

For a list of **required documents**, please follow this link to
 Tenant Water Customers: <https://www.phila.gov/documents/tenant-water-customer/>



Customer Service Division
 Municipal Services Building
 1401 John F. Kennedy Blvd
 Philadelphia, PA 19102
 Phone: 215-686-6880

Current Service Location	Application Date
<div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>Residential Tenant Applicant Information</p> <p>Applicant #1</p> <p>Last Name _____ First Name _____ MI _____</p> <p>Photo ID Type and Number _____</p> <p>Telephone # _____ Cell phone/e-mail address _____</p> <p>Applicant #2</p> <p>Last Name _____ First Name _____ MI _____</p> <p>Photo ID Type and Number _____</p> <p>Telephone # _____ Cell phone/e-mail address _____</p> <p>Are you an agent for the owner/previous or current tenant customer? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Are you currently receiving water service at another address? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Do you owe any balances on water service at another property? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Would you like an application for our Customer Assistance Programs including TAP and Senior Citizen Discount? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Application language preference: _____</p> <p>I/We occupy the referenced service address as (a) residential tenant(s) and agree to pay for water service supplied in my (our) name(s). I/We understand that submission of false or incomplete information may result in the rejection of this application or the revocation of Customer status. I/We understand that upon approval of this application, I/We are entitled to the same rights and subject to the same obligations as any other Authorized User of the utility service, including termination of service for non-payment.</p> <p>Signature (Applicant #1) _____ Date _____</p> <p>Signature (Applicant #2) _____ Date _____</p> </div> <div style="width: 48%;"> <p>Owner Information*</p> <p>Last Name _____ First Name _____ MI _____</p> <p>Telephone _____</p> <p>Address: _____</p> <p>House # _____ Street Address _____</p> <p>City _____ State _____ Zip Code _____</p> <p><i>*The owner's address may be the property address if the owner resides at the property.</i></p> <p>Agent Information (if other than owner)</p> <p>Last Name _____ First Name _____ MI _____</p> <p>Telephone _____</p> <p>House # _____ Street Address _____</p> <p>City _____ State _____ Zip Code _____</p> <p>For staff use only</p> <p>Verified: record _____</p> <p>Unable to verify by: rep. _____ date _____</p> </div> </div>	
<p>For staff use only, do not write in this section</p> <p><input type="checkbox"/> ID <input type="checkbox"/> Lease Lease Date _____</p> <p><input type="checkbox"/> Cancelled Checks <input type="checkbox"/> Current PECO bill</p> <p><input type="checkbox"/> Money Order Receipts</p> <p><input type="checkbox"/> Meter reading _____</p> <p>Meter read date _____</p> <p><input type="checkbox"/> Rent Book/Receipts <input type="checkbox"/> Current PGW bill</p> <p><input type="checkbox"/> Other _____</p> <p>Verified by _____</p> <p>Rep _____ Date _____</p>	
<p>Application Status</p> <p><input type="checkbox"/> APPROVED <input type="checkbox"/> Issued Rights Information</p> <p>The current bill will be prorated, and billing in your name will be effective _____ using the meter reading you submitted</p> <p><input type="checkbox"/> REJECTED</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p><input type="checkbox"/> Unable to establish tenant status</p> <p><input type="checkbox"/> No valid housing license</p> <p><input type="checkbox"/> Account noted "no tenant applicants" by owner</p> <p><input type="checkbox"/> Documents needed: _____</p> </div> <div style="width: 48%;"> <p><input type="checkbox"/> Insufficient Personal Identification</p> <p><input type="checkbox"/> Owner Information needed (as requested above)</p> <p><input type="checkbox"/> No active water account at lease inception</p> <p><input type="checkbox"/> Other: _____</p> </div> </div> <p>_____</p> <p style="text-align: right;">Water Revenue Bureau Representative _____ Date _____</p>	



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Tenant Requirements

- Written consent from the owner for you to have water service in your name.
- A valid street address for the owner.
- One current, government-issued photo ID.
- Proof of residency. For example: a copy of your lease, a rent book, a canceled check, etc.
- Current utility bills in your name, listing the street address for the property.
- A water meter reading. If there is no meter on the property, a meter must be installed before the application is approved. Call (215) 685-6300 to get a water meter installed.

In addition, please make sure your landlord has an up-to-date rental housing license before submitting your application and documents.

RIGHT TO APPEAL NOTICE FROM CUSTOMER APPLICATION (RESIDENTIAL TENANT OR OCCUPANT)

Administrative Hearing Notice

You have the right to dispute this decision made by the Water Revenue Bureau. If you disagree with the decision(s) made, you must submit a petition form to the Office of Administrative Review (OAR) within 60 days of the date on this application. Forms can be requested from the OAR by calling 215-686-5216 or by emailing: admin.review@phila.gov.