

**SAMPLE LETTER**

July 18, 2023

Dear Water Customer,

You may have received multiple water bills in June and July. This letter will help clarify why this happened.

Previously, you received estimated bills for March, April, and May, which was due to a technical issue. The information collected from your meter was not properly registered. (You may have noticed an “E”-indicator on your bill.) Although your original bills were estimated amounts, once the information was properly processed, our system automatically sent out new bills for each month.

The bill you will receive in August will contain up-to-date charges and payments and will reflect all updates that have been made to correct this billing issue.

We understand that this is confusing, and you may not have expected additional charges. Payment agreements with flexible terms and no down payments are available by calling (215) 685-6300 or visiting our offices.

Please accept our apologies. Our team has resolved this issue and is working to ensure it doesn't happen again. If you have any questions or concerns, please do not hesitate to call our Contact Center at (215) 685-6300.

Sincerely,

City of Philadelphia  
Water Revenue Bureau