



# FREQUENTLY ASKED QUESTIONS

## Go Paperless

Question	Answer
What is electronic billing/e-Bill?	Electronic billing (e-Billing) sends water bills electronically via email. Customers who sign up for paperless billing will no longer receive a bill in the mail. With paperless billing, water bills are emailed to customers, making this process fast, efficient, and secure for customers.
Will all customers be enrolled in e-billing/paperless billing?	Customers are not required to enroll in e-billing. Customers who choose not to enroll in e-billing will continue to receive a paper bill in the email
How does the e-Bill service work?	E-Bill is a paperless billing option that allows customers to view and pay their monthly water bill – anytime, anywhere. With e-Bill, customers lessen their environmental impact by receiving email notifications to view their monthly water bill online rather than getting a paper statement through the mail. In addition, customers can pay their water bill through the Customer Self-Service Water Bill Portal or any of Baltimore City’s payment options.
Is the e-Bill service secure?	Yes! With e-Bill, DPW customers’ account information is protected by the latest encryption technology. Also, in contrast to paper billing, e-Bill eliminates the worry of bills getting lost or stolen in the mail.
What are the benefits of the e-Bill?	<p><b>FAST</b>   You will receive your bill faster and never miss the due date again.</p> <p><b>CONVENIENT</b>   You can view and assess your e-Bill anytime and anywhere.</p> <p><b>PRIVACY</b>   Your e-Bill is sent directly and securely to you, mitigating the risk of getting lost or stolen.</p> <p><b>ENVIRONMENTALLY FRIENDLY</b>   Reduces paper usage, helping to save our trees.</p>
Will I be charged for signing up for the e-Bill?	No, our e-Bill is free.



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<p>How do I sign up for the e-Bill/paperless billing?</p>	<ul style="list-style-type: none"> <li>• Log into your Customer Self-Service Portal. If you don't have an account already, create one at <a href="https://waterbillportal.baltimorecity.gov/#Register">https://waterbillportal.baltimorecity.gov/#Register</a>. Your activation code can be found on the back of the bill</li> <li>• On the account summary page, the customer will have the option to sign up for paperless billing per account.</li> <li>• When the customer clicks the button, it will ask the user to select how they would like to be notified about their bills.</li> <li>• Once they select email, customers can verify their email address and then click ok. After you confirm your email address, you'll start receiving monthly statements at the email address you provided. Depending on when you opted into paperless billing, you may still receive one more paper bill. You'll have safe, secure access to your most recent 36 billing statements via the DPW Self-Service Water Bill Portal and enjoy the satisfaction of saving time, money, and trees.</li> </ul>
<p>Do I still receive the printed bill after I sign up to e-Bill?</p>	<p>No. Customers who sign up for e-Bill will no longer receive paper bills in the mail. Instead, they will receive monthly e-mails when their current month's bill is available. Customers who wish to have a copy for their records can save or print the bill from the Customer Self-Service Water Bill Portal.</p>
<p>Can I change my mind and opt back to printed bills after signing up for the e-Bill?</p>	<p>Yes, if you change your mind and decide that paperless billing isn't right for you, you can always revisit DPW Self Service Water Bill Portal and select Cancel Paperless Billing to resume getting paper bills each month.</p>
<p>Will DPW email my e-Bill immediately after I sign up?</p>	<p>You will start receiving your e-Bill effective from next month's bill.</p>
<p>Will signing up for e-Bill change when my bill is due or when my meter is read?</p>	<p>No. Your due date, billing schedule, and meter reading will remain the same.</p>