

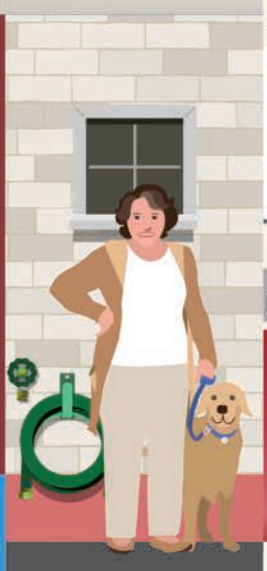
A Guide for Customers

Fourth Edition

PHILADELPHIA WATER DEPARTMENT











Contents

INTRODUCTION 4
About the Philadelphia Water Department (PWD) 4
About the Water Revenue Bureau (WRB) 5
How to Become a Customer 5

TOP CUSTOMER CONCERNS 6

CUSTOMER RESPONSIBILITY 8
Philadelphia Water Department Responsibilities 8
What's a "Notice of Defect"? 9
Your Responsibilities 11
Your Property's Plumbing 12
Your Property's Water Meter 12
Seasonal Tips For Your Property 15

WATER QUALITY 17
Drinking Water Quality 17
Water Quality Concerns: Taste, Odor, & Color 17
Drinking Water Quality Report 17
Bureau of Laboratory Services 17
Lead & Home Plumbing 18

BILLING, ASSISTANCE, SHUTOFFS 20
How to Read Your Bill 20
Terms on Your Bill 20
Sample Bills 21
Usage and Your Bill 24
Metering and Your Bill 25
Paying Your Bill 26
Financial Assistance & Discounts 28
Shutoff 30

WATER INFRASTRUCTURE 32
Water Infrastructure in Philadelphia 32
Facilities & Operations 32
Service Interruptions from Breaks, Repair, & Replacement 33
Water Construction & Capital Improvement Jobs 33
Replacing Supply & Service Lines During Main Replacement 34

PROTECTING OUR WATERSHEDS 35
Green City, Clean Waters 35
Our Partners 36
How You Can Get Involved 37

INDEX 38

Contact Numbers & Hours

Water Contact Center:

All Concerns: 8 a.m. – 5 p.m., Monday – Friday
Emergencies: 24/7
(215) 685-6300

Customer Service Centers	Location	Office Hours	Days of Operation
Center City Municipal Services Building, Water Revenue Bureau	1401 J.F.K. Blvd. Phila., PA 19102 Public Services Concourse	8 a.m. – 5 p.m.	Monday – Friday
Northeast Philadelphia Northeast Municipal Services Center	7522 Castor Ave. Phila, PA 19152	8:30 a.m. – 5 p.m.	Monday – Friday
North Philadelphia Municipal Services Center	2761 N. 22nd St. Phila, PA 19132	8:30 a.m. – 5 p.m.	Monday – Friday

More ways to connect with us

Pay a bill or find helpful info and forms
water.phila.gov

Water bill financial assistance
water.phila.gov/care

@PhillyH2O Blog: timely stories, tips, and news
water.phila.gov/blog

Subscribe to PWD text and email updates
water.phila.gov/signup

Find us on social media
@PhillyH2O

Solicite una versión en español de este documento:
Llame al (215) 685-6300 o envíe un correo electrónico a **waterinfo@phila.gov**

Introduction

This guide has the information you need to get the most out of our services — from knowing what the pipes in your home are made of to keeping your service running and paying your bill. You'll also find information about a variety of water customer assistance programs, green infrastructure investments, and more.



Dedication to providing clean drinking water and healthy rivers has driven PWD throughout our 200-year history.

About the Philadelphia Water Department

The Philadelphia Water Department (PWD) maintains thousands of miles of water mains and sewer pipes. It operates three drinking water and three wastewater treatment plants. We employ scientists who use the latest technology to sample our water so that our 1.5 million customers have access to top-quality water 24 hours a day, 365 days a year.

We take the responsibility of protecting and delivering your water seriously: our mission drives our employees every single day. Making sure your water stays safe is a responsibility that PWD shares with every customer.

About the Water Revenue Bureau

The Water Revenue Bureau, positioned within the Department of Revenue, provides water billing and collection functions. They ensure that the Philadelphia Water Department has the financial resources needed to provide reliable, high-quality water services. The Water Revenue Bureau and the Water Department work together and operate a combined contact center.

How to Become a Customer

For most people who purchase a property, **to become the customer of record:** you must fax the first page of your settlement sheet to (215) 686-6109 **or** email a copy to: **WRBhelpdesk@phila.gov.**

Many title companies will do this for you as part of the service provided while purchasing a home. Once that record is received, the existing account at the property will be transferred into your name, and you'll become an active water customer.

If you are a new property owner, you have to take the following steps to turn on water service, depending on your situation:

- If your deed is recorded, your account will be updated by the City, and you will begin to receive bills in your name. This process can take months.
- If your deed is not recorded yet, and it is essential that you receive water bills in your name, present your settlement sheet to the Water Revenue Bureau in person. See the Billing section (page 27) for locations.
- If there is no meter on the property, a meter must be installed within 30 days of the settlement date. Call (215) 685-6300 to get a water meter installed.
- If you are purchasing a property with the intention of renting it to tenants, the bill may remain in your name or can be transferred to your tenant with your permission. Please note: you must apply to Licenses and Inspections for a business license.

TENANTS OR OCCUPANTS

If you pay rent to live in your property, you can apply to receive the bill in your name as a **tenant customer. If you have permission to live in a property without a lease, you can apply to receive the bill in your name as an occupant customer.**

Visit: **www.phila.gov/become-a-water-customer** for forms, instructions, and more information.

Questions about your application? Email **wrb.contactintake@phila.gov**

Top Customer Concerns

I don't have water.

Is there something going on?

Water loss can happen for many reasons, including construction in the area, frozen pipes, water main breaks, a Notice of Defect at your property, and more.

If there's no water, or you're experiencing low pressure, and are not behind on your bill, call our water emergency hotline at (215) 685-6300. If there are freezing temperatures and your neighbors have water, see page 15-16 to learn about frozen pipes.

My water was shut off!

How do I get it turned back on?

First: Why was it shut off? Reasons include: late payment, a Notice of Defect, issues with meter access, and a water main break in the area.

Second: Your water bill and fees must be paid, or you need to enter into a payment agreement. Also, you can allow meter access or take the necessary steps to report any defects. **To get water turned on, you must call us to confirm at (215) 685-6300** or visit any of our two customer service locations. See more on page 30.

There's construction on my street.

Where can I find more information?

For detailed information about planned construction projects, see Project Pages at **water.phila.gov/projects.**

Or call us at (215) 685-6300

How do I pay my bill?

Pay by mail, by phone, online, or in person at one of our payment centers. See page 21 for more details. TIP: Find your Water Access Code on your bill first.

I have an issue with my monthly bill.

Call (215) 685-6300 Monday – Friday, 8 a.m. – 5 p.m. or email WRBHelpdesk@phila.gov.

My meter isn't working correctly.

Please report meter issues to (215) 685-6300. A technician will be sent to inspect your meter.

I just purchased a property. How do I get the name changed on the account?	If your deed is recorded, your account will automatically be updated by the City, and you will begin to receive bills in your name. If your deed is not yet recorded, you must present your settlement statement to the Water Revenue Bureau at a payment center or by fax at (215) 686-0199 or (215) 686-6852.
My water has a funny taste/ color/smell.	If you believe there are issues with the quality of your water, call our water emergency hotline immediately: (215) 685-6300. An inspector may need to take samples from your property to determine if there is an issue.
There's water in my basement.	If you detect water in your basement or house, call our water emergency hotline while the water is still there: (215) 685-6300. An inspector will determine where the water is coming from and recommend next steps.
I see water on the street. Who do I report that to?	If you see water on the street, please report it to our water emergency hotline at (215) 685-6300. A crew will be sent out to investigate.
A hydrant is knocked over and/or leaking water.	If a hydrant is damaged, please report it to our water emergency hotline: (215) 685-6300.
There is construction on the street that seems unsafe. Who do I call?	All worksite safety concerns should be reported to our water emergency hotline: (215) 685-6300. An inspector will be sent out to investigate and determine the best next steps.
What is stormwater & why am I paying for it?	Stormwater is rain and/or snow that enters our sewer system. It can collect pollution running over hard surfaces, such as roofs, streets, and parking lots. We're required by law to reduce stormwater pollution and combined sewer overflows. The stormwater charge on your water bills pays for this core service.

Water service is a shared responsibility.

Philadelphia Water Department Responsibilities

We're responsible for the maintenance and operation of water system components, like water mains and public sewer pipes in the City of Philadelphia. We also maintain more than 72,000 storm drain inlets and more than 25,000 fire hydrants across the city.

If you own your property, you have responsibilities, too.

As a property owner, you have pipes and related plumbing under the street and sidewalk. They include:

- Your **service line.** It runs from the City's water main in the street, through the curb stop to your water main.

  Service lines have two sections:

  The service side: The section from the City's water main to the curb stop.

  The supply side: The section continuing from the curb stop to your water meter (usually in your house).

- The **sewer lateral**, which connects your home to the sewer system and takes wastewater away from your property.
- The various components that allow your property to connect and work with the City's water services. See the diagrams on the following pages.

PRIVATE SEWERS & WATER MAINS

Most Philadelphia homes are connected to the City's public water mains and sewers, but some homes or developments may have privately owned systems. Before purchasing a property, confirm the home is connected to the public system and does not share a common private water service or sewer lateral with other properties. This information is important, as it will determine what you are responsible for. All private water mains and sewer pipes are the shared responsibility of the property owners who are connected to them. If they break, customers will be responsible for the cost of the repairs.

What's a "Notice of Defect"?

Inspection: If there's a potential issue with a **service line or sewer lateral**, call PWD at (215) 685-6300 to schedule an inspection immediately.

If we find a problem, we may issue a ***Notice of Defect***. This notice describes the problem and provides up to 10 days for repairs. In extreme cases, such as a broken line or lateral causing damage, PWD may shut off water service to protect the neighborhood's water system.

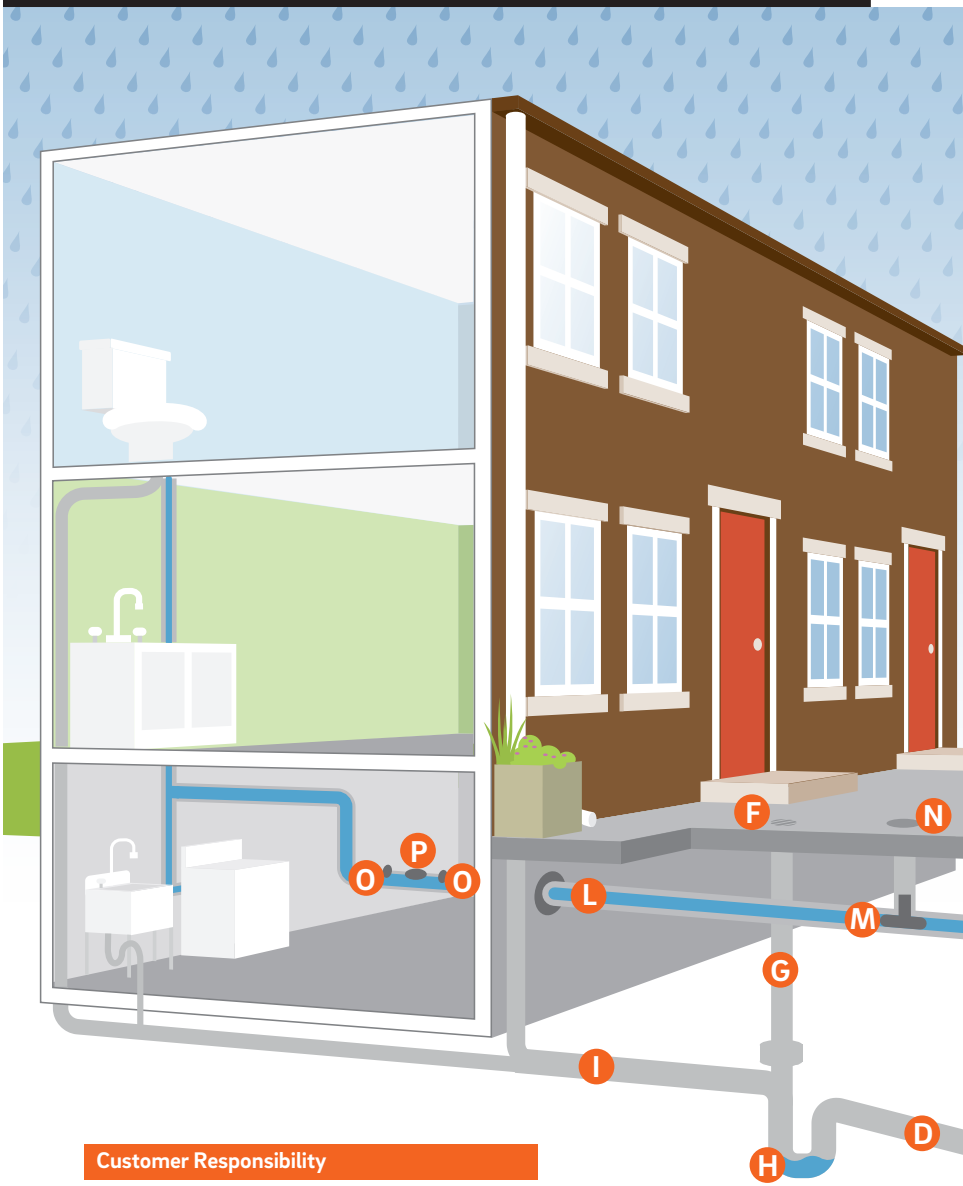


OPTIONS FOR MAKING REPAIRS

A licensed plumber must make the repair. You (or your landlord if you rent) are responsible for arranging the repair. An exterior leak or defect is never good news. But you have options for how to make the repair:

- **Hire a licensed plumber on your own**
  See a list of licensed plumbers: **www.phila.gov/li.**
  Get a recommendation from a trusted neighbor or friend, or search for a licensed company online. Collect a few estimates.
- **PWD's Homeowner's Emergency Loan Program:** (HELP).This zero-interest loan can cover the cost of the plumber's repairs. See more information on HELP loans on Page 28.
- **City Programs**: The Division of Housing and Community Development (DHCD) funds programs that can help with emergency home repairs.
  Visit **phila.gov** and choose "Get Emergency Home Repairs."
- **Private service line protection programs:** American Water Resources (AWR) is the selected provider of the Philadelphia Energy Authority's service line protection program. Other companies may also offer on-demand repairs as a part of their protection programs: philaenergy.org/water-sewer

CUSTOMER RESPONSIBILITY

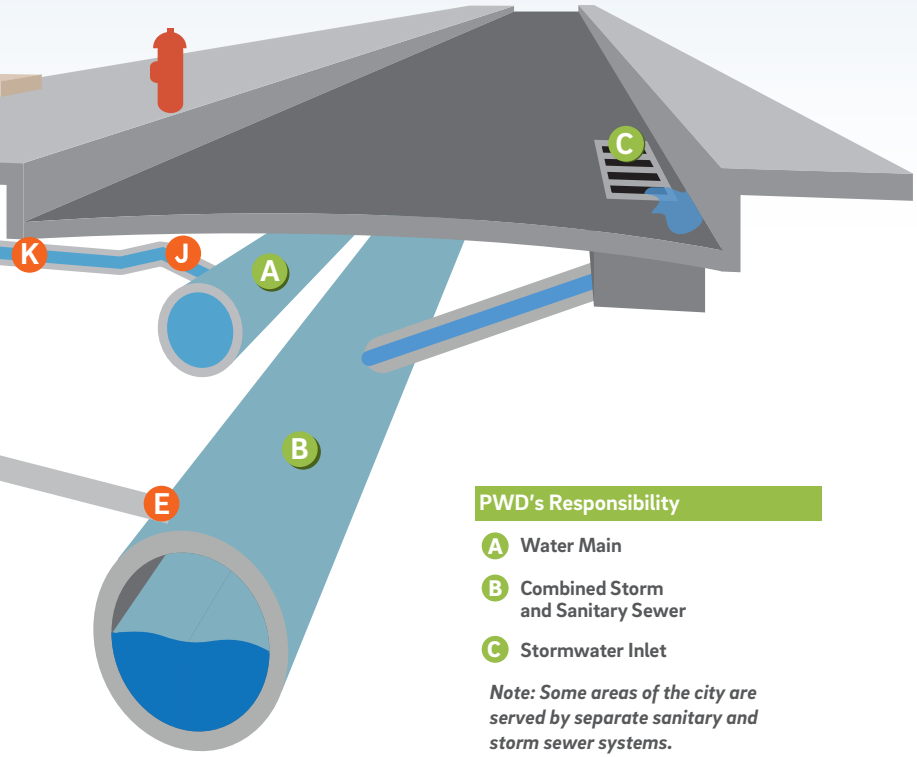


Customer Responsibility

- D Sanitary and Stormwater Lateral
- E Slant
- F Vent Cover
- G Vent Pipe
- H Curb Trap
- I Main House Drain
- J Ferrule
- K Water Service Pipe
- L Water Supply Pipe
- M Curb Stop
- N Curb Stop Box
- O Supply Valves
- P Water Meter

If you own your property, these are your responsibilities.

This illustration shows a home water supply and drainage system. **Items labeled in orange are the responsibility of the owner.** A licensed plumber must make repairs on these items. PWD cannot fix your pipes.



PWD's Responsibility

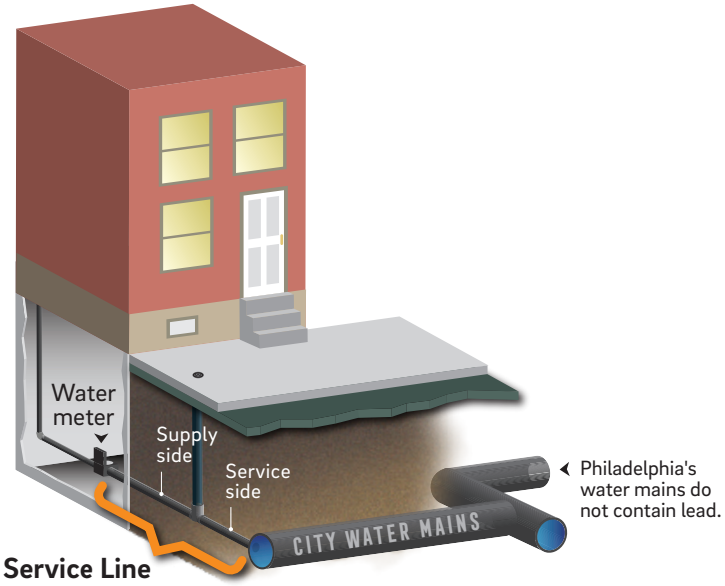
- A Water Main
- B Combined Storm and Sanitary Sewer
- C Stormwater Inlet

Note: Some areas of the city are served by separate sanitary and storm sewer systems.

Get to know your plumbing

Your **service line** connects your property's water pipes to a water main.

The service line is a pipe that carries clean water from the City's network of water mains into your home. It's a part of your property's plumbing, even though it's underground. If you own your property, the service line is your responsibility.

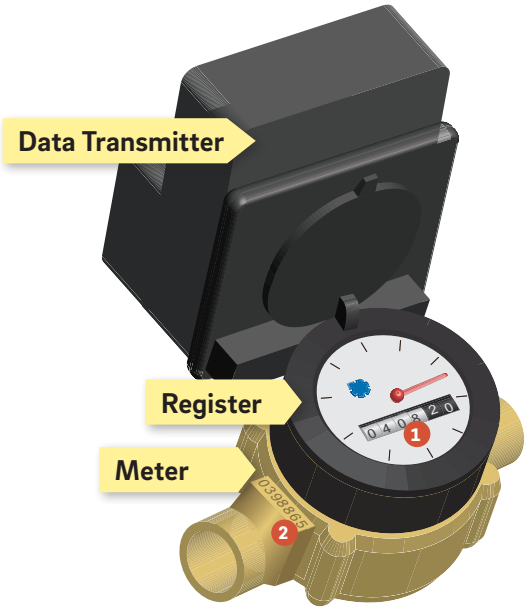


Your property's water meter

The meter measures the amount of water flowing into your property. It's your responsibility to safeguard it from theft, vandalism, freezing, tampering, and other damage. Damaged meters result in fees or fines on your bill. You must also provide clear access to the meter if it needs repairs or upgrades.

Keep the meter in good condition to maintain uninterrupted water service. See the diagram on the next page for more information.

Parts of Your Water Meter





1. **Usage Reading**
   This 6-8 digit number (example: 0408.20) measures the cubic feet of water your property has used. Include all digits, including any leading zeros, if you need to share this number with us.

2. **The Meter Number**
   This seven-digit number (example: 0398865) identifies your meter. It is engraved into your meter and on a white sticker on the side of the device.

3. The **red arm** moves around the register's face once for every cubic foot (cf) used.

4. The **small blue dial** will turn any time water is flowing, even if you have a very small leak.

Checking for Leaks with a Meter

To check for a leak using your meter, turn off all water inside and outside your home. Write down all numbers displayed. Stop using any water for at least several hours — either overnight or while you are at work. Read your meter again, and compare the numbers to determine if water is leaking.

A licensed plumber can help you detect the source if it isn't apparent.

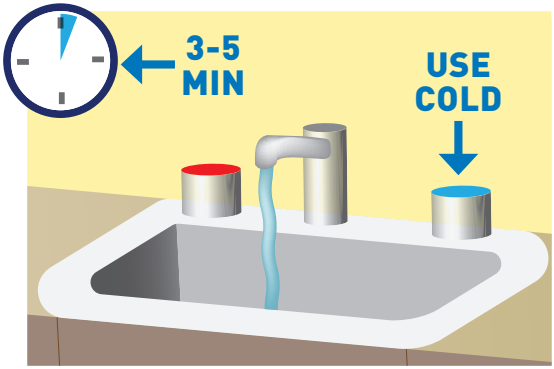
3 Tips for Everyone

All households should follow the tips below.

1. DAILY PIPE FLUSHING

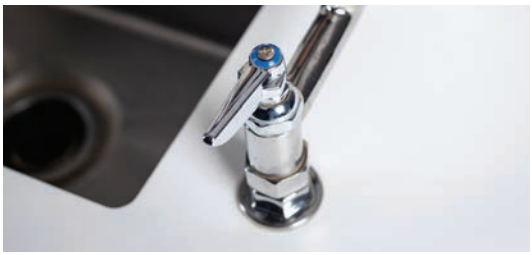
If you have not used your water for 6 or more hours, turn on the cold water faucet at the sink that you drink from. Open the tap all the way. Let the water run for 3 to 5 minutes.

Why Flush? It's good to avoid drinking water that has been sitting in your home's pipes for several hours.



2. ALWAYS USE COLD FOR DRINKING AND COOKING!

Never drink hot water from the tap or use that water for cooking. Water heaters aren't intended for your drinking water.

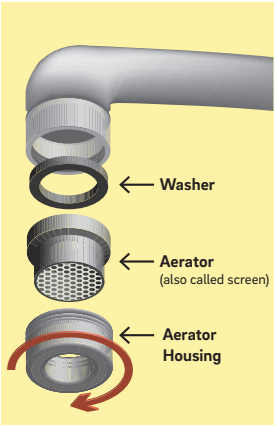


3. CHECK YOUR AERATORS

Cleaning out your **aerator** regularly is especially important if your home has lead plumbing. As water stands in your home's plumbing, lead from the soldered joints and old lead pipes can get into your water. While most homes don't have pipes made of lead, other debris can build up on the aerator. It's important to clean faucet aerators and screens to remove any debris.

Taking Care of Aerators

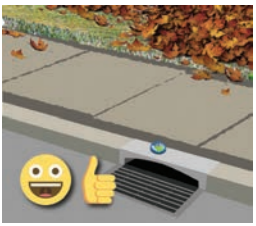
We recommend you replace the aerator annually. Clean your aerator twice a year. If the aerator appears to need frequent cleaning or becomes worn, it may need to be replaced more often.



Seasonal Tips

Each season, these tips help keep water service working on your property and in your neighborhood.





FALL

Falling leaves can block the storm drain on your street. Inlets allow rain or melting snow to drain from the street and enter the sewer system. Avoid flooding on your street: keep inlets clear and never place a pile of leaves in an area where it could clog the inlet. Likewise, never pile snow in front of inlets when shoveling.

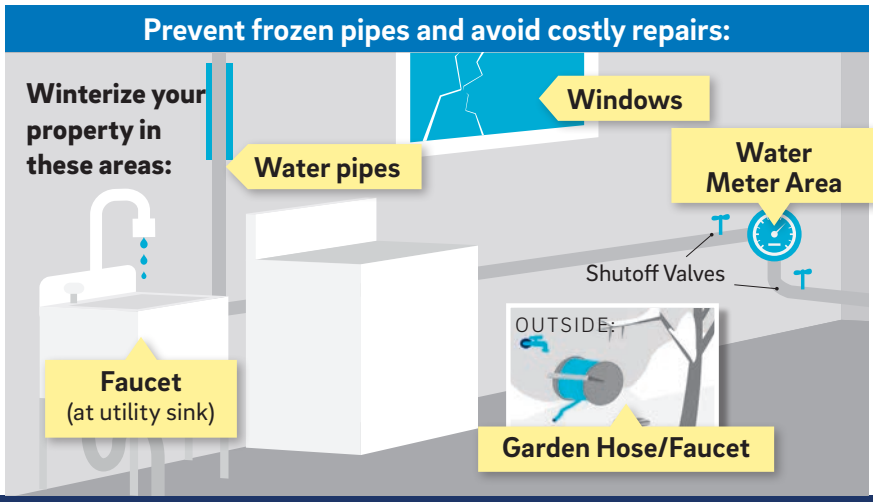
While PWD inlet cleaning crews work night and day to keep our more than 72,000 inlets clear, residents can help when leaves are falling quickly or if trash accumulates.

Make clearing inlets of trash, leaves, and other debris a regular part of your community's efforts to keep neighborhood streets clean.

When reporting blocked inlets, call (215) 685-6300 with the exact location. Example: "31st Street and Wharton Street, Southeast corner," or "in front of 1012 Main Street."

WINTER

Meters and water service lines can freeze when the temperature drops below 32 degrees. Pipes may also freeze in poorly insulated areas of homes. This can cause water to stop flowing or pipes to burst.



If you don't have water during extreme cold, check your pipes before calling PWD. Many customers assume a water main has broken when it's often the case that their home's pipes have frozen.

Unfortunately, PWD cannot thaw your frozen pipes. You may have to wait for the pipe to thaw or call a plumber. However, if you winterize your property, you can prevent frozen pipes. Get more tips at: **water.phila.gov/drops/frozen-pipes**

SPRING

The start of spring is a good time to make sure your home's gutters are clear and that water from your roof is draining properly from the downspout. The water should be flowing into the sewer system or an area away from the foundation of your home. If you have a rain barrel or downspout planter provided through our Rain Check program, reconnect your downspout in the spring after the threat of freezing temperatures passes. For more information about managing stormwater on your property, visit: **www.pwdraincheck.org**.

SUMMER

In the warmer months, residents should be on the lookout for illegal use of fire hydrants. Hydrants are only for fighting fires, and misusing them can cause serious safety threats. We ask residents to keep their eyes out for open hydrants, especially in the summer.

If you see an open hydrant, call our hotline right away at (215) 685-6300.

Did You Know:

- Open fire hydrants can waste approximately 2,000 gallons of water each minute.
- The extreme force of water coming from an open hydrant can cause bodily harm or death. These jets of water are strong enough to push a child or adult into oncoming traffic.
- Open hydrants can cause flood damage to public and private property, including flooded basements.
- Opening hydrants can cause damage that makes the hydrant unavailable when the Fire Department needs it.

Remember, fire hydrants only serve one purpose: to fight fires. Not having a working fire hydrant can seriously slow down firefighters working to save lives. Opening a hydrant illegally isn't worth putting lives at risk.

Drinking Water Quality

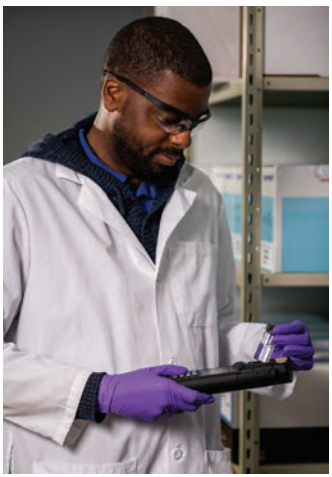
Our nearly 2,000 employees work around the clock to ensure safe, high-quality drinking water is always on tap. Providing a safe and abundant supply of water is our commitment to all our customers. We use proven treatment practices and participate in groundbreaking research to provide drinking water that exceeds state and federal quality standards. Philadelphia's drinking water sources are the Delaware and Schuylkill Rivers. We work with upstream partners to protect water quality.

Water Quality Concerns: Taste, Odor, & Color

If your water has an unusual taste, smell, or color, report this to our hotline immediately at (215) 685-6300. We will send a PWD representative to investigate and determine possible causes. A sample may be collected for testing by our lab experts. Reporting these issues immediately allows us to respond quickly.

Drinking Water Quality Report

Each year, we release a complete Drinking Water Quality Report, also known as a Consumer Confidence Report. You can see the science and data behind safe water in Philadelphia. Online versions are available before July 1 each year at **water.phila.gov/quality**. You may request a paper copy by calling (215) 685-6300.



Bureau of Laboratory Services

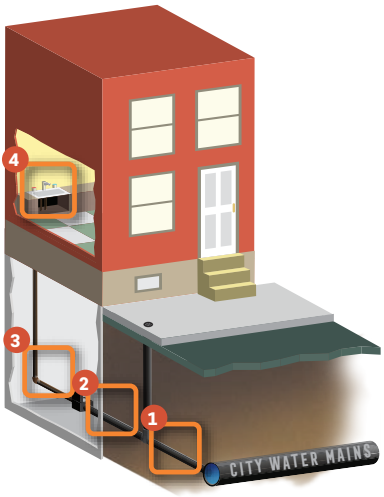
Philadelphia has a long history of water treatment and sampling, and our Bureau of Laboratory Services is at the forefront of the industry. At our labs, our team monitors the health of our rivers and tests our water quality around the clock. Our lab is award-winning in both innovation and technology, and our employees are recognized worldwide for their work.

Lead Plumbing & Water Quality

In Philadelphia, lead does not come from City water sources, treatment, or mains that deliver drinking water. If lead is found in water, it comes from a property's plumbing. One key source is a service line. **Older properties from before the 1950s have a greater chance of lead in service lines.** Because of changing regulations, even plumbing equipment labelled "lead-free" may still contain small amounts of lead. Brass fixtures could still contain lead as late as 2014.

Potential sources of lead in plumbing

1. **Service line**: ("Service" section)
2. **Service line**: ("Supply" section)
3. **Solder** where pipes are joined
4. **Older fixtures**



Lead from your plumbing can dissolve into water when it sits for 6 hours or more.

The good news?
In Philadelphia, we use ***corrosion control***. It creates a safe protective coating inside pipes to reduce the risk of lead dissolving into your water.

Our treatment has been successfully protecting water for over 25 years.

If you have lead in your plumbing, or are not sure:
We recommend ***Daily Pipe Flushing:*** (see page 14):

Run the tap for 3-5 minutes or any time water has been sitting in plumbing for 6 or more hours.

IF YOUR PROPERTY HAS A LEAD SERVICE LINE

In addition to flushing: If you learn that you have a lead service line, you can call (215) 685-6300 or visit **water.phila.gov/lead-test** to request a test for lead, or to take part in our Lead and Copper Sampling Program. Please note that simply having a lead service line does not mean your home's water has lead.

Property owners can decide if replacing a service line is right for their property. We offer interest-free loans to replace lead service lines. (see page 28).

CHECKING YOUR PROPERTY'S SERVICE LINE

Our online map shares current records about the materials in your property's service line. Visit water.phila.gov/service-line-map to learn more. If your property has no record of the material at the meter, follow instructions below to check.

CHECKING YOUR SERVICE LINE MATERIAL FOR LEAD AT THE METER



You will need:

- A key or a coin
- Strong refrigerator magnet

1. Find the water meter in your basement. Look at the pipe that comes through the outside wall of your home and connects to your meter.
2. Carefully scratch the pipe (like you would a lottery ticket) with a key or a coin. Do not use a knife or other sharp tool. Make sure not to make a hole in the pipe. If the scratch turns a shiny silver color, it could be lead or galvanized metal. NOTE: If the pipe is painted, use sandpaper to expose the metal first.
3. Place the magnet on the pipe. If a magnet sticks, it is a galvanized metal pipe, not lead.

Other ways you can check for lead:

- Lead test kits can be purchased at your local hardware or home improvement store. These kits are used to test what the pipe is made from—not the water inside. Look for an EPA-recognized kit.
- A licensed plumber can inspect your pipes and other plumbing for lead. Replacing an older brass faucet or valve may be a simple way to reduce the lead in water.

For people with lead plumbing, visit water.phila.gov/lead for more information.

Water Bills

How to Read Your Bill

Once you have signed up as a customer with PWD, you will begin to receive a monthly bill. If you are a typical residential customer, your water bill will tell you if you are receiving accurate meter readings and will show your service charge, usage charge, and stormwater charge.

Terms on Your bill:

USAGE CHARGE

This charge is based on the amount of water you use in your home. The usage charge consists of billing for drinking water treatment, conveyance, and sewage collection and treatment.

SERVICE CHARGE

This charge covers the cost of basic service of supplying you with water. It is a fixed cost and is based on the size of your water meter. Fixed items include metering, billing costs, and customer service programs and support.

STORMWATER CHARGE

This covers the cost of collection and treatment of stormwater, including rain and melting snow that flows into City sewers and waterways, as required by environmental protection laws.

Residential Stormwater Charge

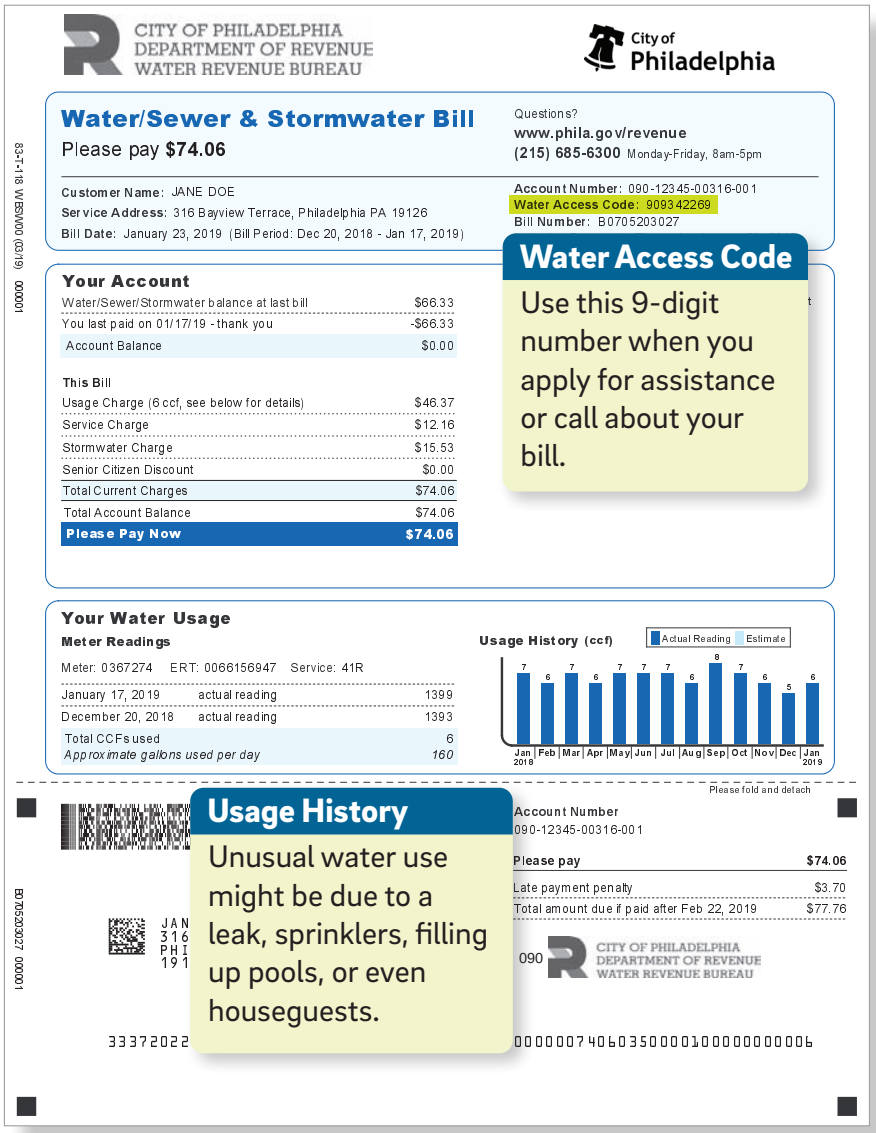
Residential customers pay a standard amount based on the average impervious area cover and the average total area of residential properties throughout the city.

Non-Residential Stormwater Charge

For non-residential customers, the stormwater charge is based on the specific square footage of impervious area covering the property and the total square footage of the property.

To learn more about how stormwater charges are calculated, please visit: **water.phila.gov/stormwater**.

Sample Bill



CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE
WATER REVENUE BUREAU

City of Philadelphia

Water/Sewer & Stormwater Bill

Please pay **$74.06**

Questions?
www.phila.gov/revenue
(215) 685-6300 Monday-Friday, 8am-5pm

Customer Name: JANE DOE
Service Address: 316 Bayview Terrace, Philadelphia PA 19126
Bill Date: January 23, 2019 (Bill Period: Dec 20, 2018 - Jan 17, 2019)

Account Number: 090-12345-00316-001
Water Access Code: 909342269
Bill Number: B0705203027

Water Access Code

Use this 9-digit number when you apply for assistance or call about your bill.

Your Account

Water/Sewer/Stormwater balance at last bill	$66.33
You last paid on 01/17/19 - thank you	-$66.33
Account Balance	$0.00

This Bill

Usage Charge (6 ccf, see below for details)	$46.37
Service Charge	$12.16
Stormwater Charge	$15.53
Senior Citizen Discount	$0.00
Total Current Charges	$74.06
Total Account Balance	$74.06
Please Pay Now	**$74.06**

Your Water Usage

Meter Readings

Meter: 0367274 ERT: 0066156947 Service: 41R

January 17, 2019	actual reading	1399
December 20, 2018	actual reading	1393
Total CCFs used		6
Approximate gallons used per day		*160*

Usage History (ccf)

Usage History

Unusual water use might be due to a leak, sprinklers, filling up pools, or even houseguests.

Please fold and detach

Account Number
090-12345-00316-001

Please pay	**$74.06**
Late payment penalty	$3.70
Total amount due if paid after Feb 22, 2019	$77.76

090 CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE
WATER REVENUE BUREAU

JAN
316
PHI
191

33372022

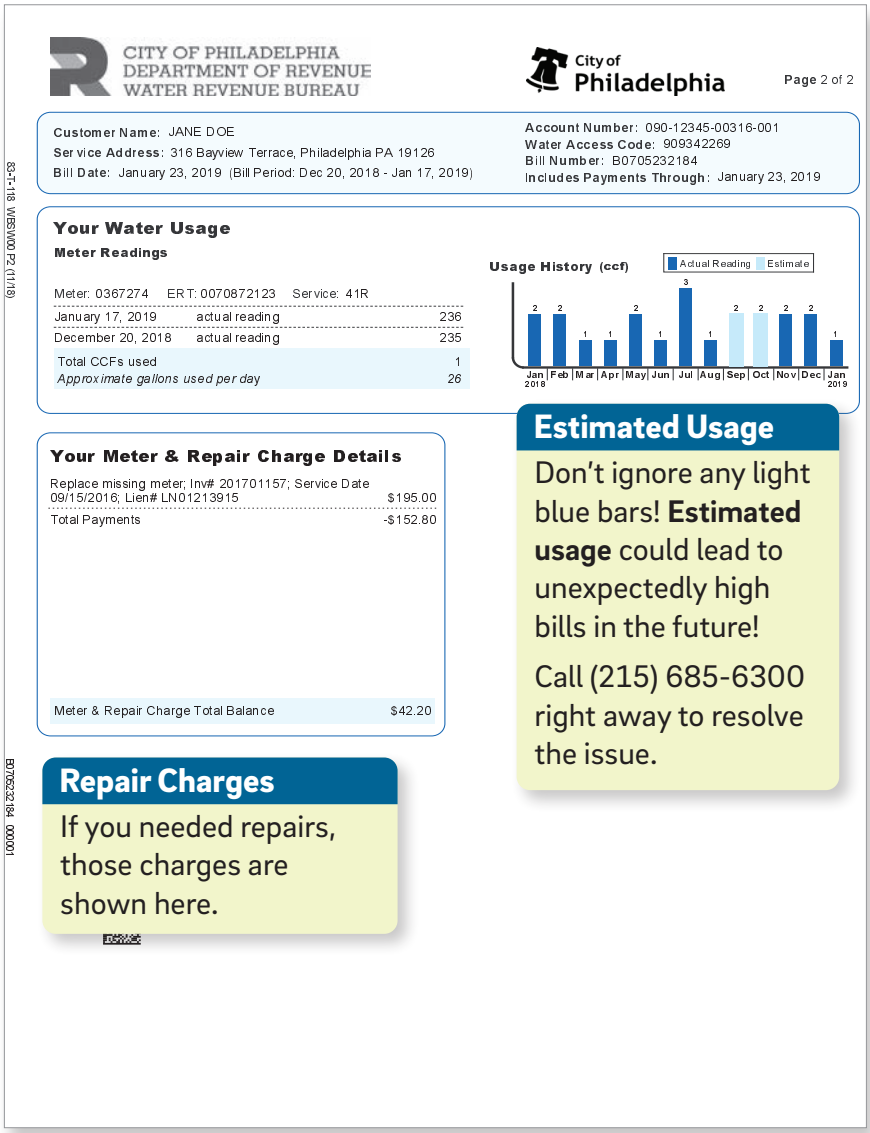
00000074060350000100000000006

B0705203027 000001

83-1-118 WBSM00 (2/19) 000001

Sample Bill, continued

If you have additional billable services, such as meter work, repairs, loans and/or payment plans, those charges are shown in separate boxes or sometimes on additional pages. See the "Repair Charge" example below.



CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE
WATER REVENUE BUREAU

City of Philadelphia

Page 2 of 2

Customer Name: JANE DOE
Service Address: 316 Bayview Terrace, Philadelphia PA 19126
Bill Date: January 23, 2019 (Bill Period: Dec 20, 2018 - Jan 17, 2019)

Account Number: 090-12345-00316-001
Water Access Code: 909342269
Bill Number: B0705232184
Includes Payments Through: January 23, 2019

83-T-118 WBSW00 P2 (11/18)

Your Water Usage

Meter Readings

Meter: 0367274 ERT: 0070872123 Service: 41R

January 17, 2019	actual reading	236
December 20, 2018	actual reading	235
Total CCFs used		1
Approximate gallons used per day		*26*

Usage History (ccf)

Actual Reading | Estimate

Jan 2018	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 2019
2	2	1	1	2	1	3	1	2	2	2	2	1

Your Meter & Repair Charge Details

Replace missing meter; Inv# 201701157; Service Date 09/15/2016; Lien# LN01213915	$195.00
Total Payments	-$152.80
Meter & Repair Charge Total Balance	$42.20

B0705232184 000001

Estimated Usage

Don't ignore any light blue bars! **Estimated usage** could lead to unexpectedly high bills in the future!

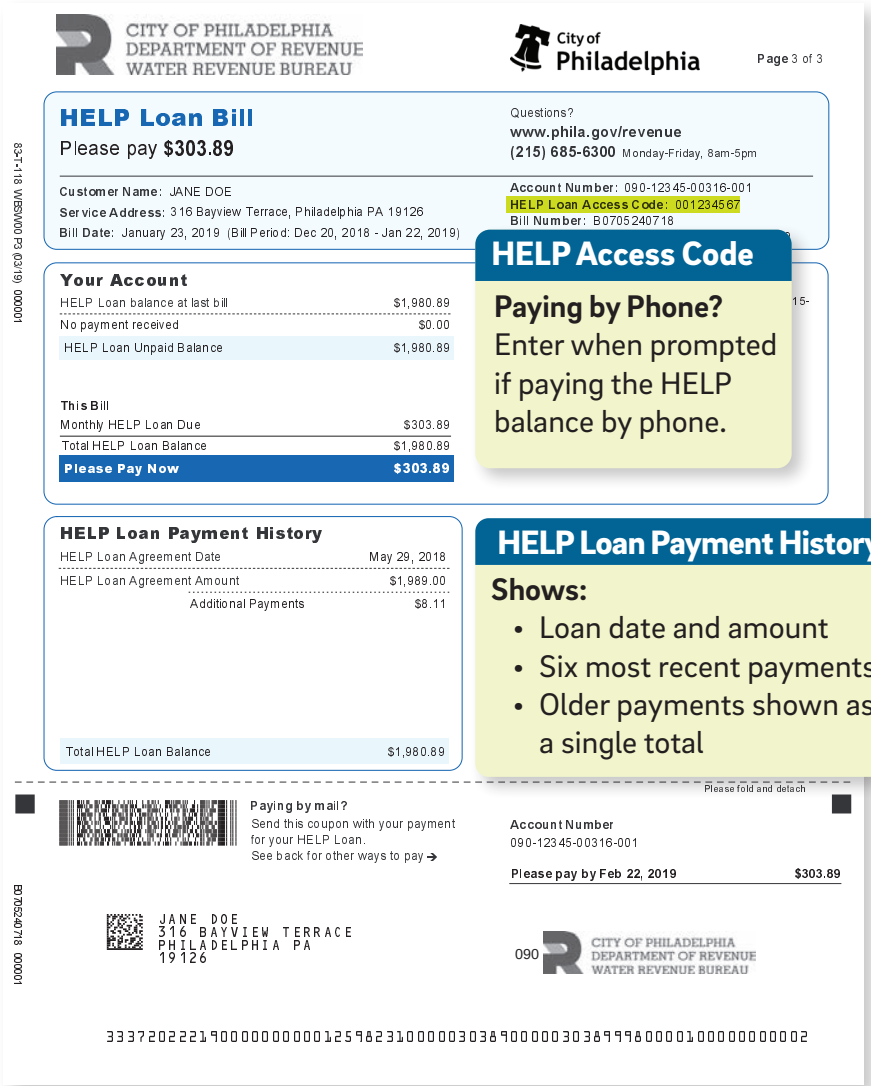
Call (215) 685-6300 right away to resolve the issue.

Repair Charges

If you needed repairs, those charges are shown here.

Sample Bill with HELP Loan

The Homeowners Emergency Loan Program (HELP) offers zero-interest loans for the replacement of service lines. If you have a HELP Loan, your account will be shown on a page like the one below.



Usage and Your Bill

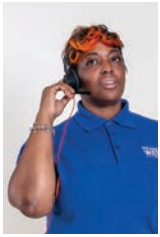
Usage is the amount of water a property uses. We measure it as it comes into the property through the water meter, usually in the basement. A regular bill amount will change based on the amount of water used.

MEASURING USAGE: CUBIC FEET

We measure usage in cubic feet. One **"ccf"** is **100 cubic feet of water**.

Why would my bill change from the amount I'm used to?

It's all in the usage! Your bill goes up for ***every hundred cubic feet.*** For example, if your bill is usually about 590 cubic feet, you pay for 5 ccf. Just 10 more cubic feet could push you past the threshold, and you'll be billed for 6 ccf that month.

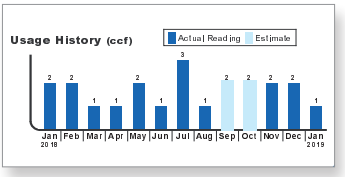


Unusual activity could include: a leak, seasonal water use (like pools or sprinklers in the summer), changes in routines — even houseguests.

Estimated readings or **zero usage:** If your meter isn't transmitting properly, you might not be paying for water you're using. But when the issue is corrected, you'll be billed for what was actually used. It could result in a large catch-up balance.

Always check usage on your bill!

You'll see any issues shown in the bars on your usage history. The bars on your bill show monthly usage. Light blue or missing bars means there is a problem. Ignoring this could lead to an unexpectedly high bill in the future.



If you have an estimated or zero reading, call (215) 685-6300 immediately.

WATER: IT'S FOR MORE THAN DRINKING

We call it "drinking water", but it powers life and work in Philly.

At Home

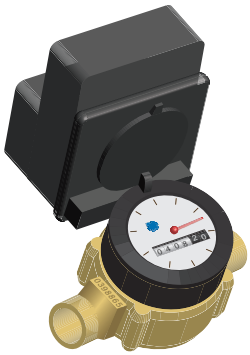
- Dish washing
- Laundry
- Toilets
- Hand washing
- Cooking
- Showers & Baths

For Businesses

- Hospitals
- Universities
- Restaurants
- Manufacturing
- Agriculture
- Recreation

Metering and Your Bill

METER READING



Your bill should show actual monthly meter readings. If your monthly bill shows an estimated usage reading, you may receive an inaccurate bill. Estimated readings or zero usage readings can result in large bills. If you are not seeing actual monthly usage on your bill, call us at (215) 685-6300.

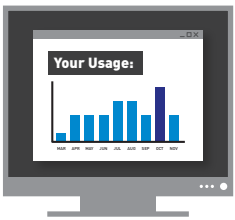
Most customers have meters that send regular usage information to PWD through a secure radio signal. More accurate meter readings mean more accurate bills.

Customers with old meters will receive estimated bills.

Benefits of Upgraded Meters

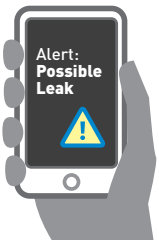
Benefits of online billing

With our online billing platform, you can view your bill, sign up for paperless billing, set up automatic payments, and more! **water.phila.gov/bill**



Detailed Water Usage

See your hourly usage online, without calling or waiting for a monthly bill.



Water Usage Alerts

Receive alerts **before** unusual usage results in a high water bill.

HOW TO: USAGE ALERTS

Online billing users can manage high usage alerts through the 'Notifications' link near your current bill information on the homepage. Users can also adjust billing notification preferences.

How & Where to Pay Your Bill

METHODS OF PAYMENT



Online (one-time & automatic payments)

Customers can create an account on our water bill payment website and make one-time payments or set up recurring, automatic monthly payments at: **water.phila.gov/bill.** You will need the 9-digit Water Access Code found on your water bill and the service address zip code. There is no additional charge to use online billing



Mail a Check or Money Order

Mail in the coupon from your bill with a check or money order made payable to:

Water Revenue Bureau
P.O. Box 41496
Philadelphia, PA 19101-1496

Be sure to write "water bill payment" and your account number on your check.



Credit Card Online or Phone

You can pay by credit card online at: **phila.gov/pay**

To make a payment, you will need the 9-digit Water Access Code found on your water bill and the service address zip code.

The service provider charges the following for this payment option:

Residential Customers: $2.95

Commercial Customers: $15.95



Phone

Pay through our interactive voice system by calling (877) 309-3709. You will need the 9-digit Water Access Code found on your water bill and the service address zip code.

In Person

You can pay your bill in person with a check or money order at one of our authorized customer service locations.

Payment Locations

Center City – Water Revenue
Municipal Services Building – Concourse
1401 John F. Kennedy Boulevard
(215) 685-6300
Hours: 8:00 a.m. – 5 p.m.

Northeast Philadelphia – Tax & Water Revenue
7522 Castor Avenue
Hours: 8:30 a.m. – 5 p.m.

North Philadelphia Municipal Services Center
2761 N 22nd St.
Hours: 8:30 a.m. – 5 p.m.







Financial Assistance



Residential Customers

BILLING & PAYMENT PROGRAMS

Customer Assistance Programs
Fill out one form to be considered for all income-based assistance programs, including the **Tiered Assistance Program (TAP)** and the **Senior Citizen Discount.** If your income is over program limits, you can still be eligible with a **Special Hardship**, such as losing a job, serious illness, high monthly bills, or a change in household. Full details at: **www.phila.gov/water-bill-help**, or call (215) 685-6300.

Senior Citizen Discount
A 25% discount on your water and sewer bill for eligible seniors with a total annual income (for all household members) of $42,100 or less. The PWD account holder or customer name must match the name on your application. To apply, use the Customer Assistance Program application at **water.phila.gov/cap.**

PLUMBING REPAIR AND UPGRADE ASSISTANCE

Low Income Conservation Assistance Program (LICAP)
LICAP provides free water conservation home upgrades and education to low-income and high-usage customers. Contact CMC Energy Services at (877) 902-1888 to inquire about participation.

Basement Backup Protection Program
The Basement Backup Protection Program provides customers with backwater valve installations on basement plumbing fixtures to qualifying customers' properties from flooding during intense rain storms. Call (215) 685-4901, or visit: **water.phila.gov/basement**.

Homeowners Emergency Loan Program (HELP)
HELP is a 5-year zero-interest repair loan program for homeowners in imminent danger of being shut off because of a Notice of Defect. Call (215) 685-4901, or visit: **water.phila.gov/helploan.**

Lead Service line Replacement
Loans are also available for customers who wish to replace a lead service/supply line. Customers on our Tiered Assistance Program may request an extended loan payment period up to 15 years. To apply or get more information, call (215) 685-4901 or use our downloadable application at: **water.phila.gov/helploan**.

Assistance and grants for businesses, organizations, and schools

Commercial Payment Agreements

A 50% down-payment is required, and the full amount must be paid in 3-6 months. To set up a water bill payment plan, call (215) 685-6300.

Charitable Organization Discount

A 25% discount on water bills. The program is generally available to eligible charities, churches, non-profit hospitals, schools, and universities.
For more information: **phila.gov/water-charity-discount**
For questions: email **WaterCharityHelp@phila.gov** or call (215) 686-6906.

Discounts for Community Gardens

Two different discounts are available for Community Gardens:

Water Bill Discount

A 25% discount on water bills for community gardens that have a dedicated meter and water line.

To apply, email **CFS.Charity@phila.gov** or call (215) 685-9651.

Applications and instructions can also be found in our community garden water access guide.

Stormwater Bill Discount

Community gardens may be eligible for a 100% discount on their stormwater charges. See if your community garden can eliminate its stormwater charge.
Learn more at: **water.phila.gov/financial-assistance**

Stormwater Management Incentives

Non-residential properties may be able to lower their stormwater charge with credits for existing and/or new green spaces and stormwater management practices on their properties. Grant funding and development incentives are available for meeting these greening goals.
Learn more at: **water.phila.gov/incentives**

Business Assistance Grant

Grants are provided to community development corporations, business associations, and nonprofits working on behalf of businesses along commercial corridors impacted by PWD construction. These grants are typically used for public relations, signage, and cleaning services. We provide outreach to communities prior to construction. Call (215) 685-6300 and mention "construction impacts to a business."

Shutoffs

When a shutoff occurs, a Water Department crew will visit a property to shut the water off at the curb. To restore water, you'll need to pay your balance plus fees and charges for the cost of the shutoff and restoration.



How will I know if I'm at risk of shutoff?
The city will send **one shutoff bill in the mail**. For E-Billing customers, a message will also appear in your *MyPhillyWaterBill* account.

POSSIBLE REASONS FOR A WATER SHUTOFF

Non-Payment
You have not paid your bill and did not respond to a prior notice.

Unauthorized Restoration
Your service was improperly restored after a previous shutoff.

Meter Non-Compliance
We are unable to access your water meter, or it isn't functioning properly.

Notice of Defect
These may be issued to notify you of a repair you need to make.

TO RESTORE YOUR WATER

For Non-Payment or Unauthorized Restoration:
Pay the amount due as soon as possible. If you are unsure of the amount due or you need to set up a payment agreement call, (215) 685-6300.

For Meter Non-Compliance:
Schedule a meter appointment. Call (215) 685-6300.

For Notice of Defect (NOD):
Your broken plumbing must be repaired to protect the health and safety of you and your neighbors.

Options to consider before making the repair:

- Hire a licensed plumber without assistance from the City or visit the city's website for a list of licensed plumbers: **li.phila.gov**. Obtain a few estimates.
- Enroll in PWD's interest-free HELP Loan program. Call (215) 685-4901 or visit: **water.phila.gov/helploan**.
- Enroll in PHDC's Basic Systems Repair which offers free repairs for eligible low-income customers. Visit **phdcphila.org** or call (215) 448-2160.



A shutoff costs you more money!
Visits from our crews and water restoration will add **over a hundred dollars** in fees.

FIRE PROTECTION

Suspension of water service may affect your fire suppression system if the property is served by a single/combined domestic and fire service line.

DELAYING SHUTOFF FOR MEDICAL EMERGENCY

If you are sick and need water service for health reasons, the Water Revenue Bureau may delay the shutoff of your services for 30 days. To request a delay, you must call (215) 685-6300 or send a request to the Bureau that includes the following:

A letter signed by you, stating:

- Having your water shut off will prevent you from getting better.
- You understand that your service will be shut off at the end of the delay period if you haven't paid your entire bill or entered into a payment agreement by then.

An official doctor's note stating that you have a serious illness and how long it will take you for your health to improve. Send your shutoff delay request to:

Water Revenue Bureau
P.O. Box 41496
Philadelphia, PA 19101-1496

You can fax medical documentation to (215) 686-2711

Please note: Medical delay documentation must be on file with us within seven business days of the original request and can only be granted once per year.

Have you been shut off in error?

Resolve a shutoff error by calling (215) 685-6300.



Water Infrastructure in Philadelphia

We're responsible for the maintenance and operation of all public water mains and sewers, over 25,000 fire hydrants, and more than 72,000 storm drain inlets. PWD employees are responsible for delivering top-quality, safe, and affordable drinking water to all of our customers. We are civil servants to the City of Philadelphia. Each one of our nearly 2,000 employees is also a customer, depending on reliable access to clean water for our families.

Our facilities

PWD operates three drinking water treatment plants, three wastewater treatment plants, multiple intake locations on the Delaware and Schuylkill Rivers, and the Bureau of Laboratory Services — a water testing laboratory that allows us to make sure that safe, high-quality drinking water is always on tap.

Our operations

We sample multiple times throughout the day, exceeding required testing standards to ensure that tap water in Philadelphia is always top-quality and safe to drink. The Water Department meets or exceeds all state and federal guidelines and meets or exceeds all industry standards in every facet of our work. The Water Department is a 24/7 operation, with employees working around the clock to handle any emergencies that may arise.

With thousands of miles of pipes to care for, we rely on customers to report leaks and other issues. Don't assume someone else already reported a problem: call our hotline right away, 24 hours a day, at (215) 685-6300.

Service Interruptions from Breaks, Repairs, & Replacements



If you see water leaking from the street or sidewalk, or believe leaking water is causing the pavement to cave in, please call our 24-hour water emergency hotline at (215) 685-6300 immediately. A PWD crew will be dispatched to your location to investigate and determine the best next steps.

In the event of a water main break, crews will begin repairs as soon as possible. Most repairs take approximately 8-10 hours from start to finish. If a leak is caused by a defective sewer, PWD will make the necessary repairs to both the sewer and the street.

It is important to note that water in the street may not always be caused by a water main break and is sometimes traced to a broken customer service line or sewer lateral. If a leak is traced to a broken customer service line or sewer lateral, the homeowner will be responsible for repairing their pipes.

Customers who report incidents on the street help the Water Department properly and quickly address the situation!

Water Construction and Long Term Improvements

The Water Department works hard to continually maintain and upgrade our infrastructure. Each year, PWD replaces miles of water mains and sewers. Like with any construction work, we understand that it can be inconvenient, noisy, and messy. We work hard to provide our customers with as much notification and information as possible so they know what to expect.

Find a listing of current projects at: **water.phila.gov/projects.**

To keep you up to date and informed throughout the process of replacing mains and sewers, PWD and our contractors provide services like neighborhood outreach, street cleaning, and posting of signage when necessary.

Our construction team is dedicated to making sure our customers' needs are met to the best of our ability.



Minor disruptions of water service should be expected during construction, with loss of water service for 2-8 hours while work is being completed. Residents will be notified when water service outages are anticipated.

Replacing water mains and sewers is an investment in your community that ensures safe water and improves home values by reducing the likelihood of a water main break or sewer collapse and any related property damage.

Replacing Service Lines During Water Main Replacement

When PWD replaces a water main, we look at the customer-owned pipe that runs from the water main to the curb stop shutoff valve. **If we find that you have a service/supply line made from lead, we will replace the entire line, right up to the water meter in your home.** Learn more about lead service line replacement during water main construction at **water.phila.gov/lead**, or call (215) 685-6300.

Protecting Our Waterways

The Philadelphia Water Department works extensively with organizations throughout the region in an effort to protect our waterways, including Philadelphia's seven watersheds: Darby-Cobbs, Delaware, Pennypack, Poquessing, Schuylkill, Tookany/Tacony-Frankford, and Wissahickon.

Green City, Clean Waters

Reducing stormwater pollution. Growing benefits for neighborhoods.

Today, stormwater runoff and sewer overflows caused by excess stormwater represent the biggest sources of pollution impacting our waterways within the city. State and federal regulations require Philadelphia to make improvements that will reduce these pollution sources.

The Water Department works with homeowners, businesses, and communities across the region who share our waterways to manage stormwater in a smart way. *Green City, Clean Waters* is Philadelphia's plan to reduce stormwater runoff using green projects such as rain gardens, rain barrels, and other green infrastructure projects. Green Stormwater Infrastructure (GSI) is coupled with conventional infrastructure, like collection, pumping, and wastewater treatment plant enhancements.

The City's combined sewer overflow areas, which are the oldest parts of the city, are divided into four districts. Each region has a dedicated Community Outreach Specialist who informs and engages communities around the local implementation of green tools. To learn more about *Green City, Clean Waters*, visit: **water.phila.gov/green-city**



Our partners

These partnerships enable communities to participate in protecting and improving our rivers and creeks. Through public outreach initiatives, watershed assessments, and watershed management plans, we work with these groups to reconnect Philadelphia residents with their waterways.

SOME OF OUR WATERSHED PARTNERS INCLUDE:

Tookany/Tacony-Frankford Watershed Partnership
www.ttfwatershed.org
(215) 844-8100

Partnership for the Delaware Estuary
www.delawareestuary.org | Info@delawareestuary.org
(302) 655-4990

Schuylkill Action Network
www.schuylkillwaters.org

Pennsylvania Horticultural Society
www.phsonline.org
(215) 988-8800

Pennsylvania Environmental Council
pecpa.org
(215) 545-4570

Cobbs Creek Environmental Education Center
ccceecinc.org
(215) 685-1900

Wissahickon Valley Watershed Association
www.wvwa.org | info@wvwa.org
(215) 646-8866

The Friends of the Wissahickon
www.fow.org
(215) 247-0417

Friends of Poquessing Watershed
www.friendsofpoquessing.org
(215) 638-0832

How You Can Get Involved



RAIN CHECK

Philadelphia residents can do their part to reduce stormwater pollution by signing up for a free Rain Check workshop at **pwdraincheck.org.**

Established by PWD in 2012, Rain Check helps residents manage stormwater runoff at home with landscape improvements and other tools that manage stormwater. After attending a workshop, participants can get a free rain barrel. Downspout planters, rain gardens, and special rain-absorbing bricks and paving can be installed at a reduced price with the help of certified contractors.

This program is funded by PWD and managed by the Pennsylvania Horticultural Society (PHS).

Check **pwdraincheck.org** for an upcoming workshop to get started on your home greening project.

PRACTICE SMART STORMWATER TIPS

You can also help keep our water clean and help reduce stormwater pollution by using fewer chemicals outside, reducing rain-repelling surfaces like driveways, planting native trees and plants, and remembering that only rain goes down the storm drain.

For detailed information about preventing stormwater pollution, see our Homeowner's Stormwater Handbook on our Community Resources webpage: **water.phila.gov/community-resources**.

Index

A
Accounts 5, 7
Aerators 14
Assistance Programs 28

B
Basement Backup Protection Program 28
Billing 20–31

C
Capital Improvements 33
Cloudy water/Colors in water 7, 17
Community Groups 36
Construction 32–34
Consumer Confidence Report 17
Customer Assistance Programs 28–29

E
Emergencies 32–33
Employees 15, 32

F
FAQ 6-7
Fire Hydrants 8, 16, 32
Frozen Pipes 6, 15–16

G
Green City, Clean Waters 35
Green Stormwater Infrastructure 35

H
HELP Loan 23, 28, 30

I
Infrastructure 32

L
Lab 17, 32
Lead 14, 18–19, 34
Leaks 13, 32

M
Maintenance 8–16, 32
Meter 12–13, 19, 25

N
Notice of Defect 6, 9, 28, 30

O
Odor 17

P
Partnerships 36
Payment Methods and Locations 26–27
Payments 26–27
Phone Numbers 3
Plumbing Definitions 8–12
Private Sewers & Water Mains 8

R
Rain Check 37
Rates 20
Repairs 8–9, 30, 33–34
Replacements 33–34
Report a Problem 3, 15–17, 31–33
Rivers 17, 32

S
Safety Concerns 7, 16–19
Senior Citizen Discount 28
Service Charge 20–21
Sewers 8, 32–34
Shut Offs 6, 30
Smell 7, 17
Source Water 17
Storm Drains 15, 32
Stormwater 7, 20–21, 29, 35, 37
Supply Line/Service Line 8–12, 15, 18–19, 23, 28, 33–34

T
TAP 28
Taste 7, 17
Treatment Plants 4, 17, 32

U
Usage Charge 20–21

V
Volunteering 37

W
Water Main Breaks 33
Water Mains 32–34
Water Quality 17
Water Quality Report 17
Water Revenue Bureau 5, 26–27
Watersheds 35–36
Waterways 20, 35–36
Winterizing 15

NOTES

PHILADELPHIA WATER DEPARTMENT

1101 Market Street
5th Floor
Philadelphia, PA 19107

water.phila.gov

A Guide for Customers

PWD Customer Hotline:

All Concerns: 8 a.m. – 5 p.m., Monday-Friday

(215) 685-6300

Open for Emergencies– 24/7:

- Water main breaks
- Taste and odor complaints
- Open hydrants
- Neighborhood flooding