



Debra A. McCarty, Water Commissioner

UPDATE FOR CUSTOMERS: Sansom and Juniper Streets, Water Main Break

Dear Customer:

On Tuesday, July 3rd, at approximately 4:00 a.m., the Philadelphia Water Department was alerted to a water main break at Sansom and Juniper streets. The break occurred on a 48-inch transmission main, which supplies water to a large section of South Philadelphia and Center City. The Water Department responded within minutes. The water main was shut down at approximately 7:30 a.m. and crews began cleanup efforts in the area immediately. PWD also had Customer Field Service staff on site, visiting all impacted properties that we could get into on Tuesday.

Cleanup efforts continued throughout the day on Tuesday and into the night as we worked to open streets that were closed due to the debris from the water main break. 13th Street has remained closed while vehicles are coming through for restoration crews and PWD trucks, but will reopen as quickly as possible.

Please know that if you have not met with Customer Field Service yet, you can do so today, July 5th, on site. Our staff will be here to help you and go through the process with you. It would be helpful if you have documentation of any damage to ensure eligibility for the assistance of PWD in the cleanup and reimbursement for lost goods.

Next Steps:

- Clean up to restore impacted streets and get businesses back open
- Cave in location made safe
- Assess impact to other utilities and sewer
- Repair damaged infrastructure
- Restore street
- Too early to provide a time estimate for this work

While we know what the next steps are as listed above, we don't yet have a timeframe for exactly how long this will take. We are currently in the process of coordinating with our partner utility agencies, as well as the Philadelphia Streets Department for Street related activities. We anticipate that this entire job will take several months to complete, and we will work with everyone to keep you updated as we can put together an outline of work, and what everyone can expect going forward.

These updates will be shared by hand delivering them to each business, and we will post them on our website, www.phila.gov/water/notifications. Please allow a few days for a new link to be created for this job in particular.

Most importantly, PWD appreciates your patience during this emergency work, as any water main break of this magnitude can be messy and disruptive. We will work as quickly as possible in order to restore your community back to normal.

Sincerely,

John DiGiulio

John DiGiulio
Customer Relations Manager
Philadelphia Water Department
215-685-6019 (office)
267-254-1930 (cell)

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About the Philadelphia Water Department: *The Philadelphia Water Department serves the Greater Philadelphia region by providing integrated water, wastewater, and stormwater services. The utility plans for, operates, and maintains both the infrastructure and the organization necessary to purvey high-quality drinking water to provide an adequate and reliable water supply for all household, commercial, and community needs, and to sustain and enhance the region's watersheds and quality of life by managing wastewater and stormwater effectively. www.phila.gov/water*

