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

Dated: March 2021

RESPONSE:

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

PWD has not been charging restore fees during the pandemic.

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

RESPONSE:

If it is determined the zero usage is a result of theft of service, the customer is billed at the average of the monthly CCF for a particular meter size times the number of months of zero usage. If the zero usage is a result of an issue with the meter, register or radio, the customer must pay at least one year of the back billing and one half of any beyond the one year mark. This is addressed in PWD Regulations 401.4-401.8.

Please see response attachments PA-VIII-32 and PA-VIII-33.

RESPONSE PROVIDED BY: Philadelphia Water Department