

## WFG Informational Bulletin

To: All Pennsylvania Policy Issuing Agents of WFG National Title Insurance Company  
From: WFG Underwriting Department  
Date: September 9, 2016  
Bulletin No. PA2016-02  
Subject: Notice Regarding Inability to Access Philadelphia Water Revenue Bureau Database

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As many of you are aware and as the Pennsylvania Land Title Association (PLTA) has been reporting to its members, the Office of Judicial Records (“OJR”) shut down access at its computer terminals to the Water Revenue Bureau’s (“WRB”) database on/around June 21st. This database contained access to WRB liens, reading history, arrearages, and current balance information. The access was turned off at the direction of the City’s Law Department (“Dept.”) due to the WRB’s concern that the database was private and proprietary to the WRB and that there were reports of occasional misuses of the information contained therein. The access to the WRB database was turned back on later that week on/around June 24th. Since that time, PLTA’s Title Issues & Records Committee (“Committee”) has been in touch with both the OJR and the Dept. to discuss the concerns surrounding the scope of the current access and potential resolutions so that the access for title searchers wouldn’t be disrupted yet again.

Toward that end, a group from PLTA sat down with OJR and the Dept. on Friday, August 26th at the Municipal Services Building. Unfortunately, despite the Committee’s valid and obvious points as to why the access needs to remain, **the Dept. elected to turn the access off again.** At this point in time, there is access to a new system which only shows balances which have been lienied. However, this new system does not display account numbers, reading history, arrearages, or current balance information.

In a letter to the PLTA sent immediately after the meeting, we were advised to use the following avenues to obtain the information that will now be missing from the OJR’s records: “You can call the main number to speak with a customer service representative at (215) 686-6880.

You can also visit one of three service centers:

1. Center City - Municipal Services Building - Public Services Concourse 1401 John F. Kennedy Boulevard Hours: 8:00 a.m. - 5:00 p.m.
2. North Philadelphia - Hope Plaza 22nd & Somerset St. Hours: 8:30 a.m. - 5:00 p.m.

3. Northeast Philadelphia – As of September 6, 2016, **the new location will be 7522 Castor Avenue, Philadelphia, PA 19152.** Hours: 8:30 a.m. - 5:00 p.m.

If you need additional assistance for a payoff amount, you can **email [amountdue@phila.gov](mailto:amountdue@phila.gov)** or fill out **the payoff form** and forward it as instructed on the form.”

Please contact your local WFG underwriter with any questions or concerns.

*Information Bulletins are designed to provide our agents with information we think will help in managing their business or just being better title professionals, but which does not rise to the level of being an underwriting mandate and are not within the scope of the agency agreement.*