



Debra A. McCarty, Water Commissioner

Contact: Laura Copeland
Phone: 215.685.4902
Laura.Copeland@phila.gov

For Immediate Release: March 29, 2017

Yellow "Water Update" Cards NOT from the Philadelphia Water Department Residents Can Call PWD Hotline for More Information

PHILADELPHIA – The Philadelphia Water Department (PWD) has received reports from some customers about yellow "Water Update" postcards being left at their homes with a message requesting further contact. These postcards are **not being issued by PWD** and are a product solicitation for a privately owned company based in Delaware. Residents should call our hotline at 215-685-6300 if they have questions.

Correspondence or direct service from the PWD by mail or in person can be identified in the following ways:

- PWD logo or letterhead
- PWD identification cards
- PWD-issued uniforms
- Company vehicles with the PWD logo



PWD values its relationship with the citizens of Philadelphia and we strive to keep customers informed of any instances where companies are distributing potentially confusing materials that may be designed to appear as if they are from a local utility.

In addition, providing safe, top-quality drinking water for our 1.5 million customers is one of our highest priorities and we take this commitment very seriously. We encourage residents to visit our website for the latest Drinking Water Quality Report at www.phila.gov/2016waterquality

###

The Philadelphia Water Department supplies water, wastewater, and stormwater services to the City of Philadelphia.
www.phila.gov/water