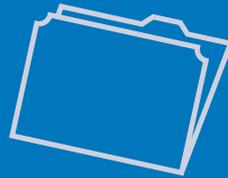
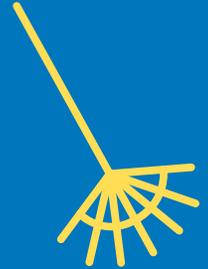
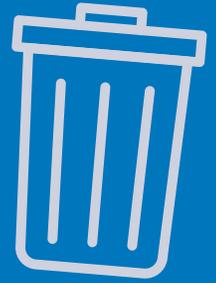
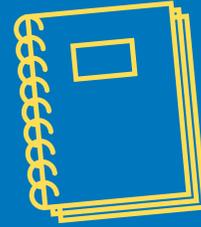




# RESOURCES FOR BLOCK CAPTAINS

*and other leaders in the community*

The **Philadelphia Water Department** wants to partner with you to make our city cleaner and greener!



**PHILADELPHIA  
WATER**  
— DEPARTMENT —

## Quick Reference

### Assistance Programs

**Customer Assistance Programs:** Now, more people than ever can get more affordable monthly water bills. This includes seniors, those at certain household income levels and even people experiencing a hardship.

 [www.phila.gov/water-bill-help](http://www.phila.gov/water-bill-help)  215.685.6300

**Homeowner's Emergency Loan Program (HELP):** HELP provides zero-interest loans for PWD customers who have received a Notice of Defect (N.O.D) and need plumbing repair work.

 215.685.4901

**Basement Protection Program:** Helps eligible residents prevent sewage backup and flooding in their homes.

 215.685.6300

### Concerns about lead in water

PWD has resources available if you have a service line made of lead.

 [www.phila.gov/water/lead](http://www.phila.gov/water/lead)  215.685.6300

Request a current Water Quality Report:

 215.685.6300

### Billing or Account Question?

 215.686.6880

## WATER EMERGENCY?

Call the Customer Service Hotline

**215.685.6300** (available 24/7)

## About This Resource

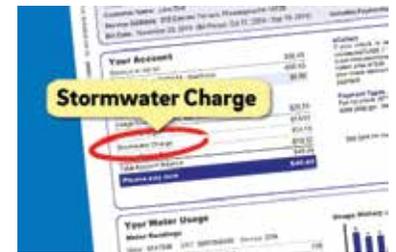
The Philadelphia Water Department and the city's block captains (and other leaders in the community) have a common cause: **we want to create a greener and cleaner city.**

## PHILADELPHIA WATER DEPARTMENT

The Philadelphia Water Department is responsible for drinking water, wastewater, and stormwater. Your monthly bill pays for all of these services.

Like you, PWD is committed to a beautiful Philadelphia! Clean water is our job, and we're dedicated to protecting our waterways.

### Know Your Bill Better



The **stormwater charge** provides essential services to manage rain runoff that flows into sewers and waterways, as required by law. This is achieved through the Green City, Clean Waters initiative. ↓



## In Your Neighborhood

**Interested in seeing what's happening in your neighborhood?**

Check out the Big Green Map online.

 [water.phila.gov/block-captains](http://water.phila.gov/block-captains)

**Any questions or concerns?**

Find out who does *Green City, Clean Waters* outreach in your neighborhood.

 [water.phila.gov/block-captains](http://water.phila.gov/block-captains)

## GREEN CITY, CLEAN WATERS

*Green City, Clean Waters* is a City of Philadelphia plan to reduce stormwater pollution currently entering our creeks and rivers. Through the use of primarily green stormwater tools, the City is capturing rain water runoff and soaking it up throughout our neighborhoods.

There are a number of different green tools we use, including specially designed trees, planters, rain gardens, and basins.



Stormwater Tree



Stormwater Planter

Making your block

# GREENER



## For Homes

The **Rain Check** program provides free rain barrels and discounts on other green stormwater tools for your home. All that's needed is attendance at one of our free workshops. You can also help us organize a workshop in your neighborhood!



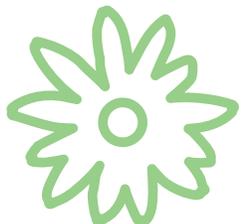
 [pwdraincheck.org](http://pwdraincheck.org)

### More ways to make your home greener:

#### Read the Homeowner's Stormwater Handbook

 [water.phila.gov/block-captains](http://water.phila.gov/block-captains)

Request a copy of the guide by calling 215.685.6300



PWD Customer Service

# 215.685.6300



## For Businesses & Nonprofits

The **Stormwater Management Incentive Program (SMIP)** offers grants for non-residential properties to build green tools on their sites. After these projects are built, property owners can save money on their stormwater fee.

 [water.phila.gov/block-captains](http://water.phila.gov/block-captains)

↓ **Bethesda Presbyterian Church** used a SMIP grant to build 4 rain gardens on their property, decreasing their stormwater fees and making their site more beautiful.



## For Kids & Young Adults:

The **Fairmount Water Works** educates citizens about Philadelphia's urban watershed. School groups can take part in free educational opportunities to learn about Philadelphia history, watershed issues, and environmental science. Open to the public!

 [fairmountwaterworks.org](http://fairmountwaterworks.org)



Know a **high-school student** who's interested in environmental science?

Tell them about the Watershed Stewards, a paid part-time environmental education program at the Cobbs Creek Environmental Center.



[water.phila.gov/block-captains](http://water.phila.gov/block-captains)

Making your block

# CLEANER



## Storm Drains

Storm drains play a very important role in reducing local flooding. When they are blocked, they cannot drain the water on your street. Please help PWD by clearing off the drains when you can, especially before a storm.

We can provide you with watershed decals (similar to a heavy-duty sticker) that you can place on storm drains around your neighborhood. These decals will remind people about the connectivity of our water system and discourage illegal dumping and littering in storm drains.

### Clogged storm drain?

Call **215.685.6300** with the **exact location** of the inlet.



*To learn about your watershed and how to participate in storm drain marking*

[water.phila.gov/block-captains](http://water.phila.gov/block-captains)

## Employment

PWD partners with **PowerCorpsPHL** to provide young Phila. residents with paid stormwater infrastructure maintenance training that can lead to full-time jobs.

[powercorpsPHL.org](http://powercorpsPHL.org)



## Community Groups

The **Soak It Up Adoption** program provides grants to nonprofits and civic organizations to beautify PWD's green tools.

Southwest CDC, for example, uses the grant money to pay part-time staff to beautify six green tools around Woodland Avenue, buy cleaning supplies, and host community meetings.

[water.phila.gov/block-captains](http://water.phila.gov/block-captains)

## Other Resources

Check out PWD's **Guide for Customers** to learn about ways to get the most out of PWD services.

[water.phila.gov/block-captains](http://water.phila.gov/block-captains)

**Keep Philadelphia Beautiful** has published an online Community Cleanup Resource Guide with tips for planning your clean-up events.

[keepphiladelphiabeautiful.org](http://keepphiladelphiabeautiful.org)

And don't forget about **CLIP**, the City's program for graffiti removal, vacant lot rehabilitation and renting tools.

[www.phila.gov/clip](http://www.phila.gov/clip)

### Get involved:

If you have a **Green City, Clean Waters** project coming to your neighborhood:

Help us by promoting meetings with PWD outreach staff.

At meetings, provide input and landscaping suggestions, such as types of plants preferred by the community.

Sign up for our email list to stay up-to-date.

[water.phila.gov/block-captains](http://water.phila.gov/block-captains)

## GET SOCIAL + TELL YOUR NEIGHBORS



Follow us on social media @PhillyH2O and join the conversation #CleanWatersPHL

Share your resources and ways that you help!

