

RESPONSE TO
PUBLIC ADVOCATE'S INTERROGATORIES
AND
REQUESTS FOR PRODUCTION OF DOCUMENTS
QUESTIONS 23, & 33

Dated: March 2021

1 **PA-VIII-23.** REFERENCE: STATEMENT 5 (PAGE 15). PLEASE PROVIDE A
2 COMPLETE LIST OF "SERVICE VIOLATIONS" THAT WOULD MERIT A
3 DISCONNECTION OF SERVICE, RESTORATION OF WHICH WOULD
4 ENTAIL A RESTORATION CHARGE AS IDENTIFIED BY STATEMENT 5,
5 PAGE 15.

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7 **RESPONSE:**

8 PWD only charges restore fees to restore account shut off for delinquency. If an account
9 is shut off for a Notice of Defect (NOD), the service is restored by the plumber who fixes
10 the NOD.

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12 PWD has not been charging restore fees during the pandemic.

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14 **RESPONSE PROVIDED BY:** Philadelphia Water Department
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1 **PA-VIII-33.** WHEN PWD'S SYSTEM FAILS TO RECEIVE TRANSMISSION OF USAGE
2 INFORMATION RESULTING IN A ZERO USAGE READING, AND PWD
3 BELIEVES THAT WATER IS BEING CONSUMED AT THE SERVICE
4 ADDRESS WHERE ZERO USAGE HAS BEEN IDENTIFIED, WHAT
5 POLICIES DOES THE DEPARTMENT HAVE IN PLACE TO CORRECT THE
6 USAGE DISCREPANCY? PLEASE PROVIDE A COPY OF SAID POLICY.
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8 **RESPONSE:**

9 If it is determined the zero usage is a result of theft of service, the customer is billed at the
10 average of the monthly CCF for a particular meter size times the number of months of
11 zero usage. If the zero usage is a result of an issue with the meter, register or radio, the
12 customer must pay at least one year of the back billing and one half of any beyond the one
13 year mark. This is addressed in PWD Regulations 401.4-401.8.
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15 Please see response attachments PA-VIII-32 and PA-VIII-33.
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