

# Emergency Water Service and Lateral Repair Permit Process

**We will only issue permits to replace existing defective water services and sewer laterals on an emergency basis** during Philadelphia's ongoing response to COVID-19. No new connections / new accounts will be permitted.

## To acquire emergency water service or sewer lateral repair permits:

1

**Contact us:** Plumbers will call **(215) 768-8323** to request emergency permits.

2

**Documentation:** PWD personnel will enter all pertinent information normally required and generate the permit.

- Payment will be required at the time that this function is re-established.
- Street openings and permits will also be documented for future payment.

3

**Communication Requirements:** Plumbers must **supply an email address**. PWD will send a copy of the non-validated permit to the plumber.

4

**Ferrule Taps:** To schedule taps contact the Drill desk at **(215) 685-9627**

5

**Inspections:**

**For a water service repair:**

The plumber must call **(215) 685-9651** to schedule an inspection.

**For a sewer lateral repair:**

The plumber must call **(215) 410-6470** to schedule an inspection.

6

**Streets Department Requirements:** For all work in city streets, the plumber must also secure lane closure permits through the Philadelphia Streets Department website: **<https://stsweb.phila.gov/streetclosure/>**