



Questions and Answers

for Water and Sewer Service Protection Program for

PHILADELPHIA ENERGY AUTHORITY

Last Updated: May 11, 2018

Issued by:

THE PHILADELPHIA ENERGY AUTHORITY (“PEA”)

Questions

1. What percentage of the 475,000 eligible residential accounts in the Philadelphia Water Department (PWD) service area are owner-occupied residential properties?

PWD provided the following details in response to this question. These numbers reflects water accounts in the tenant's name. The water bills for many tenant-occupied properties are in the landlord's name.

| COUNT | TENANT_OCCUPANT |
|--------|-------------------------------------|
| 7,707 | TENANT |
| 2,637 | OCCUPANT WITHOUT OWNERSHIP INTEREST |
| 1,165 | OCCUPANT WITH OWNERSHIP INTEREST |
| 11,509 | TOTAL |

2. For renter-occupied properties, can PWD provide landlord-owner information?

We cannot provide customer names and addresses.

3. In what percentage of renter-occupied properties is the tenant, instead of the owner/landlord, the responsible party on the PWD bill?

We would only know tenant properties where the tenant is paying the bill

4. We take notice that the PWD issued 4,900 NODs to residential property owners for defective water and/or sewer lines in Fiscal Year 2016. Does PEA or PWD have a breakdown of the number of water line versus sewer lateral related PODs?

| | |
|-------------|-------|
| Water NOD's | 2,470 |
| Sewer NOD's | 2,430 |

5. How many inspections of residential sewer laterals did the PWD complete in fiscal year 2016? What percentage of residential sewer lateral inspections resulted in PODs?

Sewer Maintenance performed 3,442 sewer and lateral exams on parcels in FY2016. They served approximately 1,500 NODs. These NODs can range from defective laterals/slants to defective curb traps/vent boxes.

6. Is PEA interested in providing a water and sewer line program to non-residential customers, including small business and mixed-use properties? If so, how many commercial property accounts does the Philadelphia Water Department (PWD) service?

This RFP is seeking a program for residential customers. Respondents may include details regarding a commercial program in their response if desired but it cannot be considered in the evaluation of this RFP. PWD services approximately 80,000 commercial accounts.

7. We take notice of the PEA's Minority/Women Business Enterprises (MWBE) threshold requirements. Does the PEA or PWD maintain a list of SLMBE certified contractors that it utilizes for water supply and/or sewer system work?

The City of Philadelphia's Office of Economic Opportunity maintains this list.

8. Approximately what percentage of service lines in the PWD's service area are composed of lead and galvanized materials, respectively?

PWD estimates that approximately 20,000 lead service lines may still exist within their service area. PWD does not have an estimate for galvanized, but PWD is treating galvanized pipes like a lead service line.

9. How many city water mains replacements have been completed in the past five years under the City's capital program? How many such replacements are planned for the period 2018-2023?

PWD averages 28 miles/year. Over the next six years, they are ramping up to 42 miles/year.

10. What is the PWD’s process when a lead customer owned service line is discovered while replacing a water main? Is the homeowner required to replace the line at that time?

PWD offers free replacement from the main to the meter.

11. We take note of the maximum 24 hour guaranteed response time requirement on Page 9 of the RFP. How is “response time” defined; e.g., contractor arrival on site, scheduling of repair, etc.?

PEA has not defined the service delivered in the maximum 24 hour guaranteed response time. Respondents should clarify the services that will be delivered within this 24-hour window.

12. What percentage of customers pay their water/sewer bills via walk-up payment window?

This statistic was not available from PWD.

13. RFP document, Section V. RFP Response Requirements section 7. M/W/DBE Participation Commitment/Diversity Reports, page 14: Reference to Appendix B available for download. The link does not appear to working (Appendix B: PEA Solicitation for Participation and Commitment Form), would it be possible for you to forward the required form?

The broken file link was fixed on the RFP page and the file can be found at this link:
<http://www.philaenergy.org/wp-content/uploads/2018/04/Appendix-B-Solicitation-for-Participation-and-Commitment.xls>

The file was also sent directly to applicants that submitted an Intent to Respond.

14. Appendix A. Confidentiality, page 20: Does the non-disclosure of data to any other person, firm or corporation include disclosure of name and address to a lettershop for purposes of executing mailings?

Name and address information may be shared for the purposes of executing direct customer mailings.

15. We noted that the contract with the selected provider will be for an initial term of two years, with the option for three one-year renewals. Will the community benefits package portion of the proposal be evaluated based on payments to PEA over the initial two-years or over the full potential five-year term? The cost criterion within the RFP does not stipulate the time period over which the community benefits package will be evaluated.

We set the initial term to two years as a minimum. We may explore a longer contract period. As such, we would like to evaluate the community benefits package against both the minimum two-year term and the full five-year term.