

Assistance Programs FY11



Water Department and Water Revenue Bureau Assistance Programs

Senior Citizen Discount	A 25 percent discount is provided for senior citizens 65 years of age or older, with a total household income of $\leq \$30,500/\text{year}$.	Administered by the Water Revenue Bureau.	Provided discounts to 21,878 seniors in FY11 at a total cost of \$2,623,696.
Charitable Organization Discount	A 25 percent discount is provided for charities, churches, nonprofit hospitals, schools, and universities.	Administered by the Water Department and Water Revenue Bureau.	In FY11, the general charitable discount was used by 2,789 organizations at a total cost of approximately \$8,500,000.
Water Revenue Assistance Program (WRAP)	Grants of up to \$200 on water bills are available to prevent shutoff for low-income customers (at or below 175 percent of poverty level). Assists customers in obtaining federal energy assistance.	Administered by the Water Revenue Bureau.	In FY11, provided City Grants to 9,207 customers at a total cost of \$1,054,098.
Utility Emergency Services Fund (UESF)	Grant program to prevent shutoff or restore water service for low-income customers (at or below 175 percent of poverty level). Provides up to \$500 every other year (\$250 UESF grant plus \$250 matching Water Department credit). The financial assistance must result in removing any arrearage.	Administered by the nonprofit UESF: with application help available from the Water Revenue Bureau.	Served 1,154 customers in FY11, requiring Water Department matching credits of \$226,500 and administrative costs of \$233,149.
Homeowners Emergency Loan Program (HELP)	No-interest repair loan program for homeowners in imminent danger of shutoff because of a violation notice.	Administered by the Water Department.	Provided loans to 1,099 homeowners in FY11 at a total cost of \$3,340,047.
Conservation Assistance Program (CAP)	Provides water conservation devices and education to low-income customers (at or below 150 percent of poverty level), yielding average water usage savings of more than 25 percent for participants.	Administered by the Energy Coordinating Agency and Neighborhood Energy Centers under a Water Department grant.	In FY11, 1,541 households were served, averaging about 1.5 people per household at a cost of \$428,399. The administrative cost was \$96,600.
Cross Connection Abatement Program	Repair program mandated by the State to correctly replace sanitary drainage lines that are connected to the storm sewer.	Administered by the Water Department.	Served 77 properties in FY11 at a total cost of \$500,084.00

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Basement Protection Program (BBP)	PWD has established an assistance program to alleviate flooding condition in basements due to heavy rainstorms. The following zip codes are eligible: 19123, 19145, 19146, 19147, and 19148.	Administered by the Water Department.	Ninety six (96) properties were served in FY11 at a total cost of \$202,438.00
Total	The total FY11 cost of Water Department and Water Revenue Bureau assistance programs was almost \$22 million. The department also has started a number of stormwater assistance programs that are outlined elsewhere.		