

# Customer Report



Catherine E. Pugh  
Mayor



Rudolph S. Chow, P.E.  
Director

Baltimore City Department of Public Works

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## Financial Assistance Programs Help Keep Water Bills Affordable



Our mission is to make sure our customers have access to safe, clean drinking water. Despite the costs involved in delivering high-quality water, and cleaning this water before returning it to the Chesapeake Bay, we strive to keep costs affordable for all our customers.

The Baltimore City Department of Public Works (DPW) is committed to making sure that our low-income customers receive the help they need to pay their water bills. Among other assistance programs, we have a discount for qualifying seniors, and a grant to help others pay off delinquent bills.

Financial assistance will increase on July 1, matching an adjustment in water and sewer rates. The City's water and sewer bills will increase by 9.4 percent, part of a three-year rate package approved in 2016. That includes adjustments to the infrastructure and account management fees.

**Low-Income Grant Program:** Qualifying customers who pledge to make consistent payments on their

outstanding bills receive a grant. The annual assistance grants for qualifying low-income customers will increase by 9.4 percent, rising to \$236 from \$216.

**Senior Citizen Discount Program:** City residents 65 and older whose annual income does not exceed \$31,500 may apply for a discount of 43 percent off their water and sewer rates. That is up from the current \$30,600 threshold. Seniors who receive the discount will be automatically enrolled in the hardship program that waives the Bay Restoration and Stormwater fee.

In addition, DPW offers a **Water Bill Payment Plan** that allows customers up to one year to pay a past due amount on water/sewer bills.

To apply for a payment assistance program, City residents can call DPW's Customer Services and Support Division at **(410) 396-5398**. Additional information is available on the DPW website: **publicworks.baltimorecity.gov**.

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

### Self Service Water Billing Portal

If information is power, then the Self Service Water Billing Portal can make you a hero! Find the portal, if you haven't already, by clicking the water droplet icon on our homepage, **publicworks.baltimorecity.gov**.

Log in, and you'll have your billing history, payment history, and water consumption history displayed in front of you. You'll have the option of signing up for alerts that tell you

when you're using an unusually large amount of water. And you'll even be able to see how much water you consume each hour!

The more you know about how much water you use, and when you use it, the more you'll be able to make sure you're not wasting water. You might even be able to identify if you have a leaking pipe or toilet. That's good for our resources, and for your monthly budget.



You can get a log-in code for the portal by emailing a request to **DPW.Billing@baltimorecity.gov**. Please include the *cont'd on pg. 2*

## UPCOMING EVENTS



### INDEPENDENCE DAY, JULY 4, CITY OFFICES CLOSED.

Trash and recycling collections will be made up on Saturday July 7.

### ARTSCAPE, MT. ROYAL AVE. JULY 20, 21 AND 22

Artscape is the third weekend in July. Visit the DPW Booth for information on water bills, recycling and more. Hope to see you there.

### HOUSEHOLD HAZARDOUS WASTE COLLECTION DAYS FIRST SATURDAY/SATURDAY, NOW THROUGH OCTOBER

Please mark your calendars for Household Hazardous Waste Collection Days, the first Friday/Saturday of each month. On these days, you can drop off items like automotive fluids, paint thinners, oil based paints and, insecticides at 2840 Sisson Street. The hours are 9 a.m. to 7 p.m. in July and August and 9 a.m. to 5 p.m. in September and October.

### DAM JAM AT LAKE MONTEBELLO, SATURDAY, AUG. 25, 9AM TO 3PM

Learn about your drinking water. Join DPW for music, food and water history at Lake Montebello. The event will feature tours of the Montebello Filtration Plant, a kiddie corner of activities, food trucks, exhibits and more.



## 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 Number	Balance
Service Address	Current
Property Id	
Bill Date	02/05/2018
<b>Due Date</b>	<b>02/23/2018</b>

## Let's Grasscycle this Summer!

Lawn mowing season is in high gear. When tackling your lawn this summer, the Baltimore City Department of Public Works (DPW) encourages you to grasscycle! Grasscycling is easy: just cut the grass high, and let the clippings lie. Grasscycling is a win for everyone. It saves time on yard rakings, keeps grass and plastic lawn bags out of the waste stream, prevents soil erosion, and nourishes the lawn. Plus, grasscycling protects the waterways by slowing polluted runoff, and makes your grass grow thicker and healthier.



Here are a few tips for successful grasscycling:

- When mowing, let grass clippings stay on the lawn. Grass clippings decompose rapidly and nourish the lawn, making it greener and healthier.
- Mow your grass when it is between 3 and 4 inches tall. Grass grows thicker and healthier when it is kept at 3" tall.
- Use a mulching mower. Traditional and manual lawnmowers are also effective as long as you keep the blades sharp.
- Mow at least once a week during peak growing season.
- Mow your lawn when the grass is dry. Wet grass produces clumps that can smother the grass and clog your lawn mower.

## Self Service Water Billing Portal *cont'd from page 1*

address of the property and/or the account number. We'll send the code to the registered mailing address. Then go to the portal (<https://water-billportal.baltimorecity.gov/>) and follow the log-in instructions. We

have links to helpful videos if you need assistance.

See for yourself how powerful you feel when you tap into your water account data!

### Baltimore City Department of Public Works

200 Holliday Street, Baltimore, Maryland 21202  
410-545-6541 • [PublicWorks@BaltimoreCity.gov](mailto:PublicWorks@BaltimoreCity.gov)

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