

# We're here to help prevent a water shutoff.

You may be eligible for our shutoff exemption initiative:  
**"Raise Your Hand"**

## Child at home?

Customers with a child  
(under 18 years old)  
living under your roof  
will not be shut off.

## Disabled?

Customers with  
disabilities will not be  
shut off.

## Senior?

Customers who are  
65 years or older will  
not be shut off.

**Contact us to prevent a shutoff or restore service:**



wrbhelpdesk@phila.gov



(215) 685-6300