

# HOW TO PREVENT A WATER SHUTOFF



## RAISE YOUR HAND PROGRAM

If you or a member of your household is a senior (65 years or older), has a disability, or is a child (under 18 years old), your water service will not be shut off under PWD's Raise Your Hand program. If you receive a shutoff notice and you qualify, contact the water department to stop your termination.

→ **Notify PWD by calling 215-685-6300, or email them at [wrbhelpdesk@philly.gov](mailto:wrbhelpdesk@philly.gov)**

## TIERED ASSISTANCE PROGRAM

The Tiered Assistance Program (TAP) provides low-income water customers with lower monthly bills and debt forgiveness. Requesting a TAP application will delay shutoff for 14 days or, if your water is off, it will restore service for 14 days.

→ **Apply for TAP: Call (215) 685-6300, go to [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help), OR visit a Neighborhood Energy Center to get in-person assistance with your application.**

## PAYMENT ARRANGEMENTS

Anyone, regardless of income level, can apply for a payment arrangement. Do not agree to a payment arrangement that you can't afford to pay. If you are denied a payment arrangement, ask for a written statement stating why. The statement will include information about appealing the decision.

→ **To apply: Call the Water Revenue Bureau at 215-685-6300**

## MEDICAL EMERGENCY DELAYS

If you are sick and need water service for health reasons, the Water Revenue Bureau may delay the shutoff of your services for 30 days if you request a medical certificate on behalf of any member of your household.

→ **To request: Call (215) 685-6300 or mail a request that includes the following:**

- A letter stating that a water shut off will prevent you from getting better.
- An official doctor's note stating that you have a serious illness, including how long it will take you to get better.

These documents should be mailed to...

Water Revenue Bureau, P.O. Box 41496, Philadelphia, PA 19101-1496

## GRANT ASSISTANCE PROGRAMS

UESF (Utility Emergency Services Fund) grants offers funds for customers facing water shutoffs.

→ **Apply for UESF: Call (215) 814-6837, or email [utility@uesfacts.org](mailto:utility@uesfacts.org)**

**Facing shutoff or other utility issues? Contact the Energy Unit at CLS!**

**In-person: Mondays and Wednesdays, 9am-12pm, at 1424 Chestnut St OR 1410 W Erie Ave**

**Phone: Tuesdays, Thursdays and Fridays, 9am-12pm, at 215-981-3700**