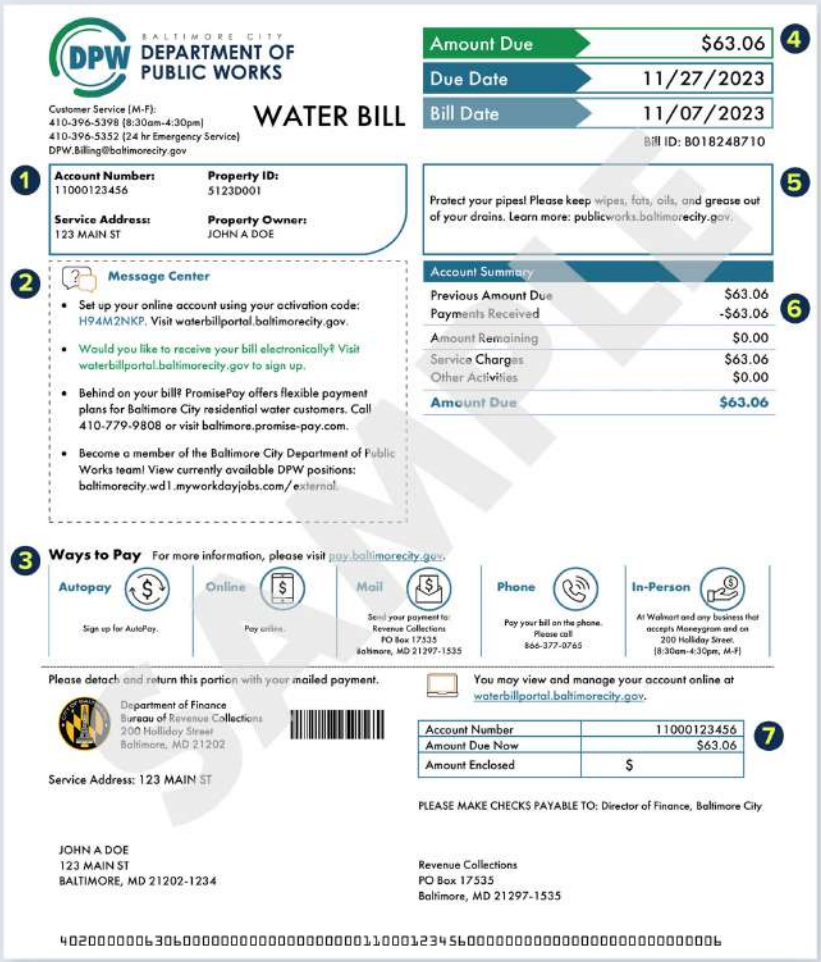
Your Baltimore City Water Bill Has A New Look

1. Account Information
Information about the account, including your account number.

2. Message Center
Important messages regarding your account or service will be displayed here.

The **Activation Code** is used to set up your online account the first time you login.

3. Ways to Pay
Methods of payment are listed here for your convenience.



BALTIMORE CITY DEPARTMENT OF PUBLIC WORKS

WATER BILL

Customer Service (M-F):
410-396-5398 (8:30am-4:30pm)
410-396-5352 (24 hr Emergency Service)
DPW.Billing@baltimorecity.gov

Amount Due	$63.06
Due Date	11/27/2023
Bill Date	11/07/2023

Bill ID: B018248710

1 **Account Number:** 11000123456 **Property ID:** 5123D001
Service Address: 123 MAIN ST **Property Owner:** JOHN A DOE

5 Protect your pipes! Please keep wipes, fats, oils, and grease out of your drains. Learn more: publicworks.baltimorecity.gov.

2 **Message Center**

- Set up your online account using your activation code: H94M2NKP. Visit waterbillportal.baltimorecity.gov.
- Would you like to receive your bill electronically? Visit waterbillportal.baltimorecity.gov to sign up.
- Behind on your bill? PromisePay offers flexible payment plans for Baltimore City residential water customers. Call 410-779-9808 or visit baltimore.promise-pay.com.
- Become a member of the Baltimore City Department of Public Works team! View currently available DPW positions: baltimorecity.wd1.myworkdayjobs.com/external.

6 **Account Summary**

Previous Amount Due	$63.06
Payments Received	-$63.06
Amount Remaining	$0.00
Service Charges	$63.06
Other Activities	$0.00
Amount Due	**$63.06**

3 **Ways to Pay** For more information, please visit pay.baltimorecity.gov.

Autopay	Online	Mail	Phone	In-Person
Sign up for AutoPay.	Pay online.	Send your payment to: Revenue Collections PO Box 17535 Baltimore, MD 21297-1535	Pay your bill on the phone. Please call 866-377-0765	At Walmart and any business that accepts Moneygram and on 200 Holliday Street. (8:30am-4:30pm, M-F)

Please detach and return this portion with your mailed payment.

Department of Finance
Bureau of Revenue Collections
200 Holliday Street
Baltimore, MD 21202

Service Address: 123 MAIN ST

You may view and manage your account online at waterbillportal.baltimorecity.gov.

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Account Number	11000123456
Amount Due Now	$63.06
Amount Enclosed	$

PLEASE MAKE CHECKS PAYABLE TO: Director of Finance, Baltimore City

JOHN A DOE
123 MAIN ST
BALTIMORE, MD 21202-1234

Revenue Collections
PO Box 17535
Baltimore, MD 21297-1535

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SAMPLE

Now **clearer** and **easier** to **read**!

4. Amount Due
The current amount due, the due date of the payment and the date the bill was created.

5. Additional Information
Information and alerts pertaining to your account.

6. Account Summary
A summary of account activity that occurred since the last bill including payments received, services charges, and other activities that calculate the current amount due.

7. Amount Enclosed
If mailing in a payment, the amount of payment should be filled in.

For more information contact us at
DPW.BILLING@baltimorecity.gov
or **(410) 396-5398**