



BASEMENT PROTECTION PROGRAM INFORMATION FLYER

At your request the Philadelphia Water Department has agreed to assist you with the flood condition in your basement. Please remember that this is an optional program. You need not use the services of the program to resolve your basement flooding condition. Any licensed plumber can make the repairs needed to resolve this condition. If you agree to have the Water Department make the repairs you first must sign the Agreement. By signing this Agreement, you agree to follow the guidelines of the program and the provisions listed in the Agreement.

You are asked to read this Informational Flyer **carefully** and sign on the designated line agreeing that **you understand** all that is required of you as a program participant and what is offered by the program. The signature sheet and the other designated documents are to be returned to the program inspector or the assigned contractor. Copies of the forms will be given to you at the completion of the repairs.

We require that you, the homeowner, be present at the property until all of the repair work is completed. If there is a problem with the completed work, we ask you to call the plumbing contractor assigned to your property first. If the problem cannot be resolved after you have talked with the contractor, we then suggest that you call the Water Department. The program will make every effort to ensure your satisfaction with the completed repairs.

There are some conditions that you must understand and agree to before the repairs are started:

All plumbing systems must be accessible. The basement area where the inspection and the work will be performed (e.g., fixtures where the back-ups are occurring) must be cleared and accessible to the contractor before the repair work can begin. Please inform the inspector and the contractors if you have animals. As a courtesy, remove, cage or have them leashed at the time of the inspection and during the repair process.

Lead and Galvanized Water Service Pipes

Some homes in Philadelphia still have lead and galvanized water service pipes attached from the meter or curb stop to the water main in the street. These pipes are very fragile and once disturbed may leak. In some instances when the sewer lateral must be replaced, it is located very close to the water service lead line. The lead water service line may have to be moved to gain access to replace the sewer lateral. When this is the case, the contractor may suggest to you that the line should be replaced. He has been instructed to make every effort to secure the line during excavation and replace the dirt after the repairs are completed. **However, if the water service pipe leaks, it is your responsibility for the cost of replacing the line.**

Excavation

With a number of properties, the earth surrounding the drainage and water supply pipes has not been disturbed since the house was built. If the basement protection work needs to take place in your sidewalk area (this is not always the case) the contractor will have to excavate the area to replace the defective piping. Moving the dirt surrounding your property may allow storm water to enter into your basement. The contractor assigned **will make every effort** to ensure that the defective piping is removed and replaced and all openings created will be cemented as well as possible. With this understanding, you hereby agree that, if after any storm there is water from rain or snow entering your basement, the contractor and PWD are not liable for any damage.

Cementing

When work is done beneath your sidewalk, in most cases, the plumber will leave a mound of dirt on the sidewalk to allow for settlement. **Settlement may take as long as two to four weeks, depending on weather conditions. If the excavation is covered too soon, without proper settling, the cement may crack. Please be patient.** The uncovered sidewalk may be an eyesore and you will be inconvenienced for a short period of time before the contractor can cement his excavation. If you feel that the excavation is dangerous, please call the contractor and he will take the necessary precautions to make it safe and secure. When the cementing is completed, it will probably look different from the other blocks. The cement is new and nothing can be done to make it look like the other blocks in the area. The contractor has been instructed to make the replaced block (s) as smooth as possible. The prime objective of this plumbing repair program is to repair your external plumbing service systems. Special and intricate concrete, brickwork, slate and other types of sidewalk covering will not be replaced. In these special cases, the plumber will explain to you that he cannot replace the area that will be disturbed. To make the necessary special repairs, you may need to seek a contractor in this specialty. **The cost of such additional work is your responsibility. You must pay for this expense and you hereby agree that PWD is not liable for the cost or the warranty of the service provided for this additional work.**

Street Repaving

As part of the cost associated with the repair work, the contractor applied for and was approved for a street-opening permit if work is required in the street. The cost of the permit includes the re-cementing and replacement of the blacktop in the street to cover the excavation in the street. **The contractors assigned to your property will cold patch (a temporary cover) the excavation made in the street until the Streets Department makes the permanent repair.** The Streets Department needs at least thirty (30) days to remove the cold patch and asphalt the opening. Weather conditions may delay the Streets Department. **If the area has not been blacktopped, you must contact the Streets Department. The telephone number for the Streets Department is 215-686-5500.**

Landscaping

Neither the contractor nor the PWD is responsible for landscaping, wall replacement, fence replacement and repair or underground electrical work. The excavated area will be graded to ground level and mounded to allow for settlement. Any landscaping following the completion of the repair work shall be the responsibility of the homeowner.

If you have any questions *pertaining to the operation of the Basement Protection Program, please call 21- 685-4901.* If you are having *problems with any of the completed work, call the contractor* assigned to your property. The contractor assigned to your property is totally responsible for the repair work completed. **Neither the City nor the PWD is liable for the completed repair work to your property. The contractor must resolve any problems with the work.**

PWD PHILADELPHIA WATER DEPARTMENT
BASEMENT PROTECTION PROGRAM

PROPERTY ADDRESS 191____

I have read the information listed in the Information Flyer and I understood it. My signature is my testament of this understanding.

Property Owner

Date