



Randy E. Hayman, Water Commissioner

9/28/22

RE: Pennypack Woods HOA Water Outage

Dear Customer:

The Philadelphia Water Department continues to actively investigate the water outage currently being experienced in your development, and we have crews on site working to restore service as quickly as possible. As this situation is ongoing, we believe we have identified a valve that may have failed which we need to cut out and replace. If this is the issue, we expect to have water service restored sometime this evening.

While our crews continue to work, we are scheduling a water delivery for this afternoon, and hope to have that on site shortly. I will also provide progress updates to the building management team as they are available so they are able to share that information with you.

We apologize for the inconvenience at this time, and we ask for your continued patience while we work to restore the water service to this development.

Sincerely,

John DiGiulio  
Community Relations Manager  
Philadelphia Water Department  
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