

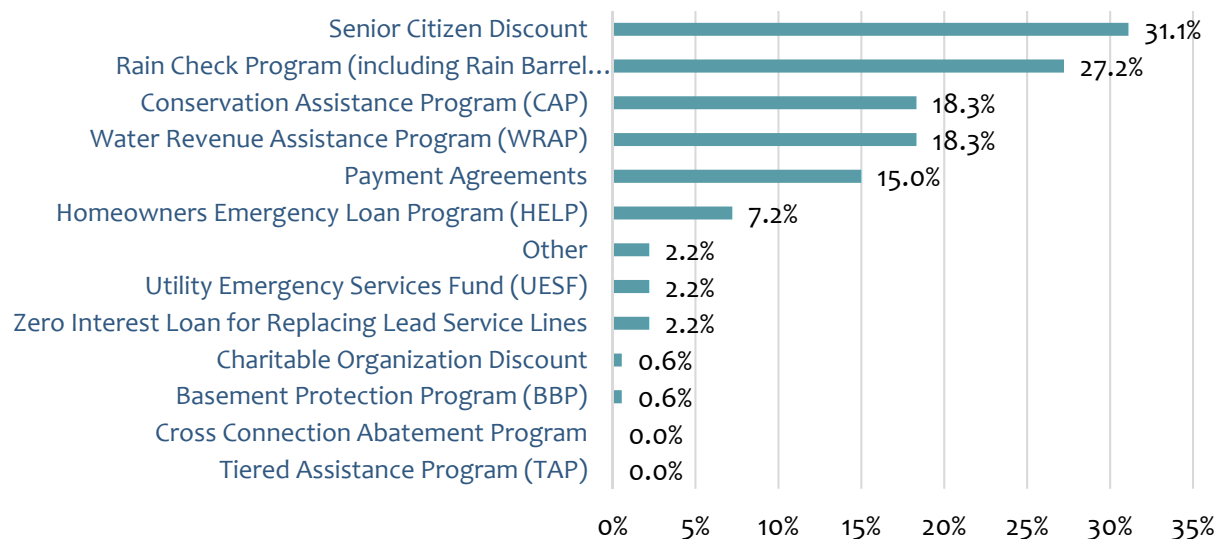
Customer Assistance Programs

General CAPs

The Philadelphia Water Department offers a number of programs to help both residential and non-residential customers. The survey found that as of spring 2017, 47.4% of Philadelphians reported that they knew about any of the PWD Customer Assistance Programs (CAPs) such as Senior Citizen Discount, Water Revenue Assistance, Homeowners Emergency Loan, Conservation Assistance and Rain Check. Awareness of CAPs was significantly related to respondents' age: of residents aged 65 and over, 58.8% were aware of CAPs, where as only 38.5% of those ages 25-34. Awareness of CAPs was not related to any other demographic factor. Out of residents who were aware of CAPs, only 29.7% reported having participated in one or more CAPs (approximately 14.7% of residents overall), although not all of them indicated which programs).

Figure 1 below shows the programs 2017 survey respondents participated in.

Figure 1. CAPs Participation 2017

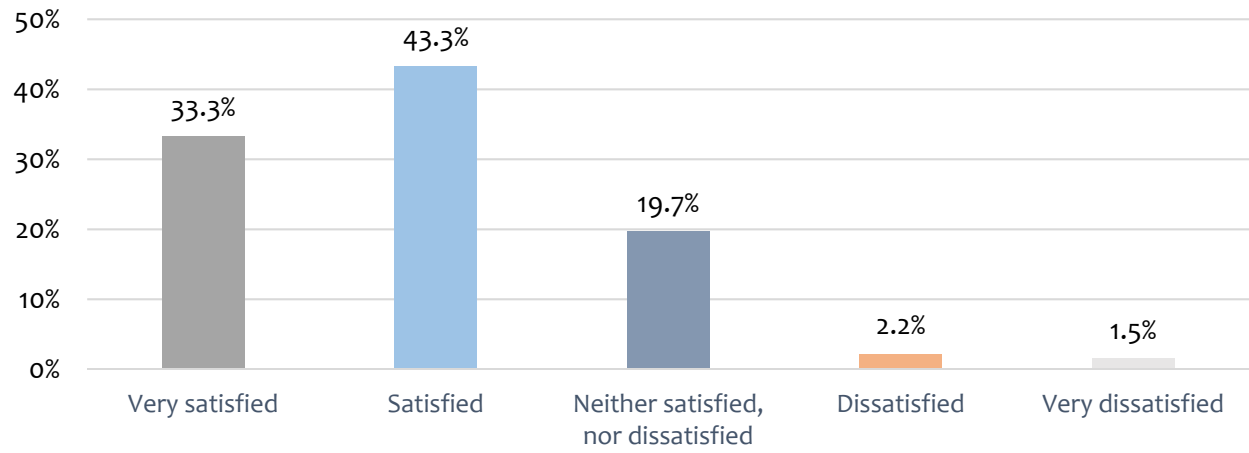


Weighted n = 165,539

Overall, 76.6% of CAPs participants reported being satisfied or very satisfied with their experience.

Figure 2 below shows the overall distribution of CAP participant satisfaction across all programs in 2017. Satisfaction levels with CAPs were higher those 65 and over as compared with other age groups, and those with beyond a college education.

Figure 2. Overall Satisfaction with CAPs

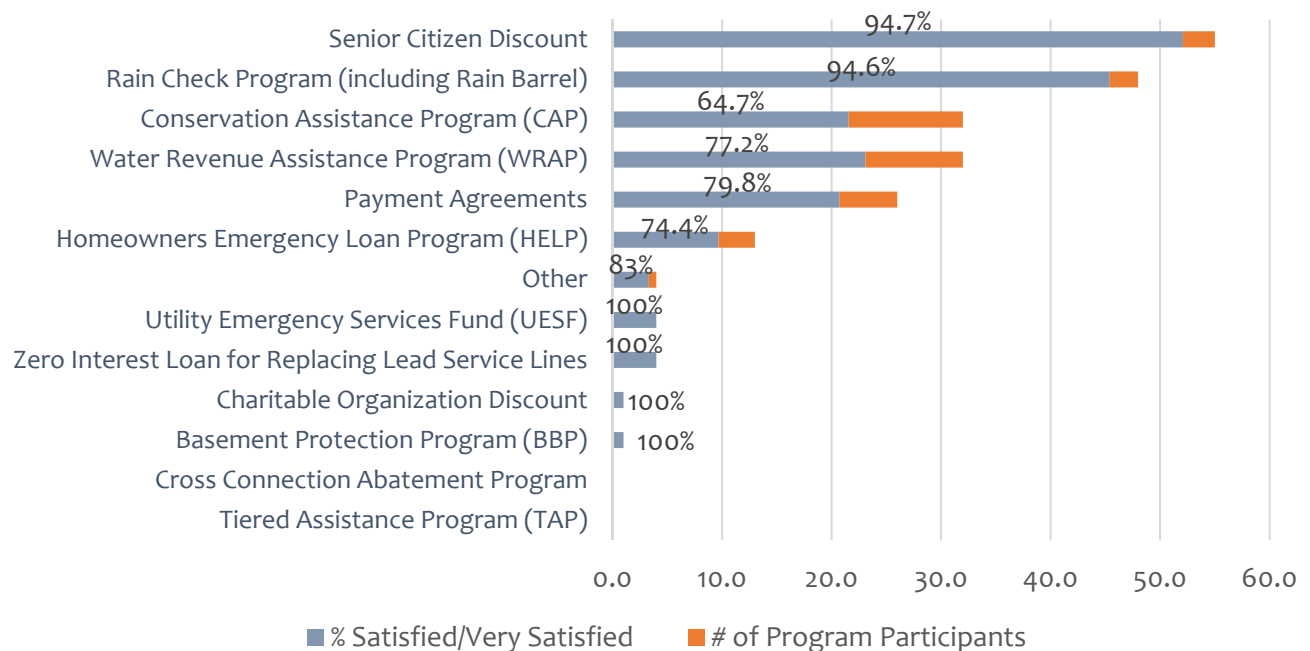


Weighted n =165,466

Figure 3. Percent of Participants Satisfied/Very Satisfied by CAP Participation

Figure 3 below shows the percentage of CAP participants that said they were satisfied or very satisfied, by CAP. The length of the bar (in red) shows the relative number of people who indicated participating in the various programs, and the blue bar and marked percentage indicates the proportion were satisfied or very satisfied. The Senior Citizen Discount program and the Rain Check program were the most popular CAPs for residents in the survey, and 94.7% of people were satisfied or very satisfied with the Senior Citizen Discount program and 95.6% were satisfied with Rain Check. Other programs had lower levels of satisfaction – such as Conservation Assistance Program, where only 64.7% of people were satisfied.

Figure 3. Percent of Participants Satisfied/Very Satisfied by CAP Participation



✓ **Many residents perceived that they do not qualify for any of CAPs.**

The primary reason that people who reported being **aware of CAPs** said they did not participate in CAPs was that they did not qualify (or perceive they did not qualify (69.0%). Just over 9% reported that the programs did not meet their needs or problems and 3.5% said their application was too difficult. Additionally, 18.3% said there were other reasons for their not participating – many of whom reported not knowing about CAPs (despite indicating they knew about them in the previous question). In the open-ended response section of the survey, several people noted that the qualifications for Customer Assistance Programs were too high, particularly the Senior Citizen Discount program, which some resident thought should start at 50 or 60. Other residents who reported not qualifying for CAPs may have been only aware of or referring to one or a few of the programs (like Senior Citizen Discount or HELP). It is possible that there were other programs, that they would have qualified for, that they were not aware of (such as Rain Check). Future surveys may consider differentiating awareness of different types of CAPs based on demographic characteristics and qualifications.

"I have a duplex, which disqualified me to obtain a loan to change of lead pipes." – Black male, age 25-34