



*The ARAMARK Tower  
1101 Market Street  
Philadelphia, PA 19107-2994*

**FOR IMMEDIATE RELEASE**

**Winter Moratorium for Water Shutoffs Draws to a Close for Philadelphia Water Department Customers**

The City of Philadelphia Water Department and Water Revenue Bureau announce the end of the winter moratorium for water shutoffs as of Monday, March 31st. Water customers with a past due account in excess of \$75 may receive a shut-off notice. On Tuesday, April 1, Water Department crews will begin to shut off water service to residential customers with past due accounts. All Philadelphia residents are urged to pay their bills in full, or make payment arrangements with the Water Revenue Bureau to avoid the risk of being shut off. Payment agreements for residential customers require a minimum down payment of 25 percent of the past due balance.

***Telephone Customer Service Hours***

The Water Revenue Bureau's telephone customer service hours are from 7 a.m. to 7 p.m., Monday through Friday. Most customer service activity, including payment agreements can be handled by calling Customer Service at 686-6880. The office hours for customer visits remain 8:30 a.m. to 5:00 p.m. - Monday to Friday.

***Utility Grants and Assistance Programs***

Customers who meet the income guidelines, and who have a shut-off notice for April 1 or later, may apply for utility assistance from Utility Emergency Services Fund (UESF), the Philadelphia Water Department, and CRISIS. Assistance from CRISIS is available until April 11th for customers with water-based, radiator heating systems.

Applications for all three programs are available between 8:00 a.m. and 5:00 p.m. at the Municipal Services Building, 15th Street and John F. Kennedy Boulevard. For more information on utility assistance programs, please call Water Revenue Bureau Customer Service at 686-6880. Assistance may also be obtained by contacting your Neighborhood Energy Center. Grants are subject to availability of funds.

***Utility Service Tenants Rights Act***

Tenants who have received a notice concerning their right to continue to receive water services under Utility Service Tenants Rights Act (USTRA) are urged to contact our agents. Agents will contact you and provide their address, telephone numbers and hours of operations.

### ***“Know Your Rights”***

If you would like more information about your rights as a Water Department customer, call 686-6880 and request a "Know Your Rights" pamphlet. Pamphlets include information about payment agreements, appeal rights, how to become a customer, meter information, customer assistance, and senior citizen discounts. Copies of the Residential

Customer Service Regulations and Commercial Customer Service Regulations are available upon request.

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