Are You Having Trouble Paying Your Water Bill? 
Apply for TAP or the Senior Citizen Discount

What is the Tiered Assistance Program (TAP)?
- Helps customers with lower incomes or those experiencing special hardships receive a fixed water bill between 2% and 4% of household income
- You do not need to be behind on your water bill to apply
- If your water is shut off, service will be restored for 14 days after you request a TAP application

What is the Senior Citizen Discount?
- For customers 65 years and older with a total household annual income of $32,000 or less
- 25% discount on water and sewer bill

To Apply:
- Request an application online at cap.phila.gov or call 215.685.6300
- You will need your 9-digit Water Access Code to request an application

Application Checklist:
- 2 Pieces of Proof of Residency
  
  Common Examples:
  - Government Issued ID with your address
  - Utility bills (2 from recent months)
  - Proof of income showing address
  - Bank statements (2 from recent months)
  - Current lease, rent book or rent receipts
  - Benefit award documents (COMPASS print out, LIHEAP award, unemployment compensation, homestead exemptions)

- Name, Birth Dates, and Social Security Number (optional) of all residents

- Proof of Income for all residents over 18

- Initial and sign all pages and sections of the applications

Center City Office:

North Philadelphia Law Center: