



FREQUENTLY ASKED QUESTIONS

5% Paperless Billing Discount Program

Question	Answer
Who qualifies for the 5% Paperless Billing Discount Program?	Only Baltimore City residential account holders qualify for the 5% Paperless Billing Discount Program
What is the last day I can enroll in paperless billing to receive the discount?	Residents must be enrolled by June 15, 2023, to receive the 5% discount (capped at \$150)
Will I get a credit if I enrolled in Paperless Billing before the 5% discount campaign was announced?	Residential customers previously enrolled in Paperless Billing will automatically receive a one-time discount.
When will I see my credit?	Discounts will be applied within 2 bill cycles beginning in July 2023.
How do I enroll in paperless billing?	<p>Log into your Customer Self-Service Portal. If you don't have an account already, create one at https://waterbillportal.baltimorecity.gov/#Register. Your activation code can be found on the back of the bill.</p> <ul style="list-style-type: none">o On the account summary page, the customer can sign up for paperless billing per account.o When the customer clicks the button, it will ask the user to select how they would like to be notified about their bills.o Once they select email, customers can verify their email address and click ok. After you confirm your email address, you'll start receiving monthly statements at your provided email address. You may still receive one more paper bill, depending on when you opted into paperless billing. You'll have safe, secure access to your most recent 36 billing statements via the DPW Self-Service Water Bill Portal and enjoy the satisfaction of saving time, money, and trees.o If you need assistance creating an account on the online portal, please call our customer support and services division at (410) 396-5398.



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How is the 5% discount calculated?	The 5% discount will be calculated on your current bill amount (minus the Bay restoration fee).
Can I still sign up for paperless billing after the promotion period?	Yes, you can sign up for paperless billing anytime. After the 5% Paperless Billing Discount Program promotional period, a customer can enroll anytime; however, the 5% discount will not apply.