

---

EXHIBIT F146

AGREEMENT, DATED DECEMBER 11, 2018,  
BY AND AMONG DELCORA AND  
COMMUNITY ACTION AGENCY OF DELAWARE COUNTY, INC.

---

**Agreement between the**  
**Delaware County Regional Water Quality Control Authority**  
**(DELCORA)**  
**and**  
**Community Action Agency of Delaware County, Inc.**  
**(CAADC)**

**OVERVIEW**

The Delaware County Regional Water Quality Control Authority (DELCORA) and Community Action Agency of Delaware County, Inc. (CAADC) will work together to provide a pilot assistance program for DELCORA Direct Customers. The program will be designed to assist households with low-income residents, Veterans and/or Senior Citizens.

DELCORA has determined the need for a customer assistance program to support its customers that, for various reasons, are shut-off and/or facing shut-off of their water service due to non-payment of sewer bills. DELCORA recognizes that there are customers that due to economic issues may need assistance to pay off a delinquent bill and to become current. Furthermore, DELCORA has determined that rates are likely to go up in the next 5 to 10 years and that this will continue to be an on-going issue.

DELCORA has created its first ever program to assist customers with financial difficulties. The DELCORA Customer Assistance Program (CAP) will provide eligible DELCORA Direct Customers with a resource to restore and/or maintain their service. Community Action Agency of Delaware County, Inc., an experienced non-profit social services provider, will administer the program providing intake, enrollment and case management assessments. CAADC will work closely with DELCORA to assure the success of this initiative.

**About the Organizations:**

*Delaware County Regional Water Quality Control Authority (DELCORA):*  
DELCORA has been collecting, conveying and treating wastewater in a safe and effective way that prevents the contamination of our community's streams, rivers, and general water supply for over four decades. Established in 1970, DELCORA is a municipal authority with a long history of environmental success in the operation of wastewater facilities. This well-maintained system enables DELCORA to meet, and in many cases, exceed all of the water discharge quality mandates set by the PA Department of Environmental Protection and the U.S. Environmental Protection Agency. As a result, the citizens of the region enjoy

clean and healthy water and the Delaware River and its tributaries are cleaner and healthier.

The authority owns, operates and maintains collection systems that serve approximately a half million people in the Greater Philadelphia area including 42 municipalities in Delaware and Chester Counties. DELCORA's Direct Customers include residents in Chester City, Chester Township, Upland, Parkside, Trainer, Marcus Hook, Rose Valley, The Preserve at Chadds Ford (Pocopson) and Riverside (Pocopson).

*Community Action Agency of Delaware County, Inc. (CAADC):* CAADC has been serving Delaware County's economically disadvantaged residents for over thirty-nine (39) years. Delaware County Council established CAADC in 1979 to fight the "renewed war on poverty" and designated it the County's anti-poverty agency. CAADC is a private non-profit 501(c)(3) corporation managed by a 21 member Board of Directors that equally represent the public, private, and client sectors.

CAADC, as a primary provider of social services in Delaware County, provides a wide variety of social services along the continuum of care leading to self-sufficiency including: intensive case management, emergency shelter (2 family shelters and one shelter for individuals), transitional/rapid re-housing, rental assistance, home ownership programs, affordable rental housing, community revitalization, utility assistance, fuel assistance, weatherization, lead-abatement program, employment and training programs, food assistance, Food Stamp Participation Project, Volunteer Income Tax Assistance sites, life skills training, budget counseling, information and referral, transportation assistance, donations warehouse, childcare, youth programs and senior programs.

CAADC has extensive experience providing similar assistance programs for customers of utility companies. CAADC currently partners with PECO for its Matching Energy Assistance Fund and with Aqua PA for its Helping Hand Program. CAADC has partnered in the past with Chester Water Authority as well.

## **DELCORA Customer Assistance Program (CAP)**

DELCORA will initiate its pilot DELCORA Customer Assistance Program (CAP) in order to provide its eligible customers that are shut-off or their bill is delinquent (at-risk of being shut-off) with a resource for assistance. The goal will be to restore/maintain service while keeping current on future bills including providing customers with an assessment/referrals that could help to avoid future issues. DELCORA will partner with CAADC to provide this new initiative.

### **Program Details for Customers:**

DELCORA Direct Customers needing assistance will be referred to CAADC for assessment and if eligible will complete an intake application. Enrollment will occur through CAADC and then afterwards their status will be monitored by DELCORA.

DELCORA will initially screen customers at the DELCORA office for income eligibility before referring them to CAADC. Customers will need to provide all the required information for the application including a DELCORA bill, identification for all household members, income verification, lease if applicable etc. Customers will be required to pay half of the amount necessary to fulfill the delinquent amount owed to DELCORA. Payments will be made directly to DELCORA through their secure payment options including on-line, by phone, by mail and/or in person.

After enrollment and the initial assistance, customers will remain in the program for four (4) more billing cycles (quarterly starting in 2019). Customers will be only required to pay half of their bill for those quarters and the remaining half will be matched by the program funding. However, the maximum benefit for a customer during the year, including the initial assistance, will be \$500.

Enrolled customers that do not pay half of the bill will be terminated from the program immediately. Anyone wishing to appeal will do so through DELCORA which will consider appeals on a case-by-case basis.

Customers that pay their responsibility for all four billing cycles (one year) after the initial assistance, will successfully exit the program. They will then be responsible for paying their full DELCORA bill the next quarter. They will not be eligible again to apply for the Customer Assistance Program until two years after their initial enrollment.

### **Eligibility:**

To apply for the DELCORA Customer Assistance Program, applicants will need to be DELCORA Direct Customers. The customer will need to be the owner of the house or a bill owner on the lease.

The customer will also need to verify they are low-income, a Veteran or a Senior Citizen. Low-income eligibility will be based on 200% of the Federal Poverty Guidelines. Veteran applicants will need to provide proof of their Veteran status. Senior Citizens will need to show documentation that they are 65 years old or above.

**Application Process:**

Community Action Agency of Delaware County, Inc. (CAADC) will complete the applications. A Case Manager will have customers complete an application specific to the DELCORA Customer Assistance Program and enter it into the Agency's Homeless Management Information System (HMIS). During this process, the Case Manager will verify eligibility including residency, identification of all household members, ages, income verification, income level, Veteran status, etc. CAADC will obtain necessary documentation such a DELCORA bill, identification for all household members, income verification, lease if applicable etc.

**Assessment:**

An important component that CAADC will provide in addition to completing the necessary application will be case management services. Customers will often be in this crisis situation due to contributing factors and/or barriers that exist in their lives. Examples include medical issues, poor budgeting skills, insufficient income, etc. CAADC's Case Managers will complete a full needs assessment looking at many factors including income, childcare, transportation, medical issues, education, life skills, employment, etc. CAADC will also complete a financial analysis of their household budget including comparing income to expenses. Referrals and/or linkages will be made to potential community resources and/or programs that could support the customer moving forward. The goal will be to provide the customer with the support and/or skills while eliminating barriers that will lead them to be able to pay their DELCORA and other bills in the future.

**Energy and Water Conservation Education:**

CAADC will also provide energy education during the application and assessment meeting. Customers will be provided information on energy efficiency and conservation. Tips will be provided for water conservation and identifying leaks. The goal will be to reduce consumption and costs leading to lower DELCORA bills.

**Location/Hours:**

Applications will be completed at CAADC's Direct Service office located at 1414 Meetinghouse Road, Boothwyn, PA 19061. Customers will not need appointments and can come into the office between 9 a.m. – 3:00 p.m. Monday through Friday.

There may be cases when a customer cannot come into the office due to a barrier such as a physical disability, a medical reason etc. When that is the case, CAADC will make an accommodation and utilize a mobile Case Manager to go to the customer to complete the application. All previous mentioned documentation will still be required.

**Application/Enrollment Fee to CAADC:**

For each application completed and subsequent enrollment of an eligible DELCORA customer in CAP, CAADC will charge DELCORA for this service provided. DELCORA agrees to pay CAADC \$35 for each application/enrollment completed. As part of its monthly reporting to DELCORA, CAADC will provide a complete list of customers enrolled during that month and the total amount of fees that are due for compensation.

**Payments to Customers:**

Assistance for customers that are approved and enrolled in DELCORA CAP will be made internally by DELCORA. CAADC will be responsible for verifying with DELCORA their approval and the amount but will not be responsible for the payment process. DELCORA will also be responsible for identifying the assistance the customers are eligible for quarterly thereafter and will make those payments.

**CAADC Assistance:**

CAADC may have assistance available through other funding sources to pay the customer's matching half of the bill. If this is occurring, CAADC will inform DELCORA of this situation and the application/enrollment will be processed. CAADC will make all payments directly to DELCORA. This will be a one-time grant and the customer will be responsible for their portion of the next quarterly bill.

**Reporting:**

Community Action Agency of Delaware County, Inc. (CAADC) will submit monthly reports to DELCORA. The reports will include a complete list of the customers enrolled during that month as well as the amount of assistance provided to them. In addition, CAADC will also provide information on all the different linkages/referrals that were provided to the customers. CAADC will also

document the number of customers that applied for assistance but were not enrolled. CAADC will identify why they were denied enrollment (such as not income eligible, did not provide all necessary documentation, were unable to pay their half of the balance, etc.).

**Meetings:**

As communication will be crucial for the initiation of this pilot project, DELCORA (Customer Service Department) and CAADC (Direct Services Department) will meet (in person or via conference calls) regularly to discuss issues, what is going right and wrong, where improvements can be made etc. The frequency of meetings will be determined by both organizations based on need. It is projected that initially meetings will occur weekly. Both organizations will make staff available for these meetings.

**Timetable:**

October and November 2018 will be utilized for preparing to implement the DELCORA Customer Assistance Program. This will include DELCORA and CAADC meeting to discuss the process. CAADC will also develop any necessary forms and/or application pieces. It will also be implemented into the Agency's HMIS tracking system.

CAADC will start processing applications in December 2018. The first six (6) months from December to May will be utilized to evaluate this pilot initiative and to improve any part of the process. Starting in June, DELCORA will begin to promote the program more to its customers, likely resulting in increased applications.

This agreement and the program will continue through the end of 2019 (December 31, 2019). However, this will depend on funds continuing to be available. CAADC will cease processing applications if informed by DELCORA that available funds have been expended. DELCORA and CAADC, at a time to be determined, will assess the program and decide if both entities want to extend the agreement, or revise as necessary, for 2020.

Either entity may terminate the agreement before the expiration date but will provide thirty (30) days notice of this action before it goes into effect.

**Program Marketing and Referrals:**

As this is a pilot initiative, DELCORA would like to use the first six months of this program to evaluate and revise as necessary. Starting in June, efforts will be made to market the DELCORA Customer Assistance Program. DELCORA will make its customers aware of the program through various methods including

providing information its bills. CAADC will promote the project through its website, newsletter, various community contacts and groups, etc.

As many referrals for the program will initiate from DELCORA through its Customer Service, website, etc., DELCORA will make efforts necessary to disseminate eligibility and document requirements information to its customers. The goal will be to assure that customers contacting CAADC for an assessment are likely to meet the eligibility guidelines and are prepared with the proper documentation.



**Agreement Signatures**

This **Agreement** is entered into by both parties this 11<sup>th</sup> day of December 2018.  
This **Agreement** will expire on December 31, 2019.



---

Robert Willert  
Executive Director  
Delaware County Regional Water  
Quality Control Authority



---

Edward T. Coleman  
Chief Executive Officer  
Community Action Agency of  
Delaware County, Inc.