

IMPORTANT PHONE NUMBERS

WATER OR SEWER EMERGENCIES - 215-685-6300 (open 24 hours a day/7 days a week)

DEPARTMENT OF REVENUE'S WATER REVENUE BUREAU (WRB) is responsible for water and sewer bills, collections, meter readings, shutoffs and payment agreements.

General Customer Service: Basic billing questions, shutoffs and payment agreements: 215-686-6880

Complex Account Inquiries - Administrative Support Unit: 215-686-6908

Group Billing Inquiries: 215-686-6949

Website: www.phila.gov/revenue

PHILADELPHIA WATER DEPARTMENT is responsible for operating and maintaining the City's water, wastewater and stormwater systems. This includes the treatment plants, water mains, inlets, sewers and other Citywide infrastructure.

General Customer Service: 215-685-6300

Business Customer Representative: 215-685-4926 or 4927

Discontinuance Permits: To discontinue a water service line and close the account: 215-686-2577 or 215-686-2578

Industrial Waste Unit: For information on pre-treatment, surcharges, sewer rental discounts and other industrial waste questions: 215-685-4910

Projects Control: For technical and regulatory information on construction projects: 215-685-6339

Website: www.phila.gov/water

LICENSES AND INSPECTIONS (L & I): This department issues permits and licenses, conducts inspections and enforces codes and regulations:

Customer Service: 215-686-2463

Website: www.phila.gov/li

STREETS DEPARTMENT: This department is responsible for construction and maintenance of streets, highways and bridges; curbside trash and recycling collections; street lighting and snow removal:

Customer Service: 215-686-5560

Website: www.phila.gov/streets

DEPARTMENT OF REVENUE'S TAX REVENUE BUREAU: This department is responsible for administering tax collections:

Business and Other Taxes: 215-686-6600

Real Estate Tax: 215-686-6442

Technical Staff for Complex Tax Issues: 215-686-6434

Website: www.phila.gov/revenue

BUSINESS DEVELOPMENT ASSISTANCE: The following agencies can help you meet your business needs:

PHILADELPHIA INDUSTRIAL DEVELOPMENT CORPORATION (PIDC) 215-496-8164 or 215-218-2844; www.pidc-pa.org

MAYOR'S BUSINESS ACTION TEAM (MBAT) Hotline: 215-683-2100; www.phila.gov/commerce

PHILADELPHIA COMMERCIAL DEVELOPMENT CORPORATION (PCDC) 215-790-2200, (econpcdc@aol.com) www.philadelphiacommercial.org

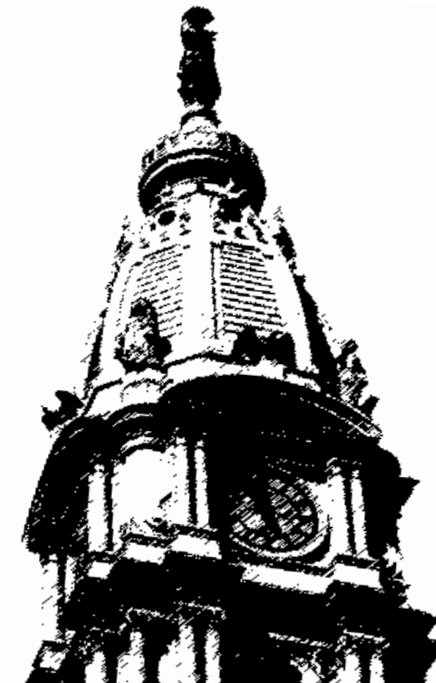


Helpful Information

for our

Business Customers

...or Everything You Ever Wanted to Know About Your Water Company (But Were Afraid to Ask)



The Philadelphia Water Department is an award winning public water and wastewater utility that has been providing its customers with affordable, reliable and top quality water, wastewater and stormwater services for over 200 years. From its roots as the first urban water distribution system in the United States in 1801, we have fostered the spirit of innovation and operational excellence that continues today.

OUR RATES ARE LOW

The Water Department offers some of the lowest rates in the Greater Philadelphia region. Unlike many utilities, we also provide a declining rate structure to help keep large volume customers' costs as low as possible. And a business that doesn't send all the purchased water back into the sewer system may be eligible for credits to reduce its bills.

PWD Water Rates

Thousands of Gallons per Month	
Usage	Rate
0 - 15	\$ 2.66
15 - 748	2.11
748 - 14,960	1.88
14,960 +	1.40

PWD Wastewater Rates

Thousands of Gallons per Month	
Usage	Rate
All Metered Usage	\$ 2.14

Additional service charges based on meter size apply.

Philadelphia Metropolitan Area Water/Sewer Rate Comparison as of September 2005

Municipality	Monthly Water Bill	Monthly Sewer Bill	Monthly Combined Bill	Annual Water Bill	Annual Sewer Bill	Annual Combined Bill
PA Philadelphia	\$ 651	\$ 1,030	\$ 1,680	\$ 7,807	\$ 12,358	\$ 20,165
Doylestown Township	1,184	2,640	3,824	14,208	31,680	45,888
Bensalem Township	993	1,291	2,283	11,914	15,488	27,402
Plymouth Township	1,383	756	2,139	16,600	9,073	25,673
Conshohocken	1,383	1,450	2,834	16,600	17,404	34,004
Essington	1,383	1,033	2,416	16,600	12,390	28,990
NJ Mt. Laurel	1,875	1,718	3,593	22,499	20,616	43,115
Voorhees	1,379	1,180	2,559	16,547	14,163	30,710
Washington Township	1,112	538	1,650	13,338	6,460	19,798
East Windsor Township	574	1,851	2,426	6,891	22,215	29,106
DE Newark	1,151	1,038	2,189	13,814	12,456	26,270

Note: Charges were based on a hypothetical customer with a 2 inch meter using 300,000 gallons of water per month with a building size of 100,000 square feet.

Rate information available from: Pennsylvania Public Utilities Commission; New Jersey Board of Public Utilities; Township Municipal Utilities Authorities

OUR SUPPLY OF WATER IS SUBSTANTIAL AND RELIABLE

The Water Department has rights to nearly 650,000,000 gallons per day of river water. This translates into a much lower risk of drought related shortages than just about any other water utility in our region.

Our three strategically located water treatment plants are interconnected allowing each plant to serve as a backup source of supply for any other plant in an emergency.

OUR TECHNICAL EXPERTISE IS UNSURPASSED

The Water Department's engineers, biologists, chemists and other specialists are highly trained professionals. They focus on cleaning, treating and delivering superior water to your facility and, after use in your facility, on transporting and then treating your wastewater to a quality that equals, or is better than, all regulatory requirements for discharge to the Delaware River.

FREQUENTLY ASKED BILLING AND METERING QUESTIONS

Q. Who do I call if I have a question about my water bill?

A. The Department of Revenue's Water Revenue Bureau (WRB) is responsible for all water/sewer billing and meter reading. You can call WRB Customer Service at 215-686-6880.

Q. I own multiple properties and receive separate water/sewer bills for each one. Can I consolidate these bills?

A. Yes. The Department of Revenue's Water Revenue Bureau can simplify this paperwork if you own or manage twenty-five or more accounts. To request group billing call 215-686-6949.

Q. Why have my water and sewer bills been increasing over the past few years?

A. The Philadelphia Water Department is occasionally forced to raise rates so we can continue to provide top quality water, wastewater and stormwater services. Some higher costs that have recently impacted rates are: post 9/11 security increases; the demise of a long-term State subsidy; more strict Federal and State regulations and programs that protect our water quality; employee wage and health benefit increases; decreased interest income and inflation. If you would like more information call 215-685-6166.

FREQUENTLY ASKED WATER AND SEWER QUESTIONS

Q. I suspect I have a leak inside my facility but my maintenance personnel have not been able to locate it. Can the Water Department help?

A. If your private plumber is unable to locate a leak, the Water Department's staff is available to help you. For information call our Business Customer Representatives at 215-685-4926 or 4927.

Q. Will the Water Department repair my leaking water service line?

A. If your service line is 3" or larger the Water Department will do repairs from the street to 1' beyond the curb. You are responsible for all maintenance and repair if the service line is less than 3". You will need to secure the services of a licensed master plumber to work on these smaller lines. Your plumber will obtain the necessary permits from Licenses and Inspections. For information call Licenses and Inspections at 215-686-2471.

Q. The Water Department recently repaired the sewer main in my street. Now the street needs to be paved. Who do I call?

A. When we complete repair work on water and sewer infrastructure, we notify the Streets Department which is responsible for street repairs and paving. For more information call Streets Department's Customer Service at 215-686-5560.

Q: I am considering expanding my manufacturing plant. Are there regulations that will impact my planning?

A. Our professionals are available to help you with technical advice and regulatory information. When you are in the early stages of planning a project, a meeting with us may save you time and money. For further information call 215-685-6339.

Q. How do I know that the water I use to produce my food product is safe?

A. Your water is treated in one of the Water Department's award-winning treatment plants before being delivered to your facility. When the water leaves the treatment plant it is of a quality equal to or better than State and Federal regulations require. But our efforts don't stop there. Using the most sophisticated equipment available, our laboratory scientists continue to test the water as it is transported throughout the City.

Q. Must I pre-treat wastewater from my manufacturing plant before I can release it into the public sewer?

A. Most businesses do not need to pre-treat their wastewater. However, wastewater from certain businesses, such as laundries, bakeries and chemical plants, is an added burden for a publicly owned utility to properly treat for discharge into the river. Therefore, these businesses are required to pre-treat their wastewater before discharging into the City sewer system. The Water Department's Industrial Waste Unit engineers are available to answer your questions and to offer technical advice regarding pre-treatment, surcharges and other industrial waste issues. For information call 215-685-4910.

Q. I have a property that I plan to develop. What am I required to do regarding stormwater runoff management?

A. We have revised stormwater regulations for construction that disturbs 15,000 square feet or more of earth. These regulations can be found at www.phila.gov/water. Go to the link for Philadelphia Water Department Regulations for Chapter 6 - Stormwater Regulations.

Q. My plumber disconnected (or shut off) an unused service line in my building. But I continue to receive bills for that old account. What do I do?

A. To officially discontinue a water service line or sewer lateral and to stop the billing, you or your plumber can apply for a Discontinuance Permit. For more information call our Permit Clerk at 215-686-2577 or 2578.