

Payment Centers

Payments by Mail
Water Revenue Bureau
P.O. Box 41469
Phila., PA 19101-1496

In-Person Authorized Payment Centers*

Center City Philadelphia
Municipal Services Building
1401 John F. Kennedy Blvd.,
Concourse Level

Northeast Philadelphia
Northeast Shopping Mall
9129 E. Roosevelt Blve

North Philadelphia
Hope Plaza
22nd and Somerset Streets

Office Hours: Monday through Friday,
8:00 a.m. to 5:00 p.m.

For a current list of all In-Person Authorized
Payment Centers, please call 215-686-6880.

*The Water Revenue Bureau is not responsible
for payments made at any location other than
the authorized payment locations listed above.

**FOR WATER AND SEWER
EMERGENCIES
call 24 hours a day:
215-685-6300**

KEEP YOUR WATER FLOWING



Water is an essential part of your day to day activities. You need water to cook, brush your teeth, bathe, and, most importantly, to drink.

If you are behind on your water bill, please be aware that PWD can begin shutting off your water service on

April 1. We don't want that to happen.

If you can't pay the full amount due, you can enter into a payment agreement by calling 215-686-6880.

If you get a shutoff notice, do not delay. Call immediately to make payment arrangements to avoid the loss of water. If a PWD worker comes to your door, you will have to pay at least 50% of the outstanding balance, plus a visitation fee to avoid shutoff. In addition, a larger amount and fee will be required if your water is shut off and you want it restored.

Let's work together to keep your water flowing.

(See inside for payment options)



KEEP YOUR WATER FLOWING

We offer several ways to pay your water bill:

LOW INCOME PAYMENT AGREEMENT

This program can help low income residential customers to better afford their water bills. Customers who qualify for this program pay a monthly amount based on household income. Call 215-686-6880.

PAYMENT AGREEMENT

Arrange for a payment agreement that will be averaged over a 12-month period. Call 215-686-6880.

MAIL

Mail in the return portion of your bill with a check or money order made payable to the Water Revenue Bureau (Bureau), P.O. Box 41496, Philadelphia, PA 19101-1496.

ZIP CHECK

You may authorize your bank to electronically transfer payment from your bank account to the Bureau for your monthly bills on a regular basis.

BANK BY PHONE

This is similar to the Zip Check except you authorize your bank each month to electronically transfer payment from your bank account to the Water Revenue Bureau.



CREDIT CARD

You will need your 16 digit water/sewer account number. (Note: The service provider, charges a fee for this service) We can accept VISA, MasterCard, Discover or American Express payments.

- **via internet** at www.phila.gov, in the ePay Philly block, click on Pay Water Bill
- **via phone** - call 1-877-309-3709 to access an interactive voice response system

IN PERSON

You can pay your bill in person at one of the three authorized customer service locations. These locations are listed on the back of this publication.

You may also call 215-686-6880 or visit <http://www.phila.gov/waterrev/watersewer.html> for the addresses of these locations.