

# Customer Report



Catherine E. Pugh  
Mayor



Rudolph S. Chow, P.E.  
Director

Baltimore City Department of Public Works

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## Director's Welcome



Welcome to Customer Report, the new newsletter from the Baltimore City Department of Public Works (DPW)! This is one more way for us to give you information about DPW, and help you understand how we serve you, your neighborhood, and all of Baltimore. Customer Report will arrive with your monthly water bill.

DPW is an essential part of your everyday life. In addition to providing drinking water, we also collect and clean your wastewater, maintain the stormwater system, collect your trash and recycling, clean the streets, and even help the City make sustainable energy choices. We help develop the local economy through investments in our infrastructure, promote new technology in our engineering and asset management offices, and work to protect the environment.

Most importantly, we're here to serve the citizens of Baltimore. If you need a DPW cleaning or water-related service, please call 311 to let us know about it. Our Customer Support and Services Division provides water billing assistance for our customers. Reach our trained representatives at 410-396-5398 or send an email to [DPW.Billing@baltimorecity.gov](mailto:DPW.Billing@baltimorecity.gov) for help understanding charges on your bill. You may contact this division if you are having difficulty paying your bill.

DPW customers can monitor water costs and daily water usage with the online water billing portal at <https://waterbillportal.baltimorecity.gov>.

By working together we move the City forward!

Rudolph S. Chow, P.E.  
Director, Department of Public Works

## DPW Fights the Cold, Fixes Hundreds of Main Breaks

The winter has turned a corner toward spring. February temperatures moderated from the bitter cold of late December and virtually all of January. With temperatures hovering just above zero degrees Fahrenheit, and water pipes buckling amid the prolonged deep freeze, thousands of requests for water service assistance came in to the 311 Call Center during the first month of winter.

Consider:

- The impact was in some ways even more severe than the "Big Freeze" of January 2014. During that month the Department of Public Works addressed over 300 water main breaks alone, along with hundreds of frozen meters and service lines.

- During this latest one-month "Bigger Freeze" from Dec. 24, 2017, to Jan. 23, 2018, DPW responded to 559 confirmed water main breaks! That is roughly half of all the water main breaks in 2017.
- There were more than 5,600 "No Water" complaints related to the freezing, and sometimes breaking, of smaller service lines and water meters.
- DPW crews worked around-the-clock on 12-hour shifts, with crews from our on-call contractors to thaw lines and meters, repair broken mains, and replace damaged lines and valves. All of this was done in the bitter cold because of the critical need to keep the water flowing to our customers.

If your property was affected by a frozen or broken service line or water meter, take precautions. Simple steps to protect your pipes include:

- Turn off water to, and drain, outdoor spigots.
- Insulate indoor pipes from the cold.
- Keep a thin but steady stream of water flowing when temperatures drop below 25 degrees.



Water main repair at W. Baltimore Street & N. Howard Street.

## UPCOMING EVENTS



### 7 MARCH 17 ST. PATRICK'S DAY DISCOUNT RECYCLING BIN SALE

Location to be announced; check the DPW website for more information.



### 7 MARCH 30 GOOD FRIDAY, CITY OFFICES CLOSED.

Trash and recycling collections will be made up on Saturday, March 31.

### 7 APRIL 6 & 7 HOUSEHOLD HAZARDOUS WASTE COLLECTION

2840 Sisson Street,  
9 a.m. to 5 p.m.

### 7 APRIL 28 MAYOR'S SPRING CLEANUP

Grab a rake, gloves, and a trash bag and join your neighbors to make our communities shine.



Mayor Catherine E. Pugh kicks off 2017 citywide spring cleanup.

## #dpwproud!

## 7 ANNOUNCEMENTS

### Water Quality Report

DPW will use electronic delivery for the 2017 Consumer Confidence Report on water quality. The report will be available in April on the DPW webpage: <http://publicworks.baltimorecity.gov/waterreport>. This link will be printed on water bills for Baltimore City customers. Customers who would like to receive a paper copy of the report may call 311, or 410-396-5352. The annual report informs water customers where the City's drinking water comes from, how the water is treated, what it contains, and how it meets federal standards for tap water.

### Avoid Late Fees

Water bill payments that arrive after the Due Date printed on the bill will be assessed late fees of 1.64 percent of the bill. If you are having difficulty paying your bill, contact us at 410-396-5398.

Account Summary	
Account Number	Previous Payment
Property Owner	Balance
Service Address	Current
Property Id	
Bill Date	02/05/2018
<b>Due Date</b>	<b>02/23/2018</b>

## Modified Consent Decree Public Information Meeting

On Jan. 23, 2018, the Baltimore City Department of Public Works (DPW) conducted its first annual public forum on the City's Modified Consent Decree (MCD) for the sewer collection system. The session, held at the Maryland Department of the Environment, gave citizens access to DPW experts. Their task is to eliminate Sanitary Sewer Overflows by 2030.

DPW Director Rudolph S. Chow, P.E., opened the event and introduced staff who shared an overview of the City's MCD progress.

After the presentation, residents visited learning stations, engaging environmental and engineering experts who plan and execute the MCD work. Topics included preventive maintenance programs, the \$430 million Headworks Project, and sewer main enlargement

to free city sewer lines of fats, oils and grease (FOG) and non-flushable items. The initial Consent Decree expired on Jan. 31, 2016.

Learn more at the DPW website: <http://publicworks.baltimorecity.gov/sewer-consent-decree>.



DPW officials listen to public comments about the Headworks Project at the Back River Waste Water Treatment Plant.

Baltimore City Department of Public Works

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