

## PA-VIII-5 Outreach During Moratorium

## Blog posts:

- <https://www.phila.gov/2020-03-18-city-suspends-normal-water-shutoff-schedule/>
- <https://www.phila.gov/2020-05-04-water-department-will-not-turn-off-water-for-non-payment-until-june-1/>
- <https://www.phila.gov/2020-05-22-city-will-not-turn-off-water-for-non-payment-until-july-10/>
- <https://www.phila.gov/2020-07-03-city-will-not-turn-off-water-for-non-payment-until-august-31/>
- <https://www.phila.gov/2020-08-31-water-customers-wont-lose-service-through-september-30/>
- <https://www.phila.gov/2020-09-30-water-customers-wont-lose-service-through-april-1-2021/>

## E-mails:

- Alert: COVID-19 Water Department Statement and Updates  
03/13/2020 05:45 PM EDT  
<https://content.govdelivery.com/accounts/PAPHILAWATER/bulletins/28115e5>
- Latest COVID-19 Water Department Updates  
03/25/2020 03:20 PM EDT  
<https://content.govdelivery.com/accounts/PAPHILAWATER/bulletins/2832624>
- Are You Unable to Pay? Philadelphia Water Shutoff Freeze Extended  
05/05/2020 10:54 AM EDT  
<https://content.govdelivery.com/accounts/PAPHILAWATER/bulletins/28a01e2>
- Our Water Shutoff Freeze Is Extended to July 10  
05/26/2020 12:53 PM EDT  
<https://content.govdelivery.com/accounts/PAPHILAWATER/bulletins/28d6f56>
- Bills piling up? Get the latest on assistance programs  
07/30/2020 10:00 AM EDT  
<https://content.govdelivery.com/accounts/PAPHILAWATER/bulletins/297e52a>

- Phila. Water Shutoff Pause Extended to Sept. 30, 2020  
08/26/2020 01:01 PM EDT  
<https://content.govdelivery.com/accounts/PAPHILAWATER/bulletins/29bcab7>
- Why paying your water bill is so important.  
09/01/2020 09:10 AM EDT  
<https://content.govdelivery.com/accounts/PAPHILAWATER/bulletins/29c4f51>
- Philadelphia Extends Shutoff Protection Until April 1st 2021  
09/29/2020 09:35 AM EDT  
<https://content.govdelivery.com/accounts/PAPHILAWATER/bulletins/2a321c9>
- MONDAY: Free live help from utility bill experts who want you to save \$  
11/19/2020 11:40 AM EST  
<https://content.govdelivery.com/accounts/PAPHILAWATER/bulletins/2ad5959>

# DELINQUENCY NOTICE

JANE DOE  
316 BAYVIEW TERR  
PHILADELPHIA PA 19126

**Questions:**

[www.phila.gov](http://www.phila.gov)

**(215) 685-6300**

Monday - Friday, 8am-5pm

**Reminder: Past due water balance**

December 16, 2020

Dear Customer,

We are writing to encourage you to get current on your past due water balance or request assistance. Your amount past due is \$75.25. Unpaid bills add up, and we don't want you to fall further behind. Please act now, by:

- Paying your balance in full, or
- Setting up a payment agreement, or
- Applying for assistance.

Apply for assistance and get more information at [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help), or make payments at [www.phila.gov/waterbill](http://www.phila.gov/waterbill).

You can also call our Contact Center at **(215) 685-6300** to:

- Set up a payment agreement.
- Ask questions.
- Make payments by phone.

Bill payments fund all our operations and keep clean water flowing throughout our city.

Thank you.

**Water Access Code:**

012345678

**Account Number:**

090-12345-00316-001

**Service Address:**

316 BAYVIEW TERR  
PHILADELPHIA PA 19126

JANE DOE  
316 BAYVIEW TERR  
PHILADELPHIA PA 19126

**Preguntas:**[www.phila.gov](http://www.phila.gov)**(215) 685-6300**

De lunes a viernes de 8am a 5pm

**Recordatorio: Su cuenta de agua  
tiene un saldo adeudado**

16 de diciembre de 2020

Estimado usuario:

Por medio de esta carta pedimos que pague el saldo de su cuenta de agua, o que solicite ayuda. Su cantidad adeudada es de \$75.25. Las facturas impagas se acumulan y no queremos que esa cantidad siga aumentando. Actúe hoy:

- Pagando el saldo en su totalidad, o
- Estableciendo un acuerdo de pago, o
- Solicitando asistencia.

Para obtener más información y solicitar asistencia, visite [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help). Para efectuar un pago, visite [www.phila.gov/waterbill](http://www.phila.gov/waterbill).

También puede llamar a nuestro centro de atención al cliente, marcando el **(215) 685-6300**, para:

- Establecer un acuerdo de pago.
- Hacer preguntas.
- Efectuar pagos por teléfono.

Podemos atenderle en español. El pago de sus facturas sostiene nuestras operaciones y asegura que gocemos de agua limpia por toda la ciudad.

Muchas gracias.

**Código de acceso al  
servicio de agua:**

012345678

**Número de cuenta:**

090-12345-00316-001

**Dirección de servicio:**316 BAYVIEW TERR  
PHILADELPHIA PA 19126

## DELINQUENCY NOTICE WITH WRB ADDRESS



JANE DOE  
316 BAYVIEW TERR  
PHILADELPHIA PA 19126

**Questions:**

[www.phila.gov](http://www.phila.gov)

**(215) 685-6300**

Monday - Friday, 8am-5pm

**Reminder: Past due water balance**

January 25, 2021

Dear Customer,

We are writing to encourage you to get current on your past due water balance or request assistance. Your amount past due is \$148.92. Unpaid bills add up, and we don't want you to fall further behind. Please act now by:

- Paying your balance in full, or
- Setting up a payment agreement, or
- Applying for assistance.

Apply for assistance and get more information at [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help), or make payments at [www.phila.gov/waterbill](http://www.phila.gov/waterbill).

You can also call our Contact Center at **(215) 685-6300** to:

- Set up a payment agreement.
- Ask questions.
- Make payments by phone.

You can always pay online at <http://www.phila.gov/water-bill>. When you use eCheck, it's FREE. Check or money orders, payable to "City of Philadelphia," can be mailed to:

Water Revenue Bureau  
P.O. Box 41496  
Philadelphia, PA 19101-1496  
(Please include your water account number on any check or money order).

Bill payments fund all our operations and keep clean water flowing throughout our city.

Thank you.

**Water Access Code:**  
012345678

**Account Number:**  
090-12345-00316-001

**Service Address:**  
316 BAYVIEW TERR  
PHILADELPHIA PA 19126



JANE DOE  
316 BAYVIEW TERR  
PHILADELPHIA PA 19126

**Preguntas:**

[www.phila.gov](http://www.phila.gov)

**(215) 685-6300**

De lunes a viernes de 8am a 5pm

**Recordatorio: Su cuenta de agua tiene un saldo adeudado**

25 de enero de 2021

Estimado usuario:

Por medio de esta carta pedimos que pague el saldo de su cuenta de agua, o que solicite ayuda. Su cantidad adeudada es de \$148.92. Las facturas impagas se acumulan y no queremos que esa cantidad siga aumentando.

Actúe hoy:

- Pagando el saldo en su totalidad, o
- Estableciendo un acuerdo de pago, o
- Solicitando asistencia.

**Water Access Code:**

012345678

**Account Number:**

090-12345-00316-001

**Service Address:**

316 BAYVIEW TERR  
PHILADELPHIA PA 19126

Para obtener más información y solicitar asistencia, visite [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help). Para efectuar un pago, visite [www.phila.gov/waterbill](http://www.phila.gov/waterbill).

También puede llamar a nuestro centro de atención al cliente, marcando el **(215) 685-6300**, para:

- Establecer un acuerdo de pago.
- Hacer preguntas.
- Efectuar pagos por teléfono.

Podemos atenderle en español.

Siempre puede pagar en nuestro sitio web: [www.phila.gov/water-bill](http://www.phila.gov/water-bill).

Si utiliza eCheck no hay costo adicional. Envíe cheques o giros postales, pagaderos a "City of Philadelphia," a la siguiente dirección postal:

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

(Por favor escriba su número de cuenta de agua sobre su cheque or giro postal).

El pago de sus facturas sostiene nuestras operaciones y asegura agua limpia para toda la ciudad.

Muchas gracias.

# CALL CENTER SCRIPT FOR MISSED PAYMENT AGREEMENT INSTALLMENT

## Phone script: Call to water customers who have missed a payment on their agreement.

Hi, this is \_\_\_\_ [Rep's name] \_\_\_\_ from the City of Philadelphia's Water Revenue Department. May I speak to \_\_\_\_ [Customer's name] \_\_\_\_ please? I need to share important information about \_\_\_\_ [Customer's name] \_\_\_\_'s existing water bill payment agreement.

Answer: Yes, that's me

Our records show you recently missed a payment of \_\_\_\_ [payment \$ amount] \_\_\_\_ on your existing payment agreement.

We know this is a difficult time for many Philadelphians, and we don't want to cancel your payment agreement. This will lead to even higher bills.

We're calling to help you create a new payment agreement, or help you apply for assistance if you are eligible. Can I help you with either of those today?

I can help you with a new payment agreement, or send you an application for water bill assistance. Which would you prefer?

Answer: I would like help creating a new payment agreement

Okay. The amount on your account is \_\_\_\_ \$ \_\_\_\_ . We can offer you a payment agreement for 3, 6, or 12 months, plus your current bill.

You will need to provide a down payment, which is 25% of the full balance on your account. It will be due within 7 days. We will then spread the remaining balance over 3, 6, or 12 months. Will you be able to make this agreement?

Answer: Yes.

Thank you. I am going to process that agreement now. I will need to confirm the address we have for you on file, as well as ask you for your phone number and email address.

Answer: No.

I understand. How much of the down payment can you make? What can you pay monthly along with your current bill?
Answer: I would like to apply for assistance
Great. I am going to send you an application by mail. Remember that you can ask for assistance if you have experienced job loss, the death of someone in your household and even the birth of a child.
This is the address we have on file for you: ____ [Address on file]____. Is that that right?
Answer: Address incorrect
Could you please give me the correct mailing address?
Answer: Address correct
Thank you. We will be mailing an application for water bill assistance to you soon. Would you also like to add your phone number and email to the file? This will help us reach out to you better about your application.
Answer: Yes
Great. I can take your phone number and email address now.
Answer: No
Okay. If you don't receive an application in ____ days, we suggest you give us a call at (215) 685-6300. Goodbye.

Answer: Customer can't answer the call
Okay. We need to send ____ [Customer's name]____ a letter about getting back on track with their payment agreement, so the City won't cancel it.
This is the address we have on file: ____ [Address on file]____. Is that the right address?

Answer: Address incorrect
Could you please give me the correct mailing address for ____ [Customer's name ____?]
Answer: Address correct
Thank you. We will be sending a letter with important information soon. Goodbye.

Philadelphia Water Department Assistance: Facebook Posts

MONTH	YEAR	DATE/LINK
February	2020	<p><b>2/27:</b>  <a href="https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4194030573956513/?type=3&amp;_xts__[0]=68.ARCyME4kMKgsFEF4abtOyY1NTnGuarZM6Z66SfNrQxp9xxE2g_zde1t0c1IFNOwjWEnniTKzLY2v45yYmDzSgKSAWn7eKfnz-mOramcni3PNI9qAWHkYxsx8K0st67pPIPIZAvxglLHJd-E9BP4TDXYmmge2h3aK5B6ldFEWBHafXeuT1NEki6oNPWHal.96A1wtsqwakWtmzXROGCmbrMYOUQJ_pR6fslw70tuP6CbWLNNVdCtJUGb5W_gmW1WzPH67q1YAVuCiFSrVjgrc9Bc59dVKURqzKDIXSzfJof1DC_CLVW6c6b5Xdg6R2E5DgMfxESZVXaASOKY3M6ikPEJppV-N7JD4quXDIWe5RqqVcAreUJGCfncKCHJ044OXWAWoFEiBzQOg">https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4194030573956513/?type=3&amp;_xts__[0]=68.ARCyME4kMKgsFEF4abtOyY1NTnGuarZM6Z66SfNrQxp9xxE2g_zde1t0c1IFNOwjWEnniTKzLY2v45yYmDzSgKSAWn7eKfnz-mOramcni3PNI9qAWHkYxsx8K0st67pPIPIZAvxglLHJd-E9BP4TDXYmmge2h3aK5B6ldFEWBHafXeuT1NEki6oNPWHal.96A1wtsqwakWtmzXROGCmbrMYOUQJ_pR6fslw70tuP6CbWLNNVdCtJUGb5W_gmW1WzPH67q1YAVuCiFSrVjgrc9Bc59dVKURqzKDIXSzfJof1DC_CLVW6c6b5Xdg6R2E5DgMfxESZVXaASOKY3M6ikPEJppV-N7JD4quXDIWe5RqqVcAreUJGCfncKCHJ044OXWAWoFEiBzQOg</a></p>
March	2020	<p><b>3/10:</b> <a href="https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4234338406592396/?type=3&amp;_xts__[0]=68.ARDH9KvF-jonK60Xrps016ojwvaKUAFV2FcfiDclq2ub_3PSLUeRkIz2ZZJ1q687sXSXEZB7z51mdi71JIDJMdXchJGtsITDAicvitqQWfc8QMhCnon2DOWAgx7ZsklkXyaVkiIecKEFAJMJxBPI-7EDBzuvIWHdHSNn1ghTJrzbJov6DdcqOvKfShxrsR_FYyIzGaJITbYDbkUJwOESJ7L-N1E6B5TTn9LGJvkZdvnQ41p07uA4qssu7WvuVvapPgxt8BsFojRIIWCdhgnE83drPPAPf1uKaYU2Wwz3JC14UGRh8e95A5BKewgWHVqbgx7t6_n43Mrgyn0S8j7Ew__fMifuVAy5sUkbC6z9jpRMDRAhBXo1Xv614-gG_XlIsaHL">https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4234338406592396/?type=3&amp;_xts__[0]=68.ARDH9KvF-jonK60Xrps016ojwvaKUAFV2FcfiDclq2ub_3PSLUeRkIz2ZZJ1q687sXSXEZB7z51mdi71JIDJMdXchJGtsITDAicvitqQWfc8QMhCnon2DOWAgx7ZsklkXyaVkiIecKEFAJMJxBPI-7EDBzuvIWHdHSNn1ghTJrzbJov6DdcqOvKfShxrsR_FYyIzGaJITbYDbkUJwOESJ7L-N1E6B5TTn9LGJvkZdvnQ41p07uA4qssu7WvuVvapPgxt8BsFojRIIWCdhgnE83drPPAPf1uKaYU2Wwz3JC14UGRh8e95A5BKewgWHVqbgx7t6_n43Mrgyn0S8j7Ew__fMifuVAy5sUkbC6z9jpRMDRAhBXo1Xv614-gG_XlIsaHL</a></p> <p><b>3/13:</b>  <a href="https://www.facebook.com/PhillyH2O/posts/4245822915443945?_xts__[0]=68.ARAugF1acm5ys7kpcRFKxW083JH4tpoODX13yXWaRSVEl8F9eQwakeUEDHX7yIpk_fgN_k98XGT2T62gOUIIIyUEAmsKHT5T5NndvGWTdFge9Y72sCfGXRQC29xPuxgPR7vaA8nlBEtIMEEn-KR0wDmmFp9K-yrI.7x5L.TEA3KG1aMyFhFqm-0ulcqcJIBsnRvaFIS8A219BT8aeEx8YsOUX2ylnYGYFSdV82K5dUJL-ofVYpxIKAGzVY3GZVWhbT4xcXORYPEH9geZlpJyLLD0oCeDevZsn41LOQphvNACBnhgETIJWaA">https://www.facebook.com/PhillyH2O/posts/4245822915443945?_xts__[0]=68.ARAugF1acm5ys7kpcRFKxW083JH4tpoODX13yXWaRSVEl8F9eQwakeUEDHX7yIpk_fgN_k98XGT2T62gOUIIIyUEAmsKHT5T5NndvGWTdFge9Y72sCfGXRQC29xPuxgPR7vaA8nlBEtIMEEn-KR0wDmmFp9K-yrI.7x5L.TEA3KG1aMyFhFqm-0ulcqcJIBsnRvaFIS8A219BT8aeEx8YsOUX2ylnYGYFSdV82K5dUJL-ofVYpxIKAGzVY3GZVWhbT4xcXORYPEH9geZlpJyLLD0oCeDevZsn41LOQphvNACBnhgETIJWaA</a></p> <p><b>3/17:</b> <a href="https://www.facebook.com/PhillyH2O/posts/4259226947436875?_xts__[0]=68.ARBW6M6RYmUwRt_7K0NfyrvKkPaS5DAJbpGpKpuSQCrrqg30bcFRpedMV4BkV5o1TYIzm9a06B_EBdwUxhVKR4-ZnMaSK5UC_X_dOLMuaglOzO6EqWe98GmKayxlk_ceOnJcBXP2uN9c7Hvrbld7P_WFPOLzOXtuykE-OsfXimRd3fItzSkuuYFdkZr8Er04MXU4nL5dDIY1Lqsa1_rfbODEXLUmylFiyHdaOVRWMybmyVXa2uGxKosT5j6LILp-YfXlfec4I9hcVqxywUsDmn4h34EDXhYASf1uXir9yMnMlU8ws8CgIA">https://www.facebook.com/PhillyH2O/posts/4259226947436875?_xts__[0]=68.ARBW6M6RYmUwRt_7K0NfyrvKkPaS5DAJbpGpKpuSQCrrqg30bcFRpedMV4BkV5o1TYIzm9a06B_EBdwUxhVKR4-ZnMaSK5UC_X_dOLMuaglOzO6EqWe98GmKayxlk_ceOnJcBXP2uN9c7Hvrbld7P_WFPOLzOXtuykE-OsfXimRd3fItzSkuuYFdkZr8Er04MXU4nL5dDIY1Lqsa1_rfbODEXLUmylFiyHdaOVRWMybmyVXa2uGxKosT5j6LILp-YfXlfec4I9hcVqxywUsDmn4h34EDXhYASf1uXir9yMnMlU8ws8CgIA</a></p>
April	2020	<p><b>4/29:</b> <a href="https://www.facebook.com/PhillyH2O/posts/4418470304845871?_xts__[0]=68.ARAFbzEPXNgFAoOug_jGxeKu8dee9QuilW1rD6BG8hnnWJBKdcVc0KbLDJCDrrJjuk-zIR1N-mMCGO9-Fnj6XsU5B3Ga5S_mvW3yV2YlcaEWueD2pZm2TpPfg0h3kVks5OTvmb-Q2ncs508UJndLNBwekdb-hYX60hK8UgzsrmK18A0vB6y19WARC1Xmxx-fIehJ1A7YqbxNZO__DpAhhHyo6bNnGo_P-e39zfvKCRCTGrDv7JPQhJwAAXyOarL7O2KMXLHxv9PH4IVGef2adHbHz4q1yvkXrv2EFv5c8UlxBGmWkmng">https://www.facebook.com/PhillyH2O/posts/4418470304845871?_xts__[0]=68.ARAFbzEPXNgFAoOug_jGxeKu8dee9QuilW1rD6BG8hnnWJBKdcVc0KbLDJCDrrJjuk-zIR1N-mMCGO9-Fnj6XsU5B3Ga5S_mvW3yV2YlcaEWueD2pZm2TpPfg0h3kVks5OTvmb-Q2ncs508UJndLNBwekdb-hYX60hK8UgzsrmK18A0vB6y19WARC1Xmxx-fIehJ1A7YqbxNZO__DpAhhHyo6bNnGo_P-e39zfvKCRCTGrDv7JPQhJwAAXyOarL7O2KMXLHxv9PH4IVGef2adHbHz4q1yvkXrv2EFv5c8UlxBGmWkmng</a></p> <p><b>4/29:</b> <a href="https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4419983824694519/?type=3&amp;_xts__[0]=68.ARBKKG7i6WpcpaEGEJEPrt-CYB1fc5Myf6rMTmq5ZNgOIS-sin4yZB2f1A7KVaM0eZK0ZFNHJPODzccPOkmh1H-Xpa5JefTHwA19HesgOQZWLVoDfHJujgmZJO1OUMMrnrmNcybUG6i0pq0SoV7gwzjzBU10n5osRPfI78DXs6vfo6V8XYTK8yEq2F3OCitb-fqcE6PkCni5PE3lajXQe6K25QVhJc3B5IjwINqECpL5megLAJWcBji10kfp5E89hh17Vv-2TpKX5oXvOziliZnGDpPmCvEjUnltzfbuB1jmsvMw">https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4419983824694519/?type=3&amp;_xts__[0]=68.ARBKKG7i6WpcpaEGEJEPrt-CYB1fc5Myf6rMTmq5ZNgOIS-sin4yZB2f1A7KVaM0eZK0ZFNHJPODzccPOkmh1H-Xpa5JefTHwA19HesgOQZWLVoDfHJujgmZJO1OUMMrnrmNcybUG6i0pq0SoV7gwzjzBU10n5osRPfI78DXs6vfo6V8XYTK8yEq2F3OCitb-fqcE6PkCni5PE3lajXQe6K25QVhJc3B5IjwINqECpL5megLAJWcBji10kfp5E89hh17Vv-2TpKX5oXvOziliZnGDpPmCvEjUnltzfbuB1jmsvMw</a></p>
May	2020	<p><b>5/18:</b> <a href="https://www.facebook.com/PhillyH2O/photos/a.178203105539300/4497388543620713/">https://www.facebook.com/PhillyH2O/photos/a.178203105539300/4497388543620713/</a></p> <p><b>5/26:</b> <a href="https://www.facebook.com/PhillyH2O/posts/4529475353745365?_xts__[0]=68.ARD6AUN8rjzph7HynbJo9XOOL2fitZahl56mu8m85wOTx1ktcgpAb34LzhkWOwBLE82GkTJBkt-KyGKFcNUp5oE6IhPjihow4WhlZBGuu8M_XihuigCE4fxk5z6bscTbwGNrFXTYBruzR2bZnWmOqlvsEVhVr1Jz8Bw-XOMHPO9U-ECqYtjz5rP6J9hzXo1Vme92dLBFkzIAEsBq65EHxKBAq-x2G7H9cM1UwhcvMn3wt9IbnNGrXrWIEKOladsIdt34Xq2EwMlBvjzuguVJaDVUJzQooq41NfYlx7VnonkILF3w">https://www.facebook.com/PhillyH2O/posts/4529475353745365?_xts__[0]=68.ARD6AUN8rjzph7HynbJo9XOOL2fitZahl56mu8m85wOTx1ktcgpAb34LzhkWOwBLE82GkTJBkt-KyGKFcNUp5oE6IhPjihow4WhlZBGuu8M_XihuigCE4fxk5z6bscTbwGNrFXTYBruzR2bZnWmOqlvsEVhVr1Jz8Bw-XOMHPO9U-ECqYtjz5rP6J9hzXo1Vme92dLBFkzIAEsBq65EHxKBAq-x2G7H9cM1UwhcvMn3wt9IbnNGrXrWIEKOladsIdt34Xq2EwMlBvjzuguVJaDVUJzQooq41NfYlx7VnonkILF3w</a></p>
June	2020	<p><b>6/10:</b> <a href="https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4591170110909222/?type=3&amp;_xts__[0]=68.ARDnwAID7FZVzQhP3BvO2KROIG_ko7rDlirw7GmLb4p9UI4ekgLVCE2TYI-bVpvy5jKUXLvdj0_tfygVxk861Bjedb9wJOM3lq4KIMLZFS-yMP_WeXoswjl14oXufOQOWDehA72mBjLVCM6lKkYUkIvGaOrs8XHz7X3BYnCl2EONAVgTRIdfYye5OAh9HmfeVjZ9_FqGqCH8I-eejUuUcQilazGnkDZ17cY75_UwbObhixj2ID1IKVuTgDUjdcK0p-Se-u2aJu1PBL5e2-OVZtuDQPWVg5T3FXdbwr3PErrfaw">https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4591170110909222/?type=3&amp;_xts__[0]=68.ARDnwAID7FZVzQhP3BvO2KROIG_ko7rDlirw7GmLb4p9UI4ekgLVCE2TYI-bVpvy5jKUXLvdj0_tfygVxk861Bjedb9wJOM3lq4KIMLZFS-yMP_WeXoswjl14oXufOQOWDehA72mBjLVCM6lKkYUkIvGaOrs8XHz7X3BYnCl2EONAVgTRIdfYye5OAh9HmfeVjZ9_FqGqCH8I-eejUuUcQilazGnkDZ17cY75_UwbObhixj2ID1IKVuTgDUjdcK0p-Se-u2aJu1PBL5e2-OVZtuDQPWVg5T3FXdbwr3PErrfaw</a></p>
July	2020	<p><b>7/31:</b> <a href="https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4823113547714876/?type=3&amp;_xts__[0]=68.ARBIXwixfnx1MaQVYCx4Nss4FbiM2pPfxmEUrf_wWgZ_p6Z_wmuwQVIQwg4EKTqd26et4sf2N-vj3he9oh20cbeDNIa969KaTpeBK0MJvfnr8LxRFJf13ht6LVI0BP7WbNv7176f49u4sl4vJp8yYDL8ebPGe4GjmOvqIKT8M41Suvj8IK3n896r_oDKToYL3mRcOdUWPPWdww1VymR84paWfcsoa91979JktIm1Y2xiIDNLU_MOGCcbSw_hxaeHdWqRX11mTuU5M0Qa6W3uLz6j37geuNuZ_xtCwe11.3RdMRMGeb6ts6-lBqTrLk1fM2ZG_rOJlmp-0Rim1nH9apFBgIRJNNW6hcsOsDFfprPOses6cpeyp2CJl-oorNEZP">https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4823113547714876/?type=3&amp;_xts__[0]=68.ARBIXwixfnx1MaQVYCx4Nss4FbiM2pPfxmEUrf_wWgZ_p6Z_wmuwQVIQwg4EKTqd26et4sf2N-vj3he9oh20cbeDNIa969KaTpeBK0MJvfnr8LxRFJf13ht6LVI0BP7WbNv7176f49u4sl4vJp8yYDL8ebPGe4GjmOvqIKT8M41Suvj8IK3n896r_oDKToYL3mRcOdUWPPWdww1VymR84paWfcsoa91979JktIm1Y2xiIDNLU_MOGCcbSw_hxaeHdWqRX11mTuU5M0Qa6W3uLz6j37geuNuZ_xtCwe11.3RdMRMGeb6ts6-lBqTrLk1fM2ZG_rOJlmp-0Rim1nH9apFBgIRJNNW6hcsOsDFfprPOses6cpeyp2CJl-oorNEZP</a></p>
August	2020	<p><b>8/6:</b> <a href="https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4853244388035125/?type=3&amp;_xts__[0]=68.ARASr2GqEiF3k-5SQ9EICOafSENo1r08LdAoJ-4ZTV3DZVx-hX2IGxYNOUJ4_2gFJfJTWc0wXyNvKodUIY_-sc3uXGvPz0qbOZRDIM_ig_Fxli9uerEKmRQceXHZDMqldQvSW6-dC7Jhx0kCijgtYoASrHIUceze07WiKHoGLITYd6Z22vSKV_Ofs_sxsOg1BDTrH6P9x8M4NDjgHWBTz_jqenHjph-ruo0wJ5johcpRfd_dlcuO5ggfIOMBvQFDxbiGlon6LDS4w2WkeGwhsjqGSwklLhg45pOYw6JovLQjw0k2gpSQ">https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4853244388035125/?type=3&amp;_xts__[0]=68.ARASr2GqEiF3k-5SQ9EICOafSENo1r08LdAoJ-4ZTV3DZVx-hX2IGxYNOUJ4_2gFJfJTWc0wXyNvKodUIY_-sc3uXGvPz0qbOZRDIM_ig_Fxli9uerEKmRQceXHZDMqldQvSW6-dC7Jhx0kCijgtYoASrHIUceze07WiKHoGLITYd6Z22vSKV_Ofs_sxsOg1BDTrH6P9x8M4NDjgHWBTz_jqenHjph-ruo0wJ5johcpRfd_dlcuO5ggfIOMBvQFDxbiGlon6LDS4w2WkeGwhsjqGSwklLhg45pOYw6JovLQjw0k2gpSQ</a></p> <p><b>8/13:</b>  <a href="https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4887400454619518/?type=3&amp;size=2048&amp;fbid=4887400454619518&amp;source=12&amp;player_origin=unknown&amp;_xts__[0]=68.ARAmybDA4wHAIeFrzQ08zFT19y61LjCTbExo_8wc4u_YWditdEqzBqwL_Xk3Jaz6IbGq59G74epwTps9aEO1T43UWAWYmVxEdGS7g8v-b19foSueel8UmvnHlxgZMfTjgINPzp00ps90Ieme84wZaKnnuV9d8IYGephj0BMtgoTEl5gl5UxIAYPQvLXLtVz484rP1A9zko_fx7ThAirKQJoueTBSrtZFgBs8F7G3g8xgPAOd8k8bVVR9Y6-Xs2nSF8K7M5G0PdLsW1twRNyBGEH331UIZWB34p2BJSRLVUV-LuYm26umWOEnr6n2I8A7WKOPIY52AjzeEW1DfGAbGfc1przV71P7f5rh5eM44m4yGUEcHSG58TOJ7FTqDFO">https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4887400454619518/?type=3&amp;size=2048&amp;fbid=4887400454619518&amp;source=12&amp;player_origin=unknown&amp;_xts__[0]=68.ARAmybDA4wHAIeFrzQ08zFT19y61LjCTbExo_8wc4u_YWditdEqzBqwL_Xk3Jaz6IbGq59G74epwTps9aEO1T43UWAWYmVxEdGS7g8v-b19foSueel8UmvnHlxgZMfTjgINPzp00ps90Ieme84wZaKnnuV9d8IYGephj0BMtgoTEl5gl5UxIAYPQvLXLtVz484rP1A9zko_fx7ThAirKQJoueTBSrtZFgBs8F7G3g8xgPAOd8k8bVVR9Y6-Xs2nSF8K7M5G0PdLsW1twRNyBGEH331UIZWB34p2BJSRLVUV-LuYm26umWOEnr6n2I8A7WKOPIY52AjzeEW1DfGAbGfc1przV71P7f5rh5eM44m4yGUEcHSG58TOJ7FTqDFO</a></p> <p><b>8/17:</b> <a href="https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4905562782803285/?type=3&amp;_xts__[0]=68.ARAPhB8o7Hpa037F03M4qPcE1s1s08TGN-eENW0x38Bvy0pUdNb7T3kGkr5qVSP6jTH5BwtYAkY1KvtA5uj3LMBcqwPetKqg1uucAvT7ACD0ZrP5f1O7hgvihfVpUsx6_XEq1fm1-Y6h6SJf8mWR3_1PXKkRfRuXqg1qXJV9SXL_jBAZY4WomBbrkRZp7U2DlSpJ5ZTs1-ucnYu_SjJlUw6I93IvWfcvH7XjYt_BlrZlZfOj88pl2NqqGzEnXU6DcrrYbtrOePXHJzfoeRm0Tvg74XnqUf0KY8QF1_OLWC08-VyA">https://www.facebook.com/PhillyH2O/photos/a.545632442129696/4905562782803285/?type=3&amp;_xts__[0]=68.ARAPhB8o7Hpa037F03M4qPcE1s1s08TGN-eENW0x38Bvy0pUdNb7T3kGkr5qVSP6jTH5BwtYAkY1KvtA5uj3LMBcqwPetKqg1uucAvT7ACD0ZrP5f1O7hgvihfVpUsx6_XEq1fm1-Y6h6SJf8mWR3_1PXKkRfRuXqg1qXJV9SXL_jBAZY4WomBbrkRZp7U2DlSpJ5ZTs1-ucnYu_SjJlUw6I93IvWfcvH7XjYt_BlrZlZfOj88pl2NqqGzEnXU6DcrrYbtrOePXHJzfoeRm0Tvg74XnqUf0KY8QF1_OLWC08-VyA</a></p>
September	2020	<p><b>9/3:</b> <a href="https://www.facebook.com/PhillyH2O/posts/4994080333951529?_xts__[0]=68.ARBHu5lWuN5tIKC3d5W5WAgJtnNdx77ybsKsVZqRo5q4KCL7rhlaKwM0sflXNAT4fTglit5LUciD5mZnXVeaU-_lj3owILfuroQlucIMSQCDeZVXEKY17DEBN35UIVZB9N2xTjSsdXSeG_6yGNnlr94II4JcPows5WrrK3xuvKzB-11h62IE0WeOldgH118IAo_xPON4qRPGOUrh5xo_XbrZw4Cpqlf_SURw9Qic7GfN3Jf07Nac01UUrmmJo5t4t1z5L6n6CyciCQ3F2ToIDue0VCLxAlcbopdcz3mxAQDeJl8w">https://www.facebook.com/PhillyH2O/posts/4994080333951529?_xts__[0]=68.ARBHu5lWuN5tIKC3d5W5WAgJtnNdx77ybsKsVZqRo5q4KCL7rhlaKwM0sflXNAT4fTglit5LUciD5mZnXVeaU-_lj3owILfuroQlucIMSQCDeZVXEKY17DEBN35UIVZB9N2xTjSsdXSeG_6yGNnlr94II4JcPows5WrrK3xuvKzB-11h62IE0WeOldgH118IAo_xPON4qRPGOUrh5xo_XbrZw4Cpqlf_SURw9Qic7GfN3Jf07Nac01UUrmmJo5t4t1z5L6n6CyciCQ3F2ToIDue0VCLxAlcbopdcz3mxAQDeJl8w</a></p>
October	2020	<p><b>10/6:</b> <a href="https://www.facebook.com/PhillyH2O/posts/5176756225683938?_xts__[0]=68.ARDJS7rXIVyzFzEbVYFoZYmK4n3a48JAPqVROWFK4NJOW3k-hv7AnMQh41SDD1_9cH7UzyH8V2GUHHLHHBemWICDv76Zq3sJUSHmuVd5AhnMIDGIB08Yg6l7c8RS_q2W5MoU7dEkoQTEH9CKDtmHkr5lCpMg8uGGF1f60qAGPfyR2EJaKhHEflicTKzYwlv-mt7CgrRgE1A6Tf7mRq6JdHftsBCO2GU0pjKf8XLM9b_-TotYnjK2U2mVmNHAOtqXNfMFO21LmzC6auCNYK5oXjkn-A4yilERHAy6W4eN6mg">https://www.facebook.com/PhillyH2O/posts/5176756225683938?_xts__[0]=68.ARDJS7rXIVyzFzEbVYFoZYmK4n3a48JAPqVROWFK4NJOW3k-hv7AnMQh41SDD1_9cH7UzyH8V2GUHHLHHBemWICDv76Zq3sJUSHmuVd5AhnMIDGIB08Yg6l7c8RS_q2W5MoU7dEkoQTEH9CKDtmHkr5lCpMg8uGGF1f60qAGPfyR2EJaKhHEflicTKzYwlv-mt7CgrRgE1A6Tf7mRq6JdHftsBCO2GU0pjKf8XLM9b_-TotYnjK2U2mVmNHAOtqXNfMFO21LmzC6auCNYK5oXjkn-A4yilERHAy6W4eN6mg</a></p> <p><b>10/7:</b>  <a href="https://www.facebook.com/PhillyH2O/photos/a.545632442129696/518088892520668/?type=3&amp;_xts__[0]=68.ARDIfuT72Z_lvsCPLVcW1johy4EGkuusKeUIFuXKxwoLE4rGqyF2Hwb6ZrWj2VYmBFs7_JXE7HZ_HTMCOkeX5Hsjh5BZ54P65x9P9_H_c1svqygdPI5F31xbNfF_Cmbtn-W1Ynq5cRghQ5qlc5Ql-glfUuu8TugOHUzWe1s-sruX0unt12H_Evoqhk5aUm6I9fdVlOs5V9NyxaRRx9MEaKPKFaibi027au4wd3rEX9I8l9uuxbexVyhWxxt5dnAaXc4DH1SI0d18rQeUHG0DNDu8JmXSSd1DwYDwnTUm07sMxqpWRdq">https://www.facebook.com/PhillyH2O/photos/a.545632442129696/518088892520668/?type=3&amp;_xts__[0]=68.ARDIfuT72Z_lvsCPLVcW1johy4EGkuusKeUIFuXKxwoLE4rGqyF2Hwb6ZrWj2VYmBFs7_JXE7HZ_HTMCOkeX5Hsjh5BZ54P65x9P9_H_c1svqygdPI5F31xbNfF_Cmbtn-W1Ynq5cRghQ5qlc5Ql-glfUuu8TugOHUzWe1s-sruX0unt12H_Evoqhk5aUm6I9fdVlOs5V9NyxaRRx9MEaKPKFaibi027au4wd3rEX9I8l9uuxbexVyhWxxt5dnAaXc4DH1SI0d18rQeUHG0DNDu8JmXSSd1DwYDwnTUm07sMxqpWRdq</a></p> <p><b>10/13:</b>  <a href="https://www.facebook.com/PhillyH2O/photos/a.545632442129696/5214319588594268/?type=3&amp;_xts__[0]=68.ARA3qBVO0OASJrovsQpBF861TiloB9jNe9uqFbgO7pn6_LFUumJACHWIR2u3ow4Um6dOQKFmoflmeIa9zC_c_oxvg1M2RTL0Ohdicq1glYp8oSr2dCYOvOw4CuAjzB3ojqQDhVYESObAzeEREKDs-WvwnM88Wq1lyBPenepz7o1qMhFBDltsjfcPfyjK6hdls--9GIRPA_a2zoJ8KDsW8ILROEydc1Wtw_yKm9S80uvUjCqaav_DpMtTjRQ8jwiUTYK7ckFtpOh6ZgIPtTlVlpaCrVbOW6lWxIX89J1TyxZ-ozPkA">https://www.facebook.com/PhillyH2O/photos/a.545632442129696/5214319588594268/?type=3&amp;_xts__[0]=68.ARA3qBVO0OASJrovsQpBF861TiloB9jNe9uqFbgO7pn6_LFUumJACHWIR2u3ow4Um6dOQKFmoflmeIa9zC_c_oxvg1M2RTL0Ohdicq1glYp8oSr2dCYOvOw4CuAjzB3ojqQDhVYESObAzeEREKDs-WvwnM88Wq1lyBPenepz7o1qMhFBDltsjfcPfyjK6hdls--9GIRPA_a2zoJ8KDsW8ILROEydc1Wtw_yKm9S80uvUjCqaav_DpMtTjRQ8jwiUTYK7ckFtpOh6ZgIPtTlVlpaCrVbOW6lWxIX89J1TyxZ-ozPkA</a></p>
November	2020	<p><b>11/18:</b> <a href="https://www.facebook.com/PhillyH2O/posts/5379427195416839?_xts__[0]=68.ARBXv7-by-GFP5pkbTK_HwVlcS7wNnJ6dOeZEcZBJEYELJb0KeJkMQKX_2K8rKsBlch5fcVDZO8vtGIZrfu1nBIIDaegrC3JHawArqCmbnHGyWBD5kuzEnvOpIkMa2yEpn7q81HaRcZAw-lXOrKy_jqdnHAJlMqCFKDXL5pPyG6XPZKmTLzVYIMHJG1-YpVt6EJvk883RPwPZck0TPC5z-4vgfBNH-Pzft55MvLslee17z3qjmgDEa6qbKZkoK1-18OoYBGcuBdEq2oR-sb1Unaf7FYfRoVvOlml4zjg6JKTbWpw">https://www.facebook.com/PhillyH2O/posts/5379427195416839?_xts__[0]=68.ARBXv7-by-GFP5pkbTK_HwVlcS7wNnJ6dOeZEcZBJEYELJb0KeJkMQKX_2K8rKsBlch5fcVDZO8vtGIZrfu1nBIIDaegrC3JHawArqCmbnHGyWBD5kuzEnvOpIkMa2yEpn7q81HaRcZAw-lXOrKy_jqdnHAJlMqCFKDXL5pPyG6XPZKmTLzVYIMHJG1-YpVt6EJvk883RPwPZck0TPC5z-4vgfBNH-Pzft55MvLslee17z3qjmgDEa6qbKZkoK1-18OoYBGcuBdEq2oR-sb1Unaf7FYfRoVvOlml4zjg6JKTbWpw</a></p>
December	2020	<p><b>12/7:</b> <a href="https://www.facebook.com/PhillyH2O/photos/a.545632442129696/5467565123269712/?type=3&amp;_xts__[0]=68.ARARXf20yIkeEHOLggewICOUpx5Z0J2BDZsoMQ8oRj_klILLmhsO_RIDIEKNeChgW-xtA34pLlCZCvzqBe2TZRFI9D1id3r8QbDPU981kgECL5oXS8m29Is5GNqCM_2Nc00IE_Xb8TZPu-Fby8sGkFZxbZD5lkeAPknhhw7INWLva8kYp1K3CfnWbaYbZy4JYwU7m2zQyT7EpVgzU3gI8p8uKdHE8LGrOMJKHn6ZxpAp139dQhL_inVamGpE5nC6uyjUcTfSI9e78xcOVG30CPiub8WO0bse1xJbFo_IDArLoPUMYw">https://www.facebook.com/PhillyH2O/photos/a.545632442129696/5467565123269712/?type=3&amp;_xts__[0]=68.ARARXf20yIkeEHOLggewICOUpx5Z0J2BDZsoMQ8oRj_klILLmhsO_RIDIEKNeChgW-xtA34pLlCZCvzqBe2TZRFI9D1id3r8QbDPU981kgECL5oXS8m29Is5GNqCM_2Nc00IE_Xb8TZPu-Fby8sGkFZxbZD5lkeAPknhhw7INWLva8kYp1K3CfnWbaYbZy4JYwU7m2zQyT7EpVgzU3gI8p8uKdHE8LGrOMJKHn6ZxpAp139dQhL_inVamGpE5nC6uyjUcTfSI9e78xcOVG30CPiub8WO0bse1xJbFo_IDArLoPUMYw</a></p> <p><b>12/29:</b> <a href="https://www.facebook.com/PhillyH2O/photos/a.545632442129696/5561178750575015/?type=3&amp;_xts__[0]=68.ARAW64RmOSIE-legm-nvxf_YhmelP3Y6vUj_lVgKfE2ka8mw16D5JGZSC1vGYdogtYmIDXl5qUldfQhAwwF3kS2BSc6zyoDzLJrcc0D0uTY8OUzTr6PACbrckh9hKl14c0aoww1LGuoBc2An8k5spnow8P6CK8IIEHoAK01yDFpfaTEZPCG77HzSdWvhcDhgnp_jYmQfcccUnu2naNpQ7XDJNKs7SyDVpArYy735MaH_1ywfFHcpWcic_SZE9fD3MIQZf3Bxe656rZJKNBWGN2YX5iATgR_mNsyR6eOeADpavJrf6MLQ">https://www.facebook.com/PhillyH2O/photos/a.545632442129696/5561178750575015/?type=3&amp;_xts__[0]=68.ARAW64RmOSIE-legm-nvxf_YhmelP3Y6vUj_lVgKfE2ka8mw16D5JGZSC1vGYdogtYmIDXl5qUldfQhAwwF3kS2BSc6zyoDzLJrcc0D0uTY8OUzTr6PACbrckh9hKl14c0aoww1LGuoBc2An8k5spnow8P6CK8IIEHoAK01yDFpfaTEZPCG77HzSdWvhcDhgnp_jYmQfcccUnu2naNpQ7XDJNKs7SyDVpArYy735MaH_1ywfFHcpWcic_SZE9fD3MIQZf3Bxe656rZJKNBWGN2YX5iATgR_mNsyR6eOeADpavJrf6MLQ</a></p>
January	2021	<p><b>1/7:</b>  </p>

**Philadelphia Water Department Assistance:  
Twitter Posts**

<b>MONTH</b>	<b>YEAR</b>	<b>DATE/LINK</b>
January	2020	<b>1/31</b> <a href="https://twitter.com/PhillyH2O/status/1223335829772349440">https://twitter.com/PhillyH2O/status/1223335829772349440</a>
February	2020	<b>2/27</b> <a href="https://twitter.com/PhillyH2O/status/1233182559128969216">https://twitter.com/PhillyH2O/status/1233182559128969216</a>
March	2020	<b>3/10</b> <a href="https://twitter.com/PhillyH2O/status/1237374188081557507">https://twitter.com/PhillyH2O/status/1237374188081557507</a> <b>3/13</b> <a href="https://twitter.com/PhillyH2O/status/1238587132287090689">https://twitter.com/PhillyH2O/status/1238587132287090689</a> <b>3/17</b> <a href="https://twitter.com/PhillyH2O/status/1239932977137795072">https://twitter.com/PhillyH2O/status/1239932977137795072</a>
April	2020	<b>4/29</b> <a href="https://twitter.com/PhillyH2O/status/1255604650897747970">https://twitter.com/PhillyH2O/status/1255604650897747970</a>
May	2020	<b>5/19</b> <a href="https://twitter.com/PhillyH2O/status/1262718091575902214">https://twitter.com/PhillyH2O/status/1262718091575902214</a> <b>5/26</b> <a href="https://twitter.com/PhillyH2O/status/1265362411747491840">https://twitter.com/PhillyH2O/status/1265362411747491840</a>
June	2020	<b>6/10</b> <a href="https://twitter.com/PhillyH2O/status/1270733955818553351">https://twitter.com/PhillyH2O/status/1270733955818553351</a>
July	2020	<b>7/3</b> <a href="https://twitter.com/PhillyH2O/status/1279057862782836743">https://twitter.com/PhillyH2O/status/1279057862782836743</a> <b>7/31</b> <a href="https://twitter.com/PhillyH2O/status/1289257518833704960">https://twitter.com/PhillyH2O/status/1289257518833704960</a>
August	2020	<b>8/5</b> <a href="https://twitter.com/PhillyH2O/status/1290980974487109634">https://twitter.com/PhillyH2O/status/1290980974487109634</a> <b>8/6</b> <a href="https://twitter.com/PhillyH2O/status/1291439964459339776">https://twitter.com/PhillyH2O/status/1291439964459339776</a> <b>8/6</b> <a href="https://twitter.com/PhillyH2O/status/1291471670797045760">https://twitter.com/PhillyH2O/status/1291471670797045760</a> <b>8/13</b> <a href="https://twitter.com/PhillyH2O/status/1294008367523008515">https://twitter.com/PhillyH2O/status/1294008367523008515</a>
September	2020	<b>9/3</b> <a href="https://twitter.com/PhillyH2O/status/1301516064551993344">https://twitter.com/PhillyH2O/status/1301516064551993344</a>
October	2020	<b>10/6</b> <a href="https://twitter.com/PhillyH2O/status/1313512858697830400">https://twitter.com/PhillyH2O/status/1313512858697830400</a> <b>10/7</b> <a href="https://twitter.com/PhillyH2O/status/1313842521345327105">https://twitter.com/PhillyH2O/status/1313842521345327105</a> <b>10/13</b> <a href="https://twitter.com/PhillyH2O/status/1316128749574934541">https://twitter.com/PhillyH2O/status/1316128749574934541</a>
November	2020	<b>11/18</b> <a href="https://twitter.com/PhillyH2O/status/1329164001088069641">https://twitter.com/PhillyH2O/status/1329164001088069641</a> <b>11/23</b> <a href="https://twitter.com/PhillyH2O/status/1330877518203719684">https://twitter.com/PhillyH2O/status/1330877518203719684</a>
December	2020	<b>12/7</b> <a href="https://twitter.com/PhillyH2O/status/1336014963706638338">https://twitter.com/PhillyH2O/status/1336014963706638338</a> <b>12/29</b> <a href="https://twitter.com/PhillyH2O/status/1343964387246108672">https://twitter.com/PhillyH2O/status/1343964387246108672</a>
January	2021	<b>1/5</b> <a href="https://twitter.com/PhillyH2O/status/1346503281250598918">https://twitter.com/PhillyH2O/status/1346503281250598918</a> <b>1/20</b> <a href="https://twitter.com/PhillyH2O/status/1352080258263101440">https://twitter.com/PhillyH2O/status/1352080258263101440</a> <b>1/21</b> <a href="https://twitter.com/PhillyH2O/status/1352247110754840581">https://twitter.com/PhillyH2O/status/1352247110754840581</a>

**Philadelphia Water Department Assistance:  
Instagram Posts**

MONTH	YEAR	DATE/LINK
February	2020	<b>2/27:</b> <a href="https://www.instagram.com/p/B9FerVPIAh0/?utm_source=ig_web_copy_link">https://www.instagram.com/p/B9FerVPIAh0/?utm_source=ig_web_copy_link</a>
March	2020	<b>3/10:</b> <a href="https://www.instagram.com/p/B9kDWb4AhVK/?utm_source=ig_web_copy_link">https://www.instagram.com/p/B9kDWb4AhVK/?utm_source=ig_web_copy_link</a> <b>3/13:</b> <a href="https://www.instagram.com/p/B9sLYzYIBeL/?utm_source=ig_web_copy_link">https://www.instagram.com/p/B9sLYzYIBeL/?utm_source=ig_web_copy_link</a>
April	2020	<b>4/29:</b> <a href="https://www.instagram.com/p/B IDm LFr3v/?utm_source=ig_web_copy_link">https://www.instagram.com/p/B IDm LFr3v/?utm_source=ig_web_copy_link</a>
May	2020	<b>5/26:</b> <a href="https://www.instagram.com/p/CAqYm0jDvbu/?utm_source=ig_web_copy_link">https://www.instagram.com/p/CAqYm0jDvbu/?utm_source=ig_web_copy_link</a>
June	2020	<b>7/6:</b> <a href="https://www.instagram.com/p/CCTMKtcF-mQ/?utm_source=ig_web_copy_link">https://www.instagram.com/p/CCTMKtcF-mQ/?utm_source=ig_web_copy_link</a>
July	2020	<b>7/31:</b> <a href="https://www.instagram.com/p/CDUPISkIQ1W/?utm_source=ig_web_copy_link">https://www.instagram.com/p/CDUPISkIQ1W/?utm_source=ig_web_copy_link</a>
August	2020	<b>8/5:</b> <a href="https://www.instagram.com/p/CDgpx-fnF6 /?utm_source=ig_web_copy_link">https://www.instagram.com/p/CDgpx-fnF6 /?utm_source=ig_web_copy_link</a> <b>8/6:</b> <a href="https://www.instagram.com/p/CDj7LamHjUi/?utm_source=ig_web_copy_link">https://www.instagram.com/p/CDj7LamHjUi/?utm_source=ig_web_copy_link</a> <b>8/13:</b> <a href="https://www.instagram.com/p/CD18vjxlTqS/?utm_source=ig_web_copy_link">https://www.instagram.com/p/CD18vjxlTqS/?utm_source=ig_web_copy_link</a> <b>8/17:</b> <a href="https://www.instagram.com/p/CD IAA4jO9I/?utm_source=ig_web_copy_link">https://www.instagram.com/p/CD IAA4jO9I/?utm_source=ig_web_copy_link</a>
September	2020	
October	2020	<b>10/7:</b> <a href="https://www.instagram.com/p/CGDC072ITBj/?utm_source=ig_web_copy_link">https://www.instagram.com/p/CGDC072ITBj/?utm_source=ig_web_copy_link</a>
November	2020	<b>11/18:</b> <a href="https://www.instagram.com/p/CHvwwRfDEAg/?utm_source=ig_web_copy_link">https://www.instagram.com/p/CHvwwRfDEAg/?utm_source=ig_web_copy_link</a>
December	2020	<b>12/7:</b> <a href="https://www.instagram.com/p/CIgmDR_nx8k/?utm_source=ig_web_copy_link">https://www.instagram.com/p/CIgmDR_nx8k/?utm_source=ig_web_copy_link</a> <b>12/29:</b> <a href="https://www.instagram.com/p/CJZKPTXLwLt/?utm_source=ig_web_copy_link">https://www.instagram.com/p/CJZKPTXLwLt/?utm_source=ig_web_copy_link</a>
January	2021	<b>1/7:</b> <a href="https://www.instagram.com/p/CJvtRGiMk3N/?utm_source=ig_web_copy_link">https://www.instagram.com/p/CJvtRGiMk3N/?utm_source=ig_web_copy_link</a> <b>1/20:</b> <a href="https://www.instagram.com/p/CKSIfkZqLd5/?utm_source=ig_web_copy_link">https://www.instagram.com/p/CKSIfkZqLd5/?utm_source=ig_web_copy_link</a>

**Philadelphia Water Department Assistance:  
Nextdoor Posts**

TITLE	DATE	
COVID-19: Philadelphia Water Dept. Statement and Updates	3/13/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/95/14/9514fac14d4bf9988ae3f3da06758339.PNG">https://d3926qxcw0e1bh.cloudfront.net/post_photos/95/14/9514fac14d4bf9988ae3f3da06758339.PNG</a>
Updates on COVID-19: Essential Services	3/17/2020	
Get Info about Water Bill Help Options	8/6/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/a0/ee/a0ee34b0c24b4330035f89ef1156eee4.png">https://d3926qxcw0e1bh.cloudfront.net/post_photos/a0/ee/a0ee34b0c24b4330035f89ef1156eee4.png</a>
Kingsessing, water shutoff protections extended until April 1, 2021.	10/14/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/25/ec/25ec5e5d3b84ecbc0e2cff6f7db46b3d.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/25/ec/25ec5e5d3b84ecbc0e2cff6f7db46b3d.jpg</a>
Carroll Park/Overbrook Park, water shutoff protections extended until April 1, 2021.	10/14/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/4c/15/4c155562ef3833f4c35118abb42ee0f6.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/4c/15/4c155562ef3833f4c35118abb42ee0f6.jpg</a>
West Parkside, water shutoff protection ends April 1, 2021!	10/14/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/c7/25/c72578043cd4ae88bad127564fd2ebb5.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/c7/25/c72578043cd4ae88bad127564fd2ebb5.jpg</a>
Hey Fairhill, water shutoff protections are extended until April 1, 2021.	10/14/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/a4/e6/a4e65d81dafeb05b740da08320a9832c.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/a4/e6/a4e65d81dafeb05b740da08320a9832c.jpg</a>
Strawberry Mansion, water shutoff protection now ends April 1, 2021!	10/14/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/ce/aa/ceaadf961d1b80de268088a34288168c.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/ce/aa/ceaadf961d1b80de268088a34288168c.jpg</a>
Hey Allegheny West, water shutoff protection ends April 1, 2021!	10/14/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/f2/3c/f23c934a52ce29e7981dcde6b4d5e1e8.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/f2/3c/f23c934a52ce29e7981dcde6b4d5e1e8.jpg</a>
Grays Ferry, water shutoff protections are now extended until April 1, 2021.	10/22/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/77/06/7706a70da95ddabeaed7145553991787.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/77/06/7706a70da95ddabeaed7145553991787.jpg</a>
Point Breeze, water shutoff protections are now extended until April 1, 2021.	10/22/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/13/09/1309a52dbb0f45750b9a376608ff89f4.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/13/09/1309a52dbb0f45750b9a376608ff89f4.jpg</a>
Hunting Park, water shutoff protections extended until April 1, 2021.	10/22/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/8d/23/8d238918cd727c4c56f38a4aaff940e.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/8d/23/8d238918cd727c4c56f38a4aaff940e.jpg</a>
Port Richmond, water shutoff protections extended until April 1, 2021.	10/22/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/42/bb/42bbfb53d2f9e801ec864b5bac385e0b.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/42/bb/42bbfb53d2f9e801ec864b5bac385e0b.jpg</a>
Kensington, water shutoff protections extended until April 1, 2021.	10/22/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/12/8c/128ca33ecb047fc2997458e8bd336fe4.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/12/8c/128ca33ecb047fc2997458e8bd336fe4.jpg</a>
Somerville/Logan, water shutoff protections extended until April 1, 2021.	10/21/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/f2/aa/f2aaf860551eb0fa3ec6398164f759d0.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/f2/aa/f2aaf860551eb0fa3ec6398164f759d0.jpg</a>
Feltonville, water shutoff protections extended until April 1, 2021.	10/21/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/b1/14/b114831ea954ba433e78e4aed9e18c32.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/b1/14/b114831ea954ba433e78e4aed9e18c32.jpg</a>
Nicetown, water shutoff protections extended until April 1, 2021.	10/21/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/d1/24/d12442b9df05d9479affdf5867d71fdf.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/d1/24/d12442b9df05d9479affdf5867d71fdf.jpg</a>
Germantown, water shutoff protections extended until April 1, 2021.	10/21/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/85/ef/85efa236a7fbfaf7ef19a1fc097c19c7.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/85/ef/85efa236a7fbfaf7ef19a1fc097c19c7.jpg</a>
Southwest Philadelphia, water shutoff protections are extended until April 1, 2021	10/21/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/f2/ec/f2ec157bdc6f7b57e51ed5571cd338f.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/f2/ec/f2ec157bdc6f7b57e51ed5571cd338f.jpg</a>
Cobbs Creek, water shutoff protections are now extended until April 1, 2021.	10/21/2020	<a href="https://d3926qxcw0e1bh.cloudfront.net/post_photos/fa/8a/fa8afa1ebf44d5e84ac7982d2aaaa82e.jpg">https://d3926qxcw0e1bh.cloudfront.net/post_photos/fa/8a/fa8afa1ebf44d5e84ac7982d2aaaa82e.jpg</a>