

***Baltimore City Resource Guide for
For Households with Water Shut-Off Notice***

Utility Bills & Assistance

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| <p>Department of Public Works (Water Bill Issues) 410-396-5398 Abel Wolman Municipal Building 200 Holiday Street Baltimore, MD 21202</p> | <p>For water bill disputes, request an informal conference from the Department of Public Works.</p> <p>For water leaks, call 311 to request the City to check for a leak. Request a credit from the Department of Public Works.</p> <p>For help getting an informal conference or credit, call legal resources listed on page 2.</p> |
| <p>Senior Citizens Water Discount Complete an application and mail it to Bureau of Water and Wastewater, Customer Support and Services Division, 200 Holliday Street, Room 404, Baltimore, MD 21202: Publicworks.baltimorecity.gov/portals/publicworks/Documents/Senior%20discount%20application%202015.pdf</p> | <p>The Senior Citizen’s Water Discount program provides a 39% discount on water and sewer bills for seniors 65 and over. Applicants must own the home or have a lease in their name and have a household income of \$25,000 or less. Homeowners must reapply every year.</p> |
| <p>Low Income Water Assistance Program You can apply at one of the Community Action Centers: http://humanservices.baltimorecity.gov/CommunityActionPartnership/HoursandLocations.aspx</p> | <p>Income eligible households that are not on a water payment plan are eligible for a one-time grant of \$161. Homeowners must reapply every year.</p> |
| <p>Hardship Exemption from Stormwater and Bay Restoration Fees www.cleanwaterbaltimore.org/Flyers_Pdfs/Hardship/_Exemption_Application_2014_pdf</p> | <p>Homeowners who receive public assistance, VA benefits, or social security disability benefits and are income eligible may be exempt from Stormwater or Bay Restoration fees. Homeowners must apply every year.</p> |
| <p>211 Call 211 or visit www.211md.org/.</p> | <p>For information about assistance paying an electricity bill.</p> |
| <p>Baltimore City Housing Department LIGHT Program Apply through a housing counselor (listed on page 2) or a Community Action Center (listed below).</p> | <p>For information about housing repairs to help address high water bills, energy efficiency issues, or other housing related problems.</p> |

Housing Counseling

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| <p>Neighborhood Housing Services of Baltimore 410-327-1200 ext. 104 819 Park Ave. Baltimore, MD 21201</p> | <p>Free housing counselor who can assist Baltimore residents with a mortgage who are facing tax sale.</p> <p>Case management assistance to homeowners without mortgages. NHS staff will go through available resources and help homeowners apply for available resources owing water and taxes to reduce tax and water bill and stay out of the tax sale. (April- June)</p> <p>NHS also has a small loan program for eligible clients facing tax sale who have an ability to repay. Call NHS for more details.</p> |
| <p>St. Ambrose Housing Aid Center 410-366-8550 321 W. 25th Street Baltimore, MD 21218</p> | <p>Free housing counseling that can help with foreclosure related issues including: tax sale, water bills and mortgages.</p> |
| <p>Southeast CDC 410-342-3234 3323 Eastern Ave., #200 Baltimore, MD 21224</p> | <p>Free housing counseling that can help with foreclosure related issues including: tax sale, water bills and mortgages.</p> |

Legal Resources

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| <p>Maryland Volunteer Lawyers Service (MVLS) 443-547-6537 http://www.mvlslaw.org/</p> | <p>Free legal assistance with a water shutoff or tax sale matter. (Also assists clients with other civil legal issues). Clients must be income eligible.</p> |
| <p>Legal Aid Bureau 800-999-8904 http://www.mdlab.org/</p> | <p>Free legal assistance with a water shutoff or tax sale matter. (Also assists clients with other civil legal issues). Clients must be income eligible.</p> |
| <p>St. Ambrose Housing Aid Center 410.366.8550 http://www.stambros.org/</p> | <p>Free legal assistance with a water shutoff or tax sale matter. (Clients must reside in Baltimore City or Baltimore, Howard, Harford or Anne Arundel Counties). Clients must meet eligibility guidelines.</p> |
| <p>Public Justice Center 410-625-9409</p> | <p>Free legal assistance to tenants.</p> |

Assistance with Public Benefits & Alternative Housing Options

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| Maryland Access Point 410-396-2273 http://www.marylandaccesspoint.info/ | For information about housing and resource options for seniors or people with disabilities. |
| 211 You can also get information here: http://humanservices.baltimorecity.gov/HomelessServices/DocumentsandResources.aspx | For households facing homelessness. |
| Community Action Centers http://humanservices.baltimorecity.gov/CommunityActionPartnership/HoursandLocations.aspx Monday – Friday 8:30am to 4:30pm (Information about public benefits and programs). | Southeast Community Action Center: 410-545-6510 Eastern Community Action Center: 410-545-0136 Northwest Community Action Center: 443-984-1384 Southern Community Action Center: 410-545-0900 Northern Community Action Center: 410-396-6084 |