



CHANGES TO CUSTOMER ASSISTANCE PROGRAMS

Current programs

WRBCC

SCD

Payment agreements:

- 1STD
- 2STD
- TENFIVE

New programs

TAP

WRBCC

- Only for currently enrolled customers
- No City grant

SCD

Payment agreements:

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

TIERED ASSISTANCE PROGRAM (TAP)

New affordability program for customers that:

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

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

CUSTOMER ASSISTANCE PROGRAMS - TAP

Eligibility

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

Benefits

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

CUSTOMER ASSISTANCE PROGRAMS — LONG STANDARD PLAN

Eligibility

- 151- 250% of FPL

Benefits

- Total bill is at affordable level

CUSTOMER ASSISTANCE PROGRAMS — WRAP — WRBCC AGREEMENT

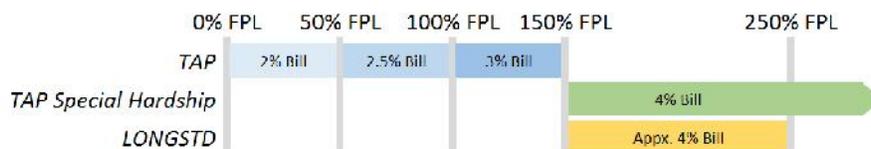
Eligibility

- Only if already certified

Benefits

- Consistent bills at a flat rate
- No City Grant

INCOME ELIGIBILITY

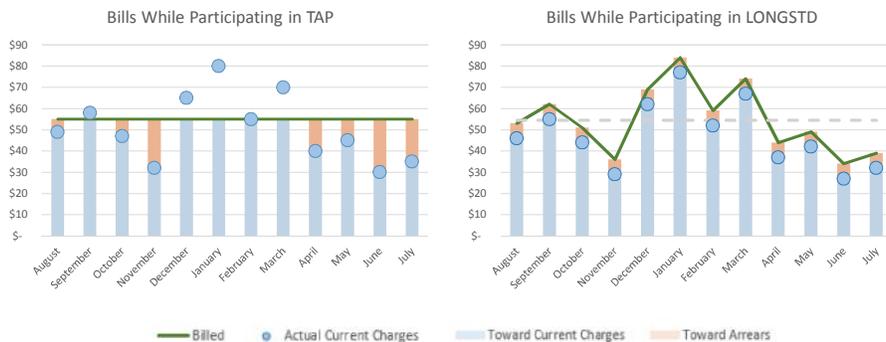


TAP BILL AMOUNTS

For TAP and TAP Landlord Payment Agreement...

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

NEW PROGRAM BILL PATTERNS



PROGRAM COMPARISON

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

APPLICATION REQUESTS



Be very careful if you are on a public computer. This application involves exchange of private information of the applicant. Do not proceed if you are not sure about the safety and security of this computer or the network connection.

Water Revenue Bureau

Customer Assistance Application

Select Language

English

Find your Water Account

9-Digit Water Access Code	<input type="text"/>	* Your 9-Digit Water Access Code can be found on your bill ⓘ
5-Digit ZIP Code	<input type="text"/>	*
		* Required
		<input type="button" value="Find"/>



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		* Required
		<input type="button" value="Find"/>

Applicant Information

All information must be current.

Name of Applicant	<input type="text"/>		
9-Digit Water Access Code	<input type="text"/>		
Address of Property	<input type="text"/>	Mailing Address	<input type="text"/>
<input type="checkbox"/> Mailing Address is Correct			
<input type="button" value="Print Now"/> <input type="button" value="Mail Me an Application"/> <input type="button" value="Apply Online"/>			