

! Have a water emergency? Call (215) 685-6300 anytime.

HOW TO PAY YOUR BILL


 **Online** - Visit www.phila.gov/waterbill

 **AutoPay** - Sign up for free automated monthly payments from your checking or savings account:
www.phila.gov/waterbill

 **Phone** - Call (877) 309-3709

 **Mail** - Mail your check or money order, include your account number, make payable to "City of Philadelphia"

P.O. Box 41496
Philadelphia, PA 19101-1496

 **In person** - Visit one of our payment centers Monday - Friday, 8:30am - 5pm

Cash, check, or money order accepted:
Municipal Services Building
1401 JFK Blvd, Concourse Level

Check or money order only:
Northeast Philadelphia
7522 Castor Avenue

North Philadelphia, Hope Plaza
22nd & Somerset Streets

If your service is scheduled for shutoff payment **MUST** be made at least five days before the scheduled shutoff.

Pay on time

If we do not receive your payment within 30 days of the date of this bill, we will add a 5% charge. For each additional month another 0.5% will be added.

Struggling to pay your water bill?

Apply now for the Tiered Assistance Program (TAP). Visit www.phila.gov/water-bill-help or call (215) 685-6300 for an application.

Are you a senior citizen?

Call us at (215) 685-6300 to find out if you qualify for a 25% discount.

Think your bill is inaccurate?

If you think your bill is inaccurate, you have the right to appeal. The first step is to call the Water Revenue Bureau (WRB) at (215) 685-6300 within 30 days of this bill to have it reviewed. If you are not satisfied after contacting WRB customer service, and receiving a written decision, you may request an Informal Hearing (IH) within 30 days of the decision. You may appeal the IH decision to the Tax Review Board (TRB) within 60 days of the decision by mailing a completed appeal form to the TRB. Call (215) 686-5216 to obtain the appeal form or visit www.phila.gov/trb/TRB_Petitions.html.

You also have the right to appeal directly to the TRB within 60 days of this bill without contacting WRB customer service or requesting an informal hearing.

Returned checks

If your check is returned unpaid for insufficient or uncollected funds, you authorize the City of Philadelphia, or its agent, to make a one-time electronic fund transfer from your account to collect a fee of \$20. The City of Philadelphia, or its agent, may present your check again to your bank for payment.

ABOUT THE CHARGES ON YOUR BILL

Usage charge

This is based on your meter reading. When we don't have an actual reading, we estimate your usage.

We measure water in cubic feet. A cubic foot equals 7.48 gallons. One "ccf" is 100 cubic feet.

The average household uses five ccf per month, which equals 3,740 gallons of water. This costs water customers approximately one cent per gallon of water used for both drinking and sewer.

Service charge

This covers:

- Billing and collections of water and wastewater services
- Metering
- Pollution prevention services

Repairs and other charges

These cover:

- HELP loans

- Any costs involved in shutting off or restoring our services to your property
- Meter replacements
- Other miscellaneous charges

Stormwater charge

This charge is based on the property's size and how much impervious (or hard) surface is on the property.

Residential properties pay a flat stormwater fee based on the average size of all residential properties in the city. Non-residential properties pay a stormwater fee based on the individual property's characteristics.

To protect our waterways, stormwater must be managed. Costs for system maintenance are paid for by the stormwater charge.

If you have questions about your stormwater charge visit www.phila.gov/water/wu/stormwater, or call (215) 685-6300.

DID YOU KNOW?

You own the pipes connecting your house to the water main and the sewer. You must have them repaired by a licensed plumber if they break. Help may be available for these services. Go to www.phila.gov/water or call (215) 685-6300 for more details.

For more information about being a Philadelphia Water Department customer, view our Customer Guide at www.phila.gov/water/pdf/customer-guide.pdf.

WHO WE ARE



Philadelphia Water Department

The Philadelphia Water Department serves the City of Philadelphia by providing integrated water, wastewater, and stormwater services. We are proud to partner with the Water Revenue Bureau, which provides all billing and collection services.

For information about water service visit www.phila.gov/water.



@PhillyH2O and @PhilaRevenue



Email wrbhelpdesk@phila.gov



Philadelphia Water Revenue Bureau

The Philadelphia Water Revenue Bureau is a division of the Philadelphia Department of Revenue and is responsible for the billing and collection of water, sewer, and stormwater services.

For information about water revenue billing visit www.phila.gov/waterbill.

(215) 685-6300 | Philadelphia Water Department and Water Revenue Bureau Customer Contact Center

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