

***** SHUT OFF NOTICE *****

- **Your water service will be shut off without further notice on or after 03/09/2020 unless you pay the PAY NOW amount.**
- Avoid the inconvenience and additional expense of a shut off by making payment immediately. If you have already made your payment, please disregard this notice.
- If your service is suspended, a Restoration Fee will be added to the balance due.
- A Visitation Fee is added to the balance due if we show up to suspend service and payment is made at the property.
- The PWD Customer Contact Center is available Monday through Friday, 8:00 AM to 5:00 PM. Call 215-685-6300.
- If you are a tenant who is not responsible for paying the water bill according to your rental agreement, you may have additional rights to prevent your water from being shut off. Please call the PWD Customer Contact Center at 215-685-6300.
- Suspension of water service may affect your fire suppression system if a single / combined domestic and fire service line serves the property.
- Struggling to pay your bill? You may qualify for our billing assistance program called TAP. Call 215-685-6300 for an application or visit www.phila.gov/water-bill-help

City of Philadelphia
 Department of Revenue
 P.O. Box 41496
 Philadelphia, PA 19101-1496

SHUT OFF BILL
WATER/SEWER



YOUR WATER SERVICE IS SUBJECT TO SHUT OFF FOR NON-PAYMENT. FOR FURTHER INFORMATION SEE REVERSE SIDE OF THIS BILL.

YOU MAY PAY BY MAIL TO P.O. BOX 41496, PHILADELPHIA, PA 19101-1496, OR IN PERSON AT MSB 1401 JFK BLVD, CONCOURSE LEVEL, PHILADELPHIA, PA, OR AT ONE OF OUR SERVICE CENTERS.

MAKE CHECKS PAYABLE: CITY OF PHILA.

| PRINCIPAL | PENALTY | BILL DATE | CODE SEE ORIG. BILL | AMOUNT BILLED |
|-----------|---------|-----------|---------------------|---------------|
| 73.37 | 0.00 | 19-02 | | 73.37 |
| 104.89 | 0.00 | 19-10 | | 104.89 |
| 233.15 | 0.00 | 19-12 | | 233.15 |
| 128.26 | 0.00 | 20-01 | | 128.26 |

PAY NOW \$539.67

IF YOU HAVE ANY QUESTIONS CALL 215-685-6300 IMMEDIATELY.

SERVICE **41R** WATER ACCESS CODE **098765432**

RETAIN THIS PORTION OF BILL IF YOUR PAYMENT IS MAILED.

JANE DOE
 1234 HARRIET LN
 MALVERN PA 19355

ACCOUNT NUMBER
 0901234500316001

PRESENT BOTH PORTIONS WHEN PAYING IN PERSON.

OWNER'S NAME AND PROPERTY BILLED (IF OTHER THAN ABOVE)

JANE DOE
 316 BAYVIEW TERR

BILL INCLUDES PAYMENTS RECEIVED ON OR BEFORE DATE OF THIS NOTICE:

➤ 02/03/20

DETACH HERE

83-T-118R (REV.02/19) WBS000

| ACCOUNT NUMBER | DIST. | SEW% | BILL DATE | SERVICE | CODE | PRINCIPAL | PENALTY | AMOUNT BILLED |
|------------------|-------|------|-----------|---------|------|-----------|---------|---------------|
| 0901234500316001 | | | | | | | | |
| | | | 19-02 | 41R | | 73.37 | 0.00 | 73.37 |
| | | | 19-10 | 41R | | 104.89 | 0.00 | 104.89 |
| | | | 19-12 | 41R | | 233.15 | 0.00 | 233.15 |
| | | | 20-01 | 41R | | 128.26 | 0.00 | 128.26 |

JANE DOE
 1234 HARRIET LN
 MALVERN PA 19355

OWNER'S NAME AND PROPERTY BILLED (IF OTHER THAN ABOVE)

JANE DOE
 316 BAYVIEW TERR

SHUT OFF BILL
WATER/SEWER

PAY NOW \$539.67

333720000099901234500316001700000539670000053967039000010000000009

MAIL THIS PORTION OF BILL ONLY



IF NOT PAID, ADDITIONAL PENALTY WILL BE ADDED TO THE NEXT REGULAR BILL. DO NOT STAPLE, PIN, OR FOLD.

City of Philadelphia
 Department of Revenue
 P.O. Box 41496
 Phila., PA 19101-1496

TO STOP THE WATER SHUT OFF

You must do one of the following on or before the shut off date:

IF YOU ARE A TENANT WHO IS NOT A CUSTOMER

You may apply at the WRB for continued service under USTRA (the Utility Service Tenants Rights Act, 68 P.S. §399.1 et seq.), if the Authorized User is an USTRA Tenant.

IF YOU ARE A CUSTOMER (OWNERS AND TENANTS)

1. Pay the amount shown on the front of this notice; or
2. Make a payment agreement; or
3. Pay all amounts past due on the most recent payment agreement; or
4. Enroll in the Tiered Assistance Program (TAP) or other customer assistance program; or
5. Complete such other steps as may be required as specified in a Notice of Defect issued by the Water Department.

YOU HAVE A RIGHT TO A HEARING BEFORE YOUR WATER IS SHUT OFF.**TO REQUEST A HEARING:**

1. You may request an Informal Hearing (IH) within ten (10) days if a dispute exists as to any matter described in Section 100.7(a) of the Water Department Regulations. You can request an IH form by calling our Contact Center at (215) 685-6300 or by visiting one of our Service Centers. Mailed requests for hearings are permitted, but must be received by the Water Revenue Bureau on or before this date.; or
2. You may submit a petition form to the Tax Review Board (TRB) within 60 days of the date of this notice. Forms can be requested from the TRB by calling (215) 686-5216 or downloaded at: http://www.phila.gov/trb/TRB_Petitions.html.

You will be notified by the Water Revenue Bureau or the TRB of the time and place of the hearing.

IF YOU REQUEST A HEARING, YOUR WATER SERVICE WILL BE CONTINUED UNTIL A FINAL DECISION HAS BEEN MADE.

CALL 215-685-6300 IF YOU ARE ILL OR OTHERWISE CANNOT GO TO THE WATER REVENUE BUREAU IN PERSON OR IF YOU NEED FURTHER INFORMATION OR EXPLANATION OF YOUR RIGHTS.

3118S (Rev. 02/19) WBSO01

PARA DETENER LAS INTERRUPCIONES EN EL SUMINISTRO DE AGUA

Usted debe tomar una de las siguientes medidas en la fecha de interrupción del suministro de agua o con anterioridad a ella:

SI ES INQUILINO PERO NO ES CLIENTE

Debe solicitar la continuación del servicio en la Oficina de Recaudaciones por Servicios de Agua (Water Revenue Bureau, WRB) de conformidad con USTRA (Ley de Derechos de los Inquilinos sobre los Servicios Públicos, 68 P.S. §399.1 et seq.), si el Usuario Autorizado es un Inquilino según USTRA.

SI ES CLIENTE (PROPIETARIOS E INQUILINOS)

1. Pague el monto que se muestra en el anverso de este aviso; o
2. Haga un acuerdo de pago; o
3. Pague todos los montos adeudados en el acuerdo de pago más reciente; o
4. Inscribáse en el Tiered Assistance Program (Programa de Asistencia en Niveles, TAP) u otro programa de asistencia a clientes; o
5. Complete los pasos que puedan ser obligatorios según se especifica en un Aviso de Defecto emitido por el Departamento de Agua (Water Dept).

USTED TIENE DERECHO A UNA AUDIENCIA ANTES DE LA INTERRUPCIÓN DEL SERVICIO DE AGUA.**PARA SOLICITAR UNA AUDIENCIA:**

1. Puede solicitar una Audiencia Informal (IH) en el plazo de diez (10) días si existe una disputa relacionada con cualquier asunto descrito en la Sección 100.7(a) de la Normativa del Departamento de Agua. Puede solicitar un formulario IH llamando a nuestro Centro de Contacto al 215-685-6300 o visitando uno de los centros de servicio. Se permiten solicitudes para audiencias enviadas por correo, pero deben ser recibidas por la Oficina de Recaudaciones por Servicios de Agua en esta fecha o con posterioridad a ella; o
2. Puede presentar un formulario de petición ante la Junta de Revisión Fiscal (Tax Review Board, TRB) en el plazo de 60 días a partir de la fecha de este aviso. Los formularios se pueden solicitar en la TRB llamando al (215) 686-5216 o se los puede descargar en: http://www.phila.gov/trb/TRB_Petitions.html

La Oficina de Recaudaciones por Servicios de Agua o la TRB le comunicarán la fecha y el lugar donde se llevará a cabo la audiencia.

SI SOLICITA UNA AUDIENCIA, SU SERVICIO DE AGUA CONTINUARÁ HASTA QUE SE HAYA TOMADO UNA DECISIÓN FINAL.

LLAME AL 215-685-6300 SI ESTÁ ENFERMO O POR ALGUNA OTRA RAZÓN NO PUEDE CONCURRIR A LA OFICINA DE RECAUDACIONES POR SERVICIOS DE AGUA EN PERSONA O SI NECESITA MÁS INFORMACIÓN O UNA EXPLICACIÓN DE SUS DERECHOS.

***** SHUT OFF NOTICE *****

- **Your water service will be shut off without further notice on or after 04/20/2020 unless you pay the PAY NOW amount.**
- Avoid the inconvenience and additional expense of a shut off by making payment immediately. If you have already made your payment, please disregard this notice.
- If your service is suspended, a Restoration Fee will be added to the balance due.
- A Visitation Fee is added to the balance due if we show up to suspend service and payment is made at the property.
- The PWD Customer Contact Center is available Monday through Friday, 8:00 AM to 5:00 PM. Call 215-685-6300.
- If you are a tenant who is not responsible for paying the water bill according to your rental agreement, you may have additional rights to prevent your water from being shut off. Please call the PWD Customer Contact Center at 215-685-6300.
- Suspension of water service may affect your fire suppression system if a single / combined domestic and fire service line serves the property.
- Struggling to pay your bill? You may qualify for our billing assistance program called TAP. Call 215-685-6300 for an application or visit www.phila.gov/water-bill-help

City of Philadelphia
Department of Revenue
P.O. Box 41496
Philadelphia, PA 19101-1496

SHUT OFF BILL
WATER/SEWER



YOUR WATER SERVICE IS SUBJECT TO SHUT OFF FOR NON-PAYMENT. FOR FURTHER INFORMATION SEE REVERSE SIDE OF THIS BILL.

YOU MAY PAY BY MAIL TO P.O. BOX 41496, PHILADELPHIA, PA 19101-1496, OR IN PERSON AT MSB 1401 JFK BLVD, CONCOURSE LEVEL, PHILADELPHIA, PA, OR AT ONE OF OUR SERVICE CENTERS.

MAKE CHECKS PAYABLE: CITY OF PHILA.

| PRINCIPAL | PENALTY | BILL DATE | CODE SEE ORIG. BILL | AMOUNT BILLED |
|-----------|---------|-----------|---------------------|---------------|
| 13.31 | 0.00 | 19-12 | | 13.31 |
| 315.37 | 14.02 | 20-01 | | 329.39 |
| 387.05 | 17.60 | 20-02 | | 404.65 |
| 387.05 | 0.00 | 20-03 | | 387.05 |

PAY NOW \$1,134.40

IF YOU HAVE ANY QUESTIONS CALL 215-685-6300 IMMEDIATELY.

SERVICE **41R** WATER ACCESS CODE **000053918**

RETAIN THIS PORTION OF BILL IF YOUR PAYMENT IS MAILED.

OWNER/OCCUPANT
750 BROOKLYN ST
PHILADELPHIA PA 19104

ACCOUNT NUMBER
0291928000750001

PRESENT BOTH PORTIONS WHEN PAYING IN PERSON.

OWNER'S NAME AND PROPERTY BILLED (IF OTHER THAN ABOVE)
CUSTUS PERCY & SPRING
750 BROOKLYN ST

BILL INCLUDES PAYMENTS RECEIVED ON OR BEFORE DATE OF THIS NOTICE:
➤ **03/16/20**

83-T-118R (REV.02/19) WBS000

DETACH HERE

| ACCOUNT NUMBER | DIST. | SEW% | BILL DATE | SERVICE CODE | PRINCIPAL | PENALTY | AMOUNT BILLED |
|--|-------|------|-----------|--------------|-----------|---------|---------------|
| 0291928000750001 | | | | | | | |
| OWNER/OCCUPANT 750 BROOKLYN ST PHILADELPHIA PA 19104 | | | 19-12 | 41R | 13.31 | 0.00 | 13.31 |
| OWNER'S NAME AND PROPERTY BILLED (IF OTHER THAN ABOVE) CUSTUS PERCY & SPRING 750 BROOKLYN ST | | | 20-01 | 41R | 315.37 | 14.02 | 329.39 |
| | | | 20-02 | 41R | 387.05 | 17.60 | 404.65 |
| | | | 20-03 | 41R | 387.05 | 0.00 | 387.05 |

SHUT OFF BILL
WATER/SEWER

PAY NOW \$1,134.40

33372000000999019280007500017000001134400001102780290000100000000005

MAIL THIS PORTION OF BILL ONLY



IF NOT PAID, ADDITIONAL PENALTY WILL BE ADDED TO THE NEXT REGULAR BILL. DO NOT STAPLE, PIN, OR FOLD.

City of Philadelphia
Department of Revenue
P.O. Box 41496
Phila., PA 19101-1496

TO STOP THE WATER SHUT OFF

You must do one of the following on or before the shut off date:

IF YOU ARE A TENANT WHO IS NOT A CUSTOMER

You may apply at the WRB for continued service under USTRA (the Utility Service Tenants Rights Act, 68 P.S. §399.1 et seq.), if the Authorized User is an USTRA Tenant.

IF YOU ARE A CUSTOMER (OWNERS AND TENANTS)

1. Pay the amount shown on the front of this notice; or
2. Make a payment agreement; or
3. Pay all amounts past due on the most recent payment agreement; or
4. Enroll in the Tiered Assistance Program (TAP) or other customer assistance program; or
5. Complete such other steps as may be required as specified in a Notice of Defect issued by the Water Department.

YOU HAVE A RIGHT TO A HEARING BEFORE YOUR WATER IS SHUT OFF.**TO REQUEST A HEARING:**

1. You may request an Informal Hearing (IH) within ten (10) days if a dispute exists as to any matter described in Section 100.7(a) of the Water Department Regulations. You can request an IH form by calling our Contact Center at (215) 685-6300 or by visiting one of our Service Centers. Mailed requests for hearings are permitted, but must be received by the Water Revenue Bureau on or before this date.; or
2. You may submit a petition form to the Tax Review Board (TRB) within 60 days of the date of this notice. Forms can be requested from the TRB by calling (215) 686-5216 or downloaded at: http://www.phila.gov/trb/TRB_Petitions.html.

You will be notified by the Water Revenue Bureau or the TRB of the time and place of the hearing.

IF YOU REQUEST A HEARING, YOUR WATER SERVICE WILL BE CONTINUED UNTIL A FINAL DECISION HAS BEEN MADE.

CALL 215-685-6300 IF YOU ARE ILL OR OTHERWISE CANNOT GO TO THE WATER REVENUE BUREAU IN PERSON OR IF YOU NEED FURTHER INFORMATION OR EXPLANATION OF YOUR RIGHTS.

3118S (Rev. 02/19) WBSO01

PARA DETENER LAS INTERRUPCIONES EN EL SUMINISTRO DE AGUA

Usted debe tomar una de las siguientes medidas en la fecha de interrupción del suministro de agua o con anterioridad a ella:

SI ES INQUILINO PERO NO ES CLIENTE

Debe solicitar la continuación del servicio en la Oficina de Recaudaciones por Servicios de Agua (Water Revenue Bureau, WRB) de conformidad con USTRA (Ley de Derechos de los Inquilinos sobre los Servicios Públicos, 68 P.S. §399.1 et seq.), si el Usuario Autorizado es un Inquilino según USTRA.

SI ES CLIENTE (PROPIETARIOS E INQUILINOS)

1. Pague el monto que se muestra en el anverso de este aviso; o
2. Haga un acuerdo de pago; o
3. Pague todos los montos adeudados en el acuerdo de pago más reciente; o
4. Inscribáse en el Tiered Assistance Program (Programa de Asistencia en Niveles, TAP) u otro programa de asistencia a clientes; o
5. Complete los pasos que puedan ser obligatorios según se especifica en un Aviso de Defecto emitido por el Departamento de Agua (Water Dept).

USTED TIENE DERECHO A UNA AUDIENCIA ANTES DE LA INTERRUPCIÓN DEL SERVICIO DE AGUA.**PARA SOLICITAR UNA AUDIENCIA:**

1. Puede solicitar una Audiencia Informal (IH) en el plazo de diez (10) días si existe una disputa relacionada con cualquier asunto descrito en la Sección 100.7(a) de la Normativa del Departamento de Agua. Puede solicitar un formulario IH llamando a nuestro Centro de Contacto al 215-685-6300 o visitando uno de los centros de servicio. Se permiten solicitudes para audiencias enviadas por correo, pero deben ser recibidas por la Oficina de Recaudaciones por Servicios de Agua en esta fecha o con posterioridad a ella; o
2. Puede presentar un formulario de petición ante la Junta de Revisión Fiscal (Tax Review Board, TRB) en el plazo de 60 días a partir de la fecha de este aviso. Los formularios se pueden solicitar en la TRB llamando al (215) 686-5216 o se los puede descargar en: http://www.phila.gov/trb/TRB_Petitions.html

La Oficina de Recaudaciones por Servicios de Agua o la TRB le comunicarán la fecha y el lugar donde se llevará a cabo la audiencia.

SI SOLICITA UNA AUDIENCIA, SU SERVICIO DE AGUA CONTINUARÁ HASTA QUE SE HAYA TOMADO UNA DECISIÓN FINAL.

LLAME AL 215-685-6300 SI ESTÁ ENFERMO O POR ALGUNA OTRA RAZÓN NO PUEDE CONCURRIR A LA OFICINA DE RECAUDACIONES POR SERVICIOS DE AGUA EN PERSONA O SI NECESITA MÁS INFORMACIÓN O UNA EXPLICACIÓN DE SUS DERECHOS.

