



Randy E. Hayman, Water Commissioner

3/26/22

RE: Water main break, 56<sup>th</sup> and Springfield Avenue

Dear Customer,

I'm writing to provide you an update on the ongoing work following the water main break in your community that took place on February 9<sup>th</sup>, 2022. Since the water main break, PGW has been actively working to relocate their gas main and secure their infrastructure. Based on the most recent schedule provided, PGW anticipates their work will finish by Friday, April 8<sup>th</sup>.

PWD originally anticipated that we would begin our repairs to the water main immediately upon completion of the PGW work. However, due to current manufacturing and supply chain delays, we may not be able to secure the necessary materials until the middle or end of May. We are currently in the process of checking all available resources and working with local contractors to see if we can secure these materials from any other sources, but we do not know if we will be successful at this time.

This unfortunate delay could mean that the work site may have no activity for approximately one month while we wait for these particular materials to be delivered. Every effort will be made to reduce this wait time, and we will update you with any progress that we make.

Once we are able to begin work, PWD is committed to completing our portion of this emergency repair as quickly as possible. Our crews will work 10 to 12 hours a day, and if necessary, 6 days a week. Once the repairs to the water main are made, and PGW returns to finish the final portion of their work, PWD will bring in a contractor to perform the restoration to the roadway, curbs, and sidewalks that were damaged, and the road will be reopened.

The City of Philadelphia Risk Management Office continues to work with customers regarding any claims for damages and asks that all residents who experienced damage file their claim forms as quickly as possible. It is important to note that for damage to vehicles and properties, you must first file with your insurance company, and then you will work with the Risk Management Office depending on the response to your claim through your insurance company.

We will be covering this information in the upcoming community meeting on Wednesday, March 30<sup>th</sup>, from 6:30 to 8:00 pm, with your local elected officials, as well as representatives from PWD, PGW, Streets, Risk Management, OEM, and others to address any questions or concerns you may have. Along with this letter, you will find a meeting notice and instruction for how to participate in this virtual community meeting.

Should you have any questions or concerns prior to the meeting, you can contact me directly via email, phone or text, and I will do my best to provide answers prior to the meeting, or address them during the meeting. You may reach me by email at [John.DiGiulio@phila.gov](mailto:John.DiGiulio@phila.gov), or text/call me at 267-254-1930.

We look forward to your participation in the upcoming community meeting, and we thank you for your patience and understanding while we all work together to finish this emergency project as quickly as possible.

Thank you,

John

John DiGiulio  
Community Relations Manager  
Philadelphia Water Department  
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