

# Customer Assistance Application Checklist

Make sure your application can be processed!

## TIPS: When gathering the proof required to submit with your application:

### Applying online?



- Scan each page of your paperwork, (save as jpg, tif, png, or pdf)

OR



- Take a clear photo of each page with your phone's camera, and email them to yourself.

Save the photos or scans to a folder on the computer so they are ready to upload.

### Applying by mail?

- Do not send originals! Documents you send will **NOT** be returned.

### Applying with in-person help?

- Make photocopies, place in a folder, and bring the folder with you when you visit the partner location. If you can't make copies, call the location to find out if they can assist you.

## To apply, you must be an official water customer with an account.

**Water Access Code:** You'll need the **9-digit number** in the upper right of any recent water bill

**General information for you AND for each household member:** We'll ask for:

- First and last names

**AND**

- Birth dates

**AND**

- Social Security Numbers for anyone 18–65.

**Proof of residency for you only:** The item must be dated within the past 6 months. Include **ONLY ONE** of the following items:

- Current government issued ID with current address (such as driver's license or ID card)

**OR**

- Current rental agreement, or agreement for sale for the dwelling unit

**OR**

- Recent utility bill, tax bill, or other tax record.

**OR**

- Lease, rent book, or money order receipts that show your address.

**TIP:** If you use a document with many pages for your proof of residency, you only need to submit the first summary page showing your name and address.

**☐ Proof of *all* income for you AND for each household member (age 18 or older):**

For EACH person in your household, please gather proof of *all* income using items from the following list of acceptable documents:

- Prior year's federal income tax return (you'll just need the page that shows name and gross income)

**OR**

- Pay stubs (must be consecutive and cover at least 30 days)

**OR**

- Benefit award letter or statement, such as:
  - unemployment compensation printout, *or*
  - worker's compensation award, *or*
  - Social Security letter, *or*
  - pension letter, *or*
  - welfare benefits statement

**OR**

- Income support statement  
For example: if you receive Child Support, we'll ask for some proof of the current amount and source, such as:
  - a letter from [childsupport.state.pa.us](http://childsupport.state.pa.us), (you'll need to login to the site) *or*
  - Fill out the page of the application called "Attachment A: Income Support Documentation"

**! Missing proof of income is one of the biggest reasons for rejected applications.**

Please make sure you have proof of the income amount for every person in your household (age 18 and older).

For example, if **two** adults live in your home, you'll need to gather **two** proofs of income.

**i If household members are under 18:** they do not need proof of income.

**i If they are over age 18 and have no income:** When filling out a paper application we'll ask you to make a note of their situation, such as 'Unemployed' or 'Student'.

**Or,** if you apply online, you'll enter the number '0' for their income.

***Not applying for Special Hardship? You're done with your checklist!***

THE FOLLOWING INFO IS **ONLY** FOR PEOPLE APPLYING FOR A **SPECIAL HARDSHIP CLAIM**

**What are "Special Hardships?"**

These are reasons why customers may still be eligible for lower bills, even if their income is too high to qualify for income-based assistance. To apply for this, a customer should be able to show hardships occurred **within the last 12 months.**

**Examples include:**

- increased household size
- job loss (*lasting over 4 months*)
- serious illnesses or high medical bills (*lasting over 9 months*)
- death of a primary income-earner
- domestic violence

Even if a customer has not experienced one of these hardships, claims are considered individually and help may still be available.

---

THIS CHECKLIST IS **ONLY** FOR PEOPLE APPLYING FOR A **SPECIAL HARDSHIP CLAIM**

**☐ Hardship Documentation**

Please gather **ONLY ONE** of the following pieces of proof **from the last 12 months**:

- Official document demonstrating hardship claim, such as:
  - birth or adoption certificate  
*(for increase in household size) or*
  - employment termination letter or unemployment compensation printout *(for loss of job lasting over 4 months) or*
  - hospital admission or discharge documentation  
*(for serious illness lasting over 9 months) or*
  - death certificate  
*(for loss of the household's primary wage earner) or*
  - safe harbor program admission documentation  
*(for victims of domestic violence or abuse)*

**OR**

- Proof of current monthly household expenses, including most recent bills or statements for expenses paid by you such as:
  - housing/mortgage **and**
  - utilities **and**
  - medical **and**
  - childcare

**OR**

- Proof of recent hardship claim approval by a state or local agency

**OR**

- Other documentation, which will be reviewed by the Water Revenue Bureau

**TIP:** If you are using bills or statements with many pages for your Hardship Documentation, you only need to submit the first summary page of each bill, showing your name and amount due.

