



Randy E. Hayman, Water Commissioner

2/10/22

RE: Water main break, 56th and Springfield Avenue

Dear Customer,

At approximately 6:00 am on the morning of February 9, a break occurred on a 48-inch water main in the intersection of S. 56th Street and Springfield Avenue. The Philadelphia Water Department (PWD) immediately sent crews to begin shutting down the water main. While water pressure was reduced across a wide area of West and Southwest Philadelphia as result of the break, normal water pressure was restored to customers after 10:00 am.

As a result of this main break, the following road closures will be in effect until further notice. 56th Street will be closed from Warrington Ave. to Chester Ave., and Springfield Ave. will be closed from 55th to 57th. The hard closure will be at the intersection, but local traffic will still be able to maintain access to the block for parking.

The following are some next steps you should take after a water main break:

- Run your cold water in your house for 1-2 minutes to flush out air from your water lines.
- Contact PWD immediately at 215-685-6300 if you had any water in your cellar and you have not met with a PWD representative yet.
- Take photos of any damaged items in your basement, as well as vehicles if you had a car that was submerged by the water main break.

PWD Customer Field Service representatives were on site for several hours yesterday following the water main break. Our staff went door to door to identify residents who may have experienced water in the cellar or had a vehicle that may have been in the water as well. If you have not spoken to a PWD representative and experienced any water damage in your home or vehicle, please call 215-685-6300 to be directed to the appropriate contact.

Along with this letter, you will find information from the City of Philadelphia Risk Management Office, which further explains the claims process with the city following a water main break. It is important to note that before a claim is filed with the City of Philadelphia you must first go through your own homeowner, renter, and/or auto insurance company and start the claims process with them.

While it is too soon to estimate how long it will take to repair the water main and any other infrastructure that was damaged, PWD stands committed to doing our best to completing this work quickly as possible. In the next week or two, PWD will host a virtual community meeting

so that we can address any questions or concerns you have, provide you any new information we have, and we will work to keep you as informed as possible throughout this entire process.

Should you have any immediate questions or concerns, please contact me via email at John.DiGiulio@phila.gov. Once a date and time has been selected for the virtual community meeting, we will work in coordination with Councilmember Gauthier to help distribute the information.

The Water Department appreciates your patience and understanding while we work to investigate the break and determine the necessary steps to repair the infrastructure and restore the roadway.

Thank you,

John

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