



# Customer Report

Serving Baltimore Every Day



Baltimore City Department of Public Works

2018 | Volume IX

## Director's Letter DPW in the Community



On Wednesday, October 10, 2018, the Baltimore City United Way Campaign kicked off!

DPW alongside all other city agencies joined the United Way's fight for the education, financial stability and health of every person in every community throughout central Maryland. Giving to the United Way campaign helps bring lasting change to those who are struggling and to neighborhoods that face tough problems. Here at DPW, we recognize that we all win when children succeed in school, and

when families have access to jobs and healthcare that create stable, self-sufficient lives and stronger communities.

"The United Way Kick Off was a terrific success, with numerous city employee in attendance and donations. In my long career of working for a multitude of non-profits, I want to commend our team for pulling off one of the best United Way Campaign Kick Offs that I have attended. The atmosphere was fun, there was a good number of participating non-profits, good music, and great food." – Ann Haskins-Brookover

### Look For Us in Your Community

This November, DPW will host special community meetings throughout the City to discuss what's new and happening with DPW and in your community, offer assistance with water bills and share pertinent information about projects, services and programs. You can find DPW liaisons and Public Information Officers at community association and civic group meetings. Our community affairs team is here to answer questions and provide information about DPW's policies, programs and projects.

### Keeping Residents Informed

At the end of each fiscal year, DPW produces an Annual Report to keep residents and customers informed about our work and the accomplishments that we are achieving on behalf of the City. In addition, the Annual Report lets DPW's customers and stakeholders know how the department is managing its budget. Our FY 2018 Annual Report will be available online soon at <https://publicworks.baltimorecity.gov/dpw-annual-reports>.



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

In the coming weeks check your mail for the 2019 DPW Calendar! This is a vital tool for our citizens, providing a wide range of information about our services and activities. Calendars also can be requested by calling 311.



## Leaf Collection Season is Under Way

City residents can now schedule leaf collection pick-ups through Jan. 7, 2019. To schedule a Monday pick-up, call 311 before 6 p.m. Sunday. DPW will collect up to 20 bags of leaves on these scheduled pickups. Crews will take as many as five bags of leaves on regular trash pickup days without an appointment.

### Baltimore City Department of Public Works

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

#### SOCIAL MEDIA

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Catherine E. Pugh  
Mayor



RUDOLPH S. CHOW, P. E.  
DIRECTOR

**UPCOMING  
EVENTS**

**GENERAL ELECTION DAY, NOVEMBER 6, CITY OFFICES CLOSED**  
Trash and recycling collections will be made up on Saturday, November 10.

**VETERANS DAY, NOVEMBER 12, CITY OFFICES CLOSED**  
City offices are closed in observance of Veterans Day on November 12.

**RECYCLING BIN SALE & PLASTIC BAG TAKE BACK, SATURDAY, NOVEMBER 17, 9AM TO 1PM**

Residents who turn in five or more plastic grocery bags will receive one free reusable grocery bag. Recycling bins will also be on sale: \$10 for a large bin and lid, and \$4 for a small bin. Location: Langston Hughes Community Center, 5011 Arbutus Ave. Baltimore Md. 21215.

**THANKSGIVING DAY, NOVEMBER 22, CITY OFFICES CLOSED**  
Trash and recycling collections will be made up on Saturday, November 24.

**Protect Your Pipes This Winter**

Winter will soon be here, and the Baltimore City Department of Public Works offers the following tips to help protect water lines during periods of cold weather:

- Pipes and utility meters can freeze when temperatures remain below 25 degrees for extended periods of time.
- Let a very thin continuous stream of cold water run from a basement faucet. This can be caught in a bucket and used later.
- If your interior pipe is frozen, warm it with hot air from a blow dryer where it enters your house.
- Check your water shut-off valve to make sure it is working.
- Shut off water to outside faucets.
- Monitor your sump pump. A frozen drain pipe could result in a flooded basement.
- Insulate pipes in unheated parts of your house.
- Always keep on hand a three-day supply of bottled water; one gallon per person per day.
- Consider getting a service protection policy for your exterior water/sewer lines. Baltimore has partnered with HomeServe USA for this low-cost protection. Visit [BaltimoreServiceRepairs.com](http://BaltimoreServiceRepairs.com).



The Department of Public Works maintains outdoor water lines up to and including the meter. Water lines running from the meter to the house, and internal plumbing, are the responsibility of the property owner. For water emergencies in Baltimore City, please call 311, or call 410-396-5352 in our Baltimore County service area.

**HomeServe Protection Plans**

The City of Baltimore continues to partner with HomeServe to offer optional coverage plans to help residents deal with the expense and inconvenience of repairs to exterior water or sewer lines on the homeowner's side of the property line. HomeServe coverage protects residents from high repair bills and provides access to a network of qualified repair technicians and an emergency service hotline that is available 24/7. For more information:

[www.BaltimoreServiceRepairs.com](http://www.BaltimoreServiceRepairs.com) or 1-855-807-6631.



**MITTEN TREE CAMPAIGN BEGINS DECEMBER 7**

DPW's 45th annual Mitten Tree Campaign will kick off at 11:00 a.m. with a holiday-themed celebration in the lobby of the Abel Wolman Municipal Building, North 200 Holliday Street. Donations of new mittens, gloves, hats and scarves will be accepted through Dec. 19 for Baltimore children in need. Citizens may come in to hang donations on the tree or mail them to: The Baltimore City Department of Public Works, Office of the Director, Suite 600, Abel Wolman Municipal Building, 200 North Holliday Street, Baltimore, Md. 21202

Avoid lines and late fees, log on to the portal and pay your bill online at <https://waterbillportal.baltimorecity.gov/> or for log in assistance call 410-396-5398.



Catherine E. Pugh  
Mayor



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