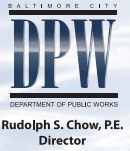


# Customer Report



Catherine E. Pugh  
Mayor



Rudolph S. Chow, P.E.  
Director

Baltimore City Department of Public Works

2018 | Volume III

## Reimbursing Wet-Weather Basement Backups



I am pleased to announce that the Expedited Reimbursement Program for sewage backup cleaning and disinfection went into effect on April 6, 2018. The program allows for reimbursement to residential customers for cleaning and disinfection costs associated with

sewage backups caused by wet weather after April 6, 2018. Events that occurred prior to this date are not eligible for reimbursement. Program requirements and restrictions are as follows:

- The Expedited Reimbursement Program is limited to capacity related sewage backups caused by wet weather only. Basement backups caused by water main breaks, clogged pipes, maintenance issues, or other non-wet weather issues are not eligible for this program.
- The Expedited Reimbursement Program is limited to residential customers within the limits of Baltimore City.
- This program is not a determination of liability.
- To qualify, a resident must notify the City (call 311 or go online) within 24 hours of the backup, and file an "Application for Expedited Reimbursement of Building Backup" within 90 days.
- The Expedited Program is administered by the DPW Office of Legal and Regulatory Affairs (OLRA).
- Applications will be accepted by email, U.S. Mail, or equivalent commercial delivery:

Baltimore City DPW  
Office of Legal and Regulatory Affairs  
Abel Wolman Municipal Building  
200 Holliday Street, Baltimore, MD 21202  
410-396-7755  
reimbursement@baltimorecity.gov

- Applications are available online – <https://publicworks.baltimorecity.gov/sewer-consent-decree/building-backups>, in the DPW Customer Support and Services Walk-In Center at 200 Holliday Street, and upon request.
- Documentation of all cleanup/disinfection costs must be provided, and other requirements are posted with the application. The maximum reimbursement is \$2,500 per event, and DPW will process applications within 60 days.

For more information please go to **publicworks.baltimorecity.gov**, email [reimbursement@baltimorecity.gov](mailto:reimbursement@baltimorecity.gov), or call 410-396-7755 between 8:30 a.m. and 4:30 p.m. Residents can also file a claim with the Baltimore City Law Department for property damage and related claims.

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

### 2017 Water Quality Report Now Available Online

The 2017 Water Quality Report is now available at <http://publicworks.baltimorecity.gov/waterreport>.

The annual report details the source, treatment and quality of Baltimore City's drinking water

supply. Tests conducted throughout 2017 continue to show water quality exceeds standards established by the U.S. Environmental Protection Agency. Customers wanting a paper copy of the report may call **311** or **410-396-5352**.



## UPCOMING EVENTS



### DRINKING WATER WEEK MAY 6-12

There are places in this world that don't have reliable access to safe drinking water. Each year the American Water Works Association encourages people to recognize the importance of drinking water. This year's theme is "Protect the Source" - more vital than ever with environmental and development pressures.

### INFRASTRUCTURE WEEK MAY 14-21

Infrastructure Week is a non-profit organization of over 350 affiliates, including the Baltimore City Department of Public Works. This week highlights the state of our nation's roads, bridges, rail, ports, airports,

water and sewer systems, the energy grid, and more. Infrastructure makes America competitive, prosperous, and safe. The message in 2018: **The future won't wait. Neither can we. It's #TimeToBuild.**

### MEMORIAL DAY HOLIDAY, MAY 28, CITY OFFICES CLOSED

Memorial Day is not a scheduled waste, recycling, or bulk collection day. All refuse drop-off locations will be closed. There will be no mechanical street sweeping, and street sweeping parking restrictions will not be in effect. Parking meters WILL be in effect.

### HOUSEHOLD HAZARDOUS WASTE COLLECTION DAYS, MAY THRU OCTOBER

Drop off those items that should not be placed with your collected refuse. During the first Friday of each month, and the following Saturday,

items like oil-based paints, pesticides, herbicides, car and household batteries, drain cleaners, pool chemicals, etc. can be safely disposed at 2840 Sisson Street from 9 a.m. until 5 p.m. (7 p.m. June through August).

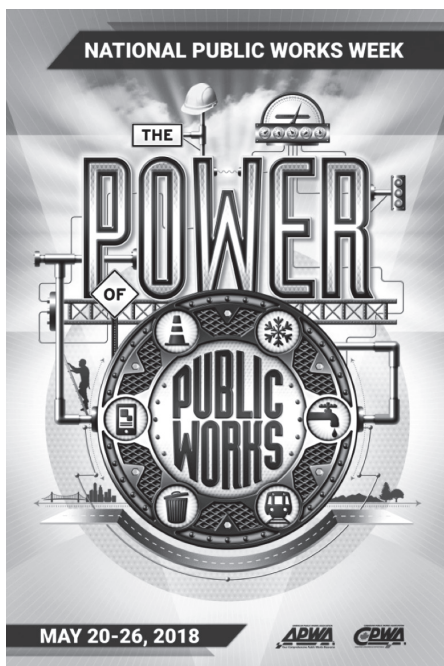
### DISCOUNT RECYCLING BINS AND FREE PAPER SHREDDING, JUNE 9

On Saturday, June 9, from 9 a.m. to 1 p.m. at 501 N. Athol Ave., citizens may bring up to two 32-gallon bags of paper for FREE shredding of those sensitive documents. Bags that contain anything other than paper documents will not be accepted, and proof of Baltimore City residency is required. In addition, recycling bins will be on sale:

18-gallon bins (\$4) and 25-gallon bins (\$7), and lids for the 25-gallon (\$3).



## Public Works Week May 20-26



"The Power of Public Works" is the theme for this year's National Public Works Week, sponsored annually by the American Public Works Association, and the Canadian Public Works Association.

From providing clean water to disposing of solid waste, to building roads and bridges or planning for and implementing mass transit, to removing snow on roadways or devising emergency management strategies to meet natural or manmade disasters, public works

services determine a society's quality of life.

Now more than ever it is public works professionals who are called upon to renew our aging infrastructure, and to prepare for the impacts of climate change.

The Baltimore City Department of Public Works sets aside a day each year during this week to honor our Employee of the Year, and all of our Employees of the Month for the prior year. This event will take place on May 24 at the War Memorial.

### Baltimore City Department of Public Works

200 Holliday Street, Baltimore, Maryland 21202

410-545-6541 • PublicWorks@BaltimoreCity.gov

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📌 BaltimoreCityDepartmentofPublicWorks

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