UNDERSTANDING YOUR UPCOMING WATER BILL

BALTIMORE CITY

DPW

DEPARTMENT OF PUBLIC WORKS

Baltimore City Department of Public Works is working diligently to begin mailing your next monthly bill by May 8th. It is important to note that every water customer will not receive a bill on May 8th as bills are normally mailed in cycles by zip code.

Water bills have been delayed due to the need to modify operations in response to COVID-19 while trying to protect the health of staff. Note: Water bills will cover more than the usual 30-day period.

You will not be charged a late fee and water is not being shut off for lack of payment. Customer payment plans and/or water bill assistance are available.

If you have questions and/or need assistance regarding water bills, please contact DPW's Customer Support and Services Division at (410) 396-5398 or by email at dpw.billing@baltimorecity.gov.

Baltimore Department of Public Works
200 Holliday Street
Baltimore, MD 21202

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