

*** SHUT OFF NOTICE ***

- **Your water service will be shut off without further notice on or after 09/27/2022 unless you:**
 - Pay the PAY NOW amount **OR**
 - Apply for an assistance program. Call (215) 685-6300 for an application or visit www.phila.gov/water-bill-help. You are protected while we process your application. **OR**
 - Request a medical hardship if you or anyone living in your home is seriously ill. You will need a doctor's signature. Contact us at (215) 685-6300.
- 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 we show up to suspend service and payment is made at the property, a visitation fee of \$105.00 will be added to the balance due.
- If your service is suspended when it is restored a restoration fee of \$105.00 will be added to the balance due.
- 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 under USTRA (the Utility Service Tenants Rights Act, 68 P.S. §399.1 et seq.). 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.

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
		01/21/10 to 05/27/22		8546.67
6577.43	1969.24	05/27/22		28.96
28.96	0.00	06/23/22		28.96
0.00	40.94	06/24/22		40.94
28.96	0.00	07/25/22		28.96
0.00	41.29	07/26/22		41.29
28.96	0.00	08/22/22		28.96

PAY NOW \$8,715.78

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

SERVICE **41R** WATER ACCESS CODE [REDACTED]

RETAIN THIS PORTION OF BILL IF YOUR PAYMENT IS MAILED.

[REDACTED]

ACCOUNT NUMBER [REDACTED]

PRESENT BOTH PORTIONS WHEN PAYING IN PERSON.

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

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

[REDACTED]

➤ 08/23/22

DETACH HERE

83-T-118R (REV.05/22) WBS000

ACCOUNT NUMBER	DIST.	SEW%	BILL DATE	SERVICE	CODE	PRINCIPAL	PENALTY	AMOUNT BILLED
[REDACTED]			01/21/10 to 05/27/22					8546.67
			05/27/22	41R		6577.43	1969.24	28.96
			06/23/22	41R		28.96	0.00	28.96
			06/24/22	41R		0.00	40.94	40.94
			07/25/22	41R		28.96	0.00	28.96
			07/26/22	41R		0.00	41.29	41.29
			08/22/22	41R		28.96	0.00	28.96

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

[REDACTED]

SHUT OFF BILL
WATER/SEWER

PAY NOW \$8,715.78

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 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.**IF ANYONE LIVING IN YOUR HOME IS SERIOUSLY ILL, YOUR WATER SERVICE CAN BE RESTORED FOR UP TO 30 DAYS BY TAKING THESE ACTIONS:**

1. Contact us at (215) 685-6300 immediately to request a medical exemption and form.
2. You have 5 days to return the form signed by your doctor. Failure to return the form will result in shut-off and associated charges.

3118S (Rev. 03/22) 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 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. Inscríbese 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.**SI ALGUIEN QUE VIVE EN SU HOGAR ESTÁ GRAVEMENTE ENFERMO, EL SERVICIO DE AGUA SE PODRÁ RESTABLECER HASTA 30 DÍAS TOMANDO ESTAS MEDIDAS:**

1. Contáctenos al (215) 685-6300 inmediatamente para pedir una excepción médica y un formulario.
2. Tiene 5 días para devolver el formulario firmado por su médico. Si no devuelve el formulario, cortaremos su servicio de agua y le cobraremos cargos asociados.

