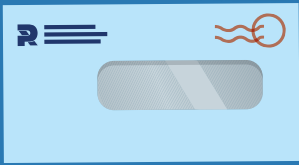


Keep your water service flowing!



If you're behind on your bill, your water service may be shut off starting April 4th.

Ways to pay

Mail

Mail in the return portion of your bill with a check or money order made payable to:

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

By Bank Transfer

Call **215.686.6880** to learn how to authorize "Zip Check" and "Zip Phone" automatic payments from your bank account.

Online

Go to www.phila.gov/water and click "Pay Your Bill." You'll need your 16 digit water/sewer account number, email address, bank account number or a credit/debit card.
Note: the provider charges a service fee.

By Phone

Call **1.877.309.3709**. Be ready with your 16 digit water/sewer account number and a credit/debit card. *Note: the provider charges a service fee.*

In Person

Three authorized customer service locations are open Monday through Friday. The Water Revenue Bureau is not responsible for payments made at any other location.

Center City, 8 am – 5 pm
Municipal Services Building
1401 John F. Kennedy Blvd

Northeast, 8:30 am – 5 pm
Northeast Shopping Mall
9239 Rear Roosevelt Blvd

North Philadelphia, 8:30 am – 5 pm
Hope Plaza
22nd and Somerset Streets



 CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE
WATER REVENUE BUREAU

**PHILADELPHIA
WATER**

Need help?



There are many programs available to help keep water flowing for all of our customers.

Payment Agreements

Pay your balance over a 12-month period. Call **215.686.6880**.

Low Income Payment Agreements

Pay an adjusted monthly amount based on household income. Call **215.686.6880**.

Senior Citizen Discount

A 25% discount for those over 65 with household income of \$31,500 or less. Call **215.686.6880**.

Home Emergency Loan Program (HELP)

HELP is an interest-free, installment-payment program for up to five years. Homeowners are eligible for this program only if they receive a notice of defect for their water service and/or sewer lateral. Call **215.685.4901**.

Utility Emergency Services Fund

UESF provides emergency financial assistance to help families pay their water bills.

Call **215.814.6839** or visit www.uesfacts.org.



Damaged meter?
Call the meter shop:
215.685.3000

For questions or concerns about water supply

...including **water quality, loss of pressure, stormwater, infrastructure**, or to report a **water or sewer emergency**, please contact:

Philadelphia Water
Call **215.685.6300** or visit www.phila.gov/water

For trouble with your plumbing

...including your **water heater, pipes** and **all underground components** up to the water or sewer main, please contact a **licensed and registered plumber**.