

Need Help Paying Your Water Bill?

Apply for the Water Department's Tiered Assistance Program!



WHAT IS TAP?

The Water Department's Tiered Assistance Program (TAP) provides customers with lower incomes or those experiencing special hardships with a water bill based on their income.

(See table)

<i>If you earn...</i>	<i>Your bill will be...</i>
0-50% Federal Poverty Level (FPL)	2% Adult Household Income (HHI)
51-100% FPL	2.5% Adult HHI
101-150% FPL	3% Adult HHI
150-250% FPL/ Special Hardship	4% Adult HHI

WHO QUALIFIES?

Anybody who is having trouble paying their water bill can apply. TAP is designed to help:

- **Low-income customers** up to 150% of FPL (see below)

<i>Household Size</i>	<i>Total monthly income (150% FPL)</i>	<i>Total monthly income (250% FPL)</i>
1 person	\$1,823/mo	\$3,038/mo
2 people	\$2,465/mo	\$4,108/mo
3 people	\$3,108/mo	\$5,179/mo
4 people	\$3,750/mo	\$6,250/mo

- **Customers experiencing a special hardship**
 - Special hardships include: increase in household size, job loss, serious illness, death of primary wage earner, domestic violence, and more

Senior Citizen Discount- PWD also offers a 25% discount on water bills for senior customers with a total household income of \$32,000 or less.

HOW DO I APPLY?

You do not need to be behind on your bill to apply for TAP. If your water is shut off, service will be restored for 14 days after you request a TAP application. There are two ways to apply for TAP:

- **Online** at cap.phila.gov
- **By phone** by calling (215) 685-6300

Application Checklist

Before applying to TAP, make sure you have:

- **9-digit Water Access Code**
 - Found at the top of your most recent water bill
- **Proof of household income** for the past 30 days
- **2 pieces of Proof of Residency**, such as a:
 - Government ID
 - Recent utility bill or tax bill
 - Benefit award documents
 - Proof of income with address
 - Lease
- **Names, birth dates, and Social Security Numbers** (if applicable) for all residents

CLS phelines are open for new clients! If you have problems applying for TAP or face other utility issues, contact **215-981-3700** and leave us a message. For more information about CLS, visit clsphila.org