



Customer Report

Serving Baltimore Every Day



Baltimore City Department of Public Works

2018 | Volume VIII

Message From the Director Your Water Dollars at Work



The Baltimore City Department of Public Works (DPW) maintains one of the oldest water systems in the country. Some of our pipes are more than 150 years old, with the average age of a City water main being more than 75 years old.

This past winter was especially challenging to our water infrastructure. From Dec. 24, 2017, to Jan. 23, 2018, DPW responded to 559 confirmed water main breaks! That is roughly half of all the water main breaks in

2017. Such breaks can leave consumers without water and adversely impact property.

To ensure the safety and reliability of your water, we must replace or rehabilitate some sections of the water main system. DPW has an accelerated program to annually rehab and/or replace at least 15 miles of water mains, and clean or replace our old sewer pipes in compliance with our Sanitary Sewer Consent Decree. The idea is to update our entire water main system every 100 years, and to make sure our sewer system keeps sewage in and groundwater out.

A portion of your water bill dollars is being used to help update Baltimore's system of water and sewer pipes that will sustain the City for generations to come.

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



Leaf Collection Season Starts Oct. 29
City residents can schedule leaf collection pick-ups from Oct. 29, 2018, to Jan. 7, 2019.

DPW will collect up to 20 bags of leaves.

Multiple pick-up appointments can be made during leaf collection season, and appointments can be made for up to two months in advance.

To schedule a pick-up, call 311



Building a Team of Future Water Industry Leaders

2019 YH20 Water Mentoring Program COMING SOON

In January 2019, enrollment will open for the DPW YH20 water mentoring program. Through the Mayor's Office of Employment Development and Chesapeake Water Environment Association, DPW is seeking to recruit young adults ages 18-24 to learn about the water industry, and gain the job readiness skills, mentoring and knowledge to receive full-time employment. **For more information:** publicworks.baltimorecity.gov/water-mentoring-program.



Catherine E. Pugh
Mayor

Baltimore City Department of Public Works

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**UPCOMING
EVENTS**

Call 311 to Register for the Mayor’s Fall Cleanup

The Mayor’s Fall Cleanup is scheduled from 9 a.m. to 1 p.m. on Saturday, Oct. 27. To participate, residents should organize volunteers and register by calling 311.

This citywide day of cleaning is a time for communities, civic organizations and businesses to join together to clear out litter and debris in their communities.

Participants in the Mayor’s Fall Cleanup can earn \$10 in credits toward their stormwater fee.

Keep Your Drains Clean This Holiday Season

When preparing your holiday meals, please be sure to keep your drains clean by properly disposing of Fats, Oils, and Grease (FOG). Pouring FOG down the drain is a sure way to clog your pipes, and the City’s sewer lines.



Never pour grease down the kitchen sink!



Trash it!

To keep wastewater flowing away from your house, make sure your FOG goes “from the pan to the can.” This means pour grease into a can, let it solidify, and then put the container into the trash. Before you wash pots, pans, and dishes, use a paper towel to wipe away the Fats, Oils, and Grease, and dispose of the FOG-laden material in the garbage.

Scrape left-over food and oil off plates and into a storage container. Even if you use dish soaps and hot water to cut grease, the FOG solidifies again when the water cools and the soap separates from the grease.

DPW crews routinely find grease balls and rags when they are called to clear clogged sewers that have overflowed or backed up into houses. Despite claims to be “flushable,” most of the popular wet wipes used for personal hygiene and household cleaning do not break down once they are flushed. Always dispose of these in the trash can, not your toilet!

For information on keeping your drains clean, please visit <https://publicworks.baltimorecity.gov/sewer-consent-decree/clean-drain-campaign>.

Smart, Solar-Powered Trash Cans

Mayor Catherine E. Pugh welcomed the first wave of 64 smart cans on the streets of South Baltimore on Monday, Sept. 17, with a ceremonial disposal of the first pieces of trash into a can at the Cherry Hill Town Center. She was joined by representatives of DPW, the Cherry Hill community, officials from the Casino Local Development Council, and the Maryland Port Administration. The Casino LDC is contributing \$300,000 for this first phase; MPA is contributing more than \$900,000 for a second phase of Smart Cans to be placed in the City’s business districts later this year.

Smart Cans are sun-powered trash compactors with sensors that transmit data to let DPW’s Bureau of Solid Waste know they are getting full. Baltimore’s Smart Cans have numerous advantages over the simple round, open bins seen on many street corners. Their enclosed construction confines litter better, and helps keep rodents away. Smart cans compact the trash, allowing the containers to hold more waste and keep litter from overflowing. Supervisors can schedule pickups as they are needed.



**Do You Have a Leak?
Need to Manage Your Water Bill?**



Visit DPW’s Customer Self Service web portal to sign up to receive alerts that let you know when your water use is higher than normal. Visit the Consumption Details section of the web portal to set alerts. On the web portal, you can also access, manage, and pay water bills online. Visit waterbillportal.baltimorecity.gov. You can get a log-in code for the portal by emailing a request to DPW.Billing@baltimorecity.gov.

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



DEPARTMENT OF PUBLIC WORKS
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DIRECTOR