

Lead pipes in Philadelphia: what to do

Does the city pay for your side of the line? Yes, during planned water main work. Otherwise the owner pays, with a zero-interest HELP loan available.

1. Check your address

Look up your address on the Philadelphia Water Department (PWD) map: water.phila.gov/service-line/. You can also call the number below.

2. What the city covers

\$0 during planned water main work. With HELP you repay the full cost over 60 months with no interest if payments are on time.

3. Call

215-685-4901

215-685-4901 (HELP)

4. In the meantime

- If the water has sat for hours, run the cold tap until it feels colder before drinking or cooking.
- Use cold water for drinking, cooking and baby formula.
- If you use a filter, pick one certified to NSF/ANSI Standard 53 or 58 for lead reduction. The box or the certifier's online listing says so.
- Questions about health: ask your doctor or local health department.

Source: HELP zero-interest loan + main-replacement program, Philadelphia Water Department (PWD) (water.phila.gov/lead/replacement-help/). Checked Oct 18, 2026. Programs change, so confirm with the city.

More and updates: leadpipehelp.org/cities/philadelphia/