



# Personal Training on Customer Self Service Web Portal

**Baltimore has a new water billing service that includes major improvements in billing and data access through the new Customer Self Service web portal.**

The portal allows water bill customers to actively monitor their water usage, in hourly increments, for early detection of leaks, dripping faucets, or any breaks in the service line or interior pipes. Better information allows customers to make better decisions when it comes to conserving water and saving money.

On March 11, 2017, the Baltimore City Department of Public Works (DPW) will offer personalized training to help customers use the online portal. **TRAINING IS BY APPOINTMENT ONLY.**

The training session will be held:

**10:00 a.m. until 1:00 p.m., Saturday, March 11, 2017 Enoch Pratt Free Library – Cherry Hill Branch, 606 Cherry Hill Road**

Additional training sessions will be held 10:00 a.m. until 1:00 p.m. on the following Saturdays:

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| April 1     | - Pratt Library, Orleans Branch, 1303 Orleans Street            |
| May 6       | - Pratt Library, Govans Branch, 5714 Bellona Avenue             |
| June 3      | - Pratt Library, Brooklyn Branch, 300 E. Patapsco Avenue        |
| July 22     | - Pratt Library, South East Anchor, 3601 Eastern Avenue         |
| August 12   | - Pratt Library, Reisterstown Rd. Branch, 6310 Reisterstown     |
| September 9 | - Pratt Library, Herring Run Branch, 3801 Erdman Ave.           |
| October 14  | - Pratt Library, Hamilton Branch, 5910 Harford Rd.              |
| November 8  | - Pratt Library, Northwood Branch, 4420 Loch Raven Blvd.        |
| December 16 | - Pratt Library, Pennsylvania Avenue Branch, 1531 W. North Ave. |

**Note: Customers will need the activation code they received in the mail to log in for the first time. To obtain a code send an email request to [dpw.billing@baltimorecity.gov](mailto:dpw.billing@baltimorecity.gov).**

For more information or to schedule an appointment, please contact Larry Nunley, DPW Community Liaison, at 410-396-8966 or email [Larry.Nunley@baltimorecity.gov](mailto:Larry.Nunley@baltimorecity.gov).