



Randy E. Hayman, Water Commissioner

6/24/22

RE: Water main break, 4th and Norris/Berks Street

Dear Customer,

On Thursday, June 23rd, at approximately 6:30 am, PWD was alerted to a water main break on 4th Street, between Norris and Berks Streets. The Water Department responded immediately and began working to identify the broken main, and shut it down. It takes several hours to isolate the broken main and properly reduce the water flow to prevent further damage to the system.

Once the main was shut down at approximately 9:30 am, PWD immediately began assessing property damage, going door to door to meet with homeowners who experienced damage to their homes, and vehicles. While we believe we had the opportunity to meet all impacted residents, if you had water in your home and have not been in contact with a PWD representative, we ask that you contact us at 215-685-9651.

The City of Philadelphia Risk Management Office had staff on site Friday, June 24th to meet with residents and vehicle owners to begin the claim process with those impacted by the water main break. If you were not able to meet with a Risk Management representative, or you need claim forms for your home or vehicle, we ask that you contact Risk Management, Monday-Friday from 9:00 am to 5:00 pm by calling 215-683-1713, or emailing Risk.Management@Phila.gov.

PWD will continue to assess the situation, and work with our partner utilities to determine the extent of the damage to their infrastructure, if any. We understand there are many questions right now, and we will work as quickly as we can to address them. PWD will be working with Councilmember Sanchez to organize a community meeting, either virtually or in person the evening of July 7th, 2022. Details of this meeting will be delivered as soon as it is available.

Should you have any questions or concerns in the coming days, please feel free to contact me via phone, text or email, and I will do my best to assist you. I can be reached by phone or text at 267-254-1930. You may also email me at John.DiGiulio@phila.gov.

We appreciate your patience and understanding while we work to determine our next steps, and to provide you the most accurate information as possible in the coming days.

Thank you,

John DiGiulio
Community Relations Manager | Philadelphia Water Department
John.DiGiulio@phila.gov