



**TO:** LaToya Curtis, Interim Chief of Customer Service and Support  
Aaron Moore, Chief Fiscal Officer  
Marcia Collins, Chief of Legislative Affairs

**FROM:** Dr. Jason W. Mitchell, Director

**DATE:** August 12, 2022

**SUBJECT:** Modifications to Adjustment Policy

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To continue our turnaround efforts for the City's water billing customer service initiative and as we stabilize Utility Rates increases to all-time lows, we find that modifications to the Adjustment Policy will reduce delinquency rates.

As you are aware, the Department of Public Works (DPW) promulgated regulations on water leak adjustments. There are two such adjustment types identified: Situational/Interior Adjustment and Underground Adjustment. The regulations specify the eligibility and manner of calculation for both types and have been applied to Baltimore City and Baltimore County customers. Additionally, as the Director of Public Works, I am authorized to adjust or abate any bill or charge.

In light of this information, I am modifying the manner by which Situational/Interior Adjustments for *City customers* are calculated as well as the eligibility requirements, effective for any adjustment request received September 1, 2022 or later\*. The modifications are as follows:

- 1. Situational/Interior Adjustments shall be calculated as if they were Underground Adjustments. This type of adjustment will be applied to charges for both water and sewer volumetric consumption only. The adjustment is calculated from the Daily Average Consumption of water from the last billing period prior to the leak and is multiplied by the total days of service within the affected billing period (maximum of three (3) months). The additional water and sewer volumetric charges are deducted from the amount owed. Note that the significant change is that the sewer volumetric consumption charge has been included in the adjustment.*
- 2. The timeframe for eligible adjustments has been extended from the two (2) highest consecutive months to no more than three (3) consecutive months of usage.*
- 3. Only one situational/interior and one underground adjustment will be granted in a*

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\* Note that adjustment eligibility and calculations for Baltimore County customers remain unchanged.

*twelve-month period. Note that Interior/Situational Adjustments were changed from once every three years and Underground Leak Adjustments once every two years to once per year for each.*

The Baltimore City Water Bill Adjustments modifications will give customers additional time to rectify a spike in usage without penalty. DPW aims to provide excellent customer service and engage our valued customers.

All other provisions regarding eligibility remain in effect. While the calculation of adjustments shall change, each adjustment type should still be tracked separately.

The Chief of Customer Support and Services shall implement this directive immediately, and these modifications will remain in effect until changes to regulations promulgating these modifications take effect.

APPROVED AND DIRECTED:



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Dr. Jason W. Mitchell  
Director of Public Works