



# Customer Report

Serving Baltimore Every Day

Baltimore City Department of Public Works

2019 | Volume XI

## Director's Letter

Baltimore City Department of Public Works introduces Baltimore H2O Assists. A new payment assistance program to help more customers.



- Reduces water and sewer use charges by 43 percent.
- Bill reductions will be available to ALL qualifying customers.
- Baltimore City customers with a household income at or below 175 percent of the federal poverty level qualify.
- Customers who already qualify for many common assistance programs will likely qualify for Baltimore H2O Assists.

Grants and payment plans are still available to customers in need of help with their bills.

Visit our website: [PublicWorks.BaltimoreCity.gov](http://PublicWorks.BaltimoreCity.gov)  
or follow BaltimoreCityDepartmentOfPublicWorks on Facebook



## Baltimore H2O Assists: More Assistance for More Customers

DPW requested the Board of Estimates (BOE) to raise water/sewer rates by about 9 percent each year over the next three years to help rebuild our water, sewer and storm water systems so they can serve generations to come. Based on these increases, a typical bill for a family of three would rise by \$8.

With the increase in mind, DPW proudly announces the NEW Baltimore H2O Assists program, a simplified water bill assistance program offering a 43-percent discount on water/sewer costs to the City's most vulnerable residents. This program would combine our current senior discount, low income assistance program and hardship exemptions into a single program.

Baltimore H2O Assists is a fiscally and socially responsible proposal that would allow DPW to reach at least 43,000 low-income households who would be eligible to participate and who need help paying their water bills.

Baltimore H2O Assists will be available to all water customers in the City with a household income at or below 175 percent of the federal poverty level. Currently, that's \$36,365 for a household size of three. Customers who already qualify for many common assistance programs, such as energy assistance, will likely qualify for Baltimore H2O Assists. DPW will continue to offer payment plans to customers who struggle paying their bills.

Baltimore H2O Assists goes into effect on July 1, 2019. More information will be available soon. In the meantime, if you are a senior citizen with a household income of \$31,500 or less, please contact us at 410-396-5398 to apply for the senior discount program. Seniors who are enrolled in our discount program will be eligible for Baltimore H2O Assists.

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

## What Happens When a Water Main Breaks?

The winter months can be especially hard on water infrastructure. During last winter's "Big Freeze," from December to January, DPW responded to 559 confirmed water main breaks.



Pipe corrosion, soil conditions, a history of previous breaks, and age contribute to water main breaks. If you lost water due to a main break, once service is restored allow water to run through a sink or tub faucet until clear.

## Baltimore City Department of Public Works

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

### SOCIAL MEDIA

-  [@BaltimoreDPW](https://twitter.com/BaltimoreDPW)
-  [BaltimoreDPW](https://www.facebook.com/BaltimoreDPW)
-  [nextdoor.com](https://www.nextdoor.com)
-  [BaltimoreCityDepartmentofPublicWorks](https://www.facebook.com/BaltimoreCityDepartmentofPublicWorks)
-  [dpwbaltimecity](https://www.instagram.com/dpwbaltimecity)

[publicworks.baltimorecity.gov](http://publicworks.baltimorecity.gov) · #DPWPROUD



Catherine E. Pugh  
Mayor



## UPCOMING EVENTS

**NEW YEAR'S DAY, TUESDAY, JANUARY 1, 2019**  
**CITY OFFICES CLOSED**  
 Trash and recycling collections will be made up on Saturday, January 5, 2019.

**Curbside Christmas Tree Collection**  
 Jan. 2 - Jan. 31

**Mulch Your Christmas Tree!**  
 Jan. 5 - Jan. 26  
 NW Convenience Center  
 2840 Sisson Street  
 9 a.m. to 2 p.m.

**CITY OFFICES CLOSED**  
**Martin Luther King Jr. Day**  
 Jan. 21

**President's Day**  
 Feb. 18  
 These closures do not affect trash and recycling collection schedules.

**DPW in the Community Meetings**  
**January 4, 2019**  
 (Dedicated to Seniors, Open to Public)  
 Councilwoman Rita Church Community Center at Clifton Park  
 2101 St. Lo Dr., Baltimore MD 21213  
 9 a.m. to 12 p.m.

**January 4, 2019**  
 (P.M. Meeting)  
 Henderson-Hopkins School  
 2100 Ashland Ave.  
 Baltimore MD 21205  
 6 p.m. to 8 p.m.

## DPW in the Community

Throughout December and early January, DPW will host a series of "DPW in the Community" meetings to help Baltimore City residents: (1) understand how residents' money is invested, (2) learn more about our proposed Baltimore H2O Assists program, water/sewer rate increase and DPW projects, and (3) give residents a chance to have a voice as it relates to all of DPW services.



DPW in the Community meetings kicked off December 11th at Gospel Tabernacle Baptist Church where approximately 100 Baltimore City residents gathered with the DPW Director and the Senior Leadership Team.

Debora Allen of West Baltimore shared her gratitude stating, "I'm very happy that I came out tonight. DPW was very helpful assisting me with my water bill."

DPW in the Community participants had the opportunity to speak with DPW Customer Care representatives about their water bills and billing questions; as well as, apply for job opportunities on site. The Chief of the Bureau of Solid Waste and representatives were also there to answer any sanitation questions. "It is important that we reach Baltimore City residents. We want to address their concerns and make sure they know about our programs," DPW Director Chow said.

As the New Year is upon us, DPW looks forward to being more engaged in the community. Additional "DPW in the Community" dates and locations will be announced in the coming months.



After 30 years of dedicated service to the City of Baltimore, DPW Deputy Director S. Dale Thompson (Director R. Chow left | Deputy Director S. Dale Thompson, right) will retire in January. Recognized for her commitment and passion in working with city residents, YH2O youth participants and our DPW staff, we salute you S. Dale Thompson.

## DPW Celebrates Small Business Owners

On Dec. 6, 2018, 62 small business entrepreneurs who completed the 2018 DPW Small Business Development Program were honored at a ceremony at the Earl G. Graves School of Business and Management, Morgan State University.



DPW invites local minorities, women, and/or disadvantaged businesses to learn more about its Small Business Development Program:

<https://publicworks.baltimorecity.gov/smallbusinessdevelopment>.