

A Helping Hand
A Program of the Community Action Agency of Delaware County,
Inc. and the
Philadelphia Suburban Water Company

The Community Action Agency of Delaware County, Inc. (CAADC) proposes to provide the "Helping Hand Program" services in Delaware County, and administer and subcontract these services through similar non-profit agencies in Bucks, Chester and Montgomery counties for customers of the Philadelphia Suburban Water Company:

CAADC and its subcontractors will provide the *Helping Hand Program*, serving customers with incomes at 150% of the poverty level or less. This program is designed to help individuals and families who are having difficulty paying their water bills by providing minor plumbing repairs and conservation tips that will help lower water usage and, therefore, make future bills more affordable. CAADC, Inc. will bill PSWC at the rate of \$28.00 per client intake/screening.

Eligible customers are offered a free in-home usage inspection by a professional representative to provide conservation tips and identify plumbing problems that might cause them to have higher water bills than necessary. PSW will pay for minor water conservation-oriented repairs to certain facilities, plus provide and install low-flow shower heads, and aerators and washers for faucets. Each of these items will help customers to reduce the amount of water they use.

The program also provides opportunities for forgiveness of a portion of unpaid water bills for customers who successfully participate in the program and demonstrate a 10% or greater usage reduction.

This program enables customers to repay arrearages at a rate of approximately 5% in addition to their current monthly bill following:

- A home water usage analysis (in-home audit)
- conservation education
- minor plumbing repairs
- and/or installation of water-saving devices up to \$100.

Following customer interview and budget analysis, repayment intervals will be established in the following repayment increments:

- current bill plus \$5.00
- current bill plus \$10.00
- current bill plus \$15.00

Any arrearage in excess of 5% would have a ceiling of the amount of the current bill plus \$15.00

(1)

Reimbursement Budget for A Helping Hand

<u>TASK</u>	<u>Maximum Cost /Participant</u>
Intake and Screening	\$ 28.00
In-Home Conservation Education and Counseling	20.00
Washers	3.00
Aerators	4.00
Shower Heads	12.00
Tank Restrictor	5.00
Fluidmaster	20.00
Flapper Valve	10.00
Toilet Float	6.00
Toilet Guide Rod	7.00
*Misc. Plumbing Repair	_____
TOTAL COST/UNIT	100.00

*Any additional plumbing repairs must have prior approval and must not exceed \$100.00

***PSW will monitor the home visits with periodical spot checks.**

PROCEDURE FOR HELPING HAND INTERVIEWERS

REMINDER: When the potential rate payers have been approved for the program and you are consulting them on their billing, remember all current bills must be

paid and the partial payment arrangements are only for the amounts as indicated on the customer's billing record.

1. Appointments set up with the rate payer to conduct in-house conservation home visit will also include PSW personnel changing a meter to a remote type. A listing of those appointments will be faxed to PSW, (610) 645-1160, on Thursday p.m. for those appointments for the following week.
2. These customers will be receiving their normal quarterly bill read by PSW employees. The customer is required to call in a meter reading for the months between printed bills. The customer will call the reading in to a recorded message machine. The telephone number is (610) 645-1179. A bill will be mailed to the customer based on the reading supplied by the customer and will also include the partial payment amount that was established with the customer on his/her balance as indicated on the customer's work order. The guidelines for the partial payment is based on the 150% of poverty rule and the majority should be in the \$5.00 to \$15.00 range.
3. We will be picking up the completed work orders indicating the repairs made at the property and the partial payment established on a weekly basis preferable on Friday.
4. Your bill should be presented on a monthly basis for payment.

(3)

PROCEDURE FOR HELPING HAND HOME VISITS

1. Talk to the Customer about water usage and inquire as to any changes. (Repairs or number of occupants)
2. Calculate water usage for the last billing period and compare this against the norm. (70 gallons-per-day per person in the household).
3. Distribute the water conservation handouts and administer a brief description of their contents
4. Perform an inspection of the plumbing facilities (sinks, toilets, bathtubs, etc.) and follow it up with minor repairs as outlined by the work order.(All other plumbing repairs must have prior approval of a PSW Representative and must not exceed \$100).
5. Check the meter dial to identify if there is movement indicating leakage. If all fixtures are turned off and test dial moves, there is a leak.
6. Inform the customer as to the location of the water meter and provide reading instructions.
7. Take a meter reading and include it on the work order.
8. Complete the work order during the visit or as soon as possible thereafter.
9. Make sure the customer knows who to call if a water emergency occurs after the visit.