



Debra A. McCarty, Water Commissioner

1/11/17

Dear Resident:

This letter is to update you on our work following the street collapse on Sunday, January 8<sup>th</sup>, 2017. On Sunday, PWD initially responded to a report of water in the cellar of a home, and upon arrival, our crews witnessed the street collapse and immediately acted to shut down the broken water main under the road way.

Water main breaks are not typically the cause of a street collapse. When we saw the damage under the road, we realized there must have been an issue with the sewer. We also engaged our partner agencies at PGW and PECO to secure their infrastructure to minimize any risk for further issues as the gas main was compromised as well as the PECO utility pole.

As some of you know, a few neighbors currently do not have gas or water service and will not until all repairs can be made to the sewer and water mains. Our schedule to complete this job is as follows:

- Excavate the street to remove all sections of undermined roadway to perform an assessment on the sewer and then make any necessary repairs. The Water Department's emergency contractor will be performing this work and we expect it to take several days to complete.
- Once the sewer is inspected and repaired, Water Department crews will begin work on the water main itself, replacing approximately 80 feet of main to restore water to all customers. This work may also take a couple of days.
- When PWD completes the work on both the sewer and water mains, PGW will be given access to repair the gas main so that gas service can be restored. It is anticipated that this can happen within a couple of days as well.

While water service has been restored to some customers for the duration of this work, during working hours, typically 7:30 am – 4:00 pm, the water main will be shut down each day to allow for a safe work space for those working in the excavation. When crews leave for the day, service will be restored to those that currently have water service.

For customers who do not have water or gas service, they can seek alternative accommodations by either staying with family or friends, or if that is not an option, they may stay in a hotel and file a claim against the City through our Customer Field Service office for reimbursement of the hotel stay. Each night can be reimbursed up to \$200.00 including tax. It is recommended that you seek a hotel with kitchen facilities in your room although you may also be reimbursed up to \$25.00 per day for food.



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I would like to thank you for your patience and understanding while we work to repair the damaged infrastructure as a result of this sewer and water main break. We understand that something like this is difficult under any circumstance, and we will work with you to explain each step in the process. We are also greatly appreciative of the patience and support that residents of this block have already displayed under these difficult circumstances.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

John DiGiulio  
Community Relations Manager  
Philadelphia Water Department  
215-685-6019 (office)  
267-254-1930 (cell)  
[John.DiGiulio@Phila.gov](mailto:John.DiGiulio@Phila.gov)