



CITY OF PHILADELPHIA

WATER/SEWER INFORMAL HEARING REQUEST FORM

(To be returned within 30 days from the date of the WRB Decision Letter)

City Use Only

Initial Call Key #:

IH Call Key #:

I. GENERAL INFORMATION

Date: _____ Account #: _____ SS/EIN #: _____

Customer Name: _____

Service Address: _____

Mailing Address: _____

Email: _____

Disputed Cycle: _____ Disputed Amount: _____ Phone: _____

Water Service (please check one): Off On

II. REASON FOR INFORMAL HEARING REQUEST (Check all that apply).

(Reference: Philadelphia Water Department Regulations 100.7 for Residential Customers or 101.6 for Commercial Customers)

- Dispute the customer's responsibility for the charges on the water and sewer bill
- Dispute the amount due or any possible errors in computing charges on the water and sewer bill
- Dispute whether the agreement terms have been properly applied
- Dispute rejection or revocation of acceptance of an application
- Dispute shut off for failure to take or permit a meter reading or to provide access to the meter
- Dispute shut off for nonpayment or lack of access to the meter to change, repair or read
- Denial of a request for continued service pursuant to Section 100.10 of Regulations
- Denial of an application for continued water service under USTRA

Signature of Customer

Date

III. FOR CITY USE ONLY (TO BE COMPLETED BY CITY)

Request Reviewed By: _____ Date Reviewed: _____

Hearing Request: Approved Denied

If Approved: Hearing Date: _____ Hearing Time: _____

Submit Completed Informal Hearing Request Form:

By Mail Water Revenue Bureau • Informal Hearing Unit
Municipal Services Building • 1401 John F. Kennedy Boulevard, Room 340
Philadelphia, PA 19102-1663

In Person Municipal Services Building • Water Revenue Bureau • Concourse Level-Intake Area

For Water/Sewer Billing inquiries, please call: 215-686-6880