously offered TAP Payment Agreement prior to WRB recertifying the Customer for TAP if the Customer is not eligible for a TAP Payment Agreement pursuant to this section.

## 206.10 Conservation Measures.

(a) Each Customer enrolled in TAP shall agree to accept and reasonably maintain any free conservation measures offered to the Customer by the Water Department.

(b) Failure to accept and/or reasonably maintain the free conservation measures offered by the Water Department shall result in the Customer's removal from TAP as set forth in Section 206.6(c) of these regulations.

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(d) Customers removed from TAP for submitting intentionally false enrollment or re-certification information/documentation or unauthorized use of service shall be back-billed for previously unbilled usage and/or for the amount by which the Customer's monthly service, usage and stormwater charges if billed at rates applicable to general Customers would have exceeded the amounts actually billed on the Customer's monthly TAP Bill during the period of enrollment in TAP.

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(2) provides water for use at a location other than the Customer's primary residence; or

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If a Customer maintains continuous enrollment, the Customer will obtain forgiveness of outstanding arrears under the following conditions:

(a) A Customer maintaining continuous enrollment in TAP who makes twenty-four (24) complete monthly payments of the TAP Bill, will earn forgiveness of penalty charges on pre-TAP arrears.

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(b) After each year of continuous enrollment in TAP, any arrears older than fifteen years will be removed in accordance with Philadelphia Code Section 19-1605(1).

(c) A Customer maintaining continuous enrollment in TAP who makes twenty-four (24) complete monthly payments of the TAP Bill on or after September 1, 2020, will earn forgiveness of pre-TAP arrears.

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