

What to do after you receive a Plumbing Notice of Defect (NOD)



The broken pipe must be repaired to protect the health and safety of you and your neighbors.

You (or your landlord if you rent) are responsible for maintaining the pipes that connect your home to the water main and sewer in the street. Learning that your exterior plumbing is leaking or defective is never good news. But you have options to consider before making the repair.

YOUR OPTIONS

All work must be performed by a licensed plumber.

► Hire a licensed plumber without assistance from the City

- Visit the city's website for a list of licensed plumbers: www.phila.gov/li.
- Get a recommendation from a trusted neighbor or friend.
- Search for a licensed plumbing company online.
- Obtain a few estimates.

OR

► Enroll in PWD's HELP Loan program

- A PWD contractor will repair your exterior residential plumbing. You pay back the amount, interest-free, to PWD over five years.
- A longer payback period is available for eligible low-income customers.
- You must be current on your water bill and agree to a lien on your property.
- Visit www.phila.gov/water/HELPLoan or call **(215) 685-4901**.

OR

► Apply for a PHDC* program: Basic Systems Repair, or Restore-Repair-Renew

- Visit phdcphila.org and choose "Residents", then "Home repair".

TIP

Eligibility is determined by income. Guidelines are posted on the PHDC website.

► Call American Water Resources (AWR), the selected provider of the Philadelphia Energy Authority's service line protection program.

- If you are **already** an AWR customer and you have a water or sewer line problem, call **1 (844) 765-7260**.
- The Protection Program does not cover issues occurring before your coverage effective date. Coverage and protection under the program begins 30 days after your enrollment date.

Other companies may offer on-demand repairs as part of a service line protection program.

- ⓘ **PLEASE NOTE:** The defect you've been notified about **may not be the only issue** with your system. If you've received an NOD, we recommend you have your exterior plumbing inspected by a licensed plumber.



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