

**MEDICAL CERTIFICATION FORM**  
**To Be Completed by the Physician, Nurse Practitioner, or Physician's Assistant**

**Name of the customer or applicant in whose name the water account is or will be registered:**

**Water account number (optional):**

**Address of the customer or applicant in whose name the utility account is or will be registered:**

**Name and address of patient if different from the customer or applicant above:**

**Relationship of patient to customer or applicant if patient is different from the customer or applicant above:**

**Anticipated length of the affliction/ medical condition:**

**Printed name of the Physician, Nurse Practitioner, or Physician's Assistant:**

**License number of Physician, Nurse Practitioner, or Physician's Assistant:**

**Office address and Office Phone number of the Physician, Nurse Practitioner, or Physician's Assistant:**

**Signature (or E-signature) of the Physician, Nurse Practitioner, or Physician's Assistant and the Date signed:**

### **Medical Certificates Guidance for Residential consumers:**

If you are behind on your bills, you may be able to avoid shutoff of water service if there is a medical emergency in your household. A medical emergency exists if you or a member of your household are seriously ill or have a medical condition that will be worsened if you do not have public utility service.

For a medical certificate to be accepted by the Water Revenue Bureau, your physician, nurse practitioner or physician's assistant must fully complete the attached form and send to the Water Revenue Bureau by:

Fax to **(215) 685-3777** or e-mail to **MedicalDelay@phila.gov**

Or regular mail to:

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

You have 5 business days from the date of the medical professional's signature to submit. Once a request for a medical delay is received the system will generate a letter informing you that you have 7 days to submit the form. If it is not received within seven (7) days, the water will be shut off.

Once a medical certificate is accepted by the Water Revenue Bureau, a pending shutoff will be postponed for the length of illness or 30 days, whichever is less.

You may request an additional 30-day delay prior to the first 30 days expiring if you submit another form completed by your doctor as indicated above. The length of the medical delay cannot be more than 67 days in total. The shutoff may only be postponed once in any twelve-month period.

Once the medical certificate is received a second letter will be mailed informing you of the dates the medical delay begins and ends.

A single medical certification will result in postponement of a shutoff for the length of illness or maximum of 30 days, whichever is less. However, you still have the responsibility to pay your current bills or your payment agreement amount during the postponement.

## **Medical Certificates Guidance for Medical Professionals:**

Consumers may be able to avoid shutoff of water service if there is a medical emergency in the household. A medical emergency exists if the consumer or a member of the household is seriously ill or has a medical condition that will be worsened if the consumer does not have utility service.

The determination of whether a medical condition qualifies for the purposes of this section resides entirely with the physician, nurse practitioner or physician's assistant and not with the Water Revenue Bureau.

A single completed medical certificate will result in the postponement of shutoff for the length of illness or maximum of 30 days, whichever is less.

Consumers may request an additional 30-day delay prior to the first 30 days expiring if they submit another form completed by the physician, nurse practitioner, or physician's assistant as indicated above. The length of the medical delay cannot be more than 67 days in total. The shutoff may only be postponed once in any twelve-month period. Consumers have the responsibility to pay current bills or payment agreement amounts during the postponement.

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