

# Understanding Your Baltimore City Extended Water Bill

## 1. PREVIOUS BALANCE

The balance on your account before water billing was halted by ransomware attack.

## 2. PAYMENTS RECEIVED

If you made water bill payments during the ransomware attack, they are reflected here.

## 3. AMOUNT DUE

This amount reflects charges and fees that date back to your last bill. No late fees will be applied to the amount due.

## 4. ACCOUNT MANAGEMENT FEE

This fee applied for the month of August.



### WATER BILL

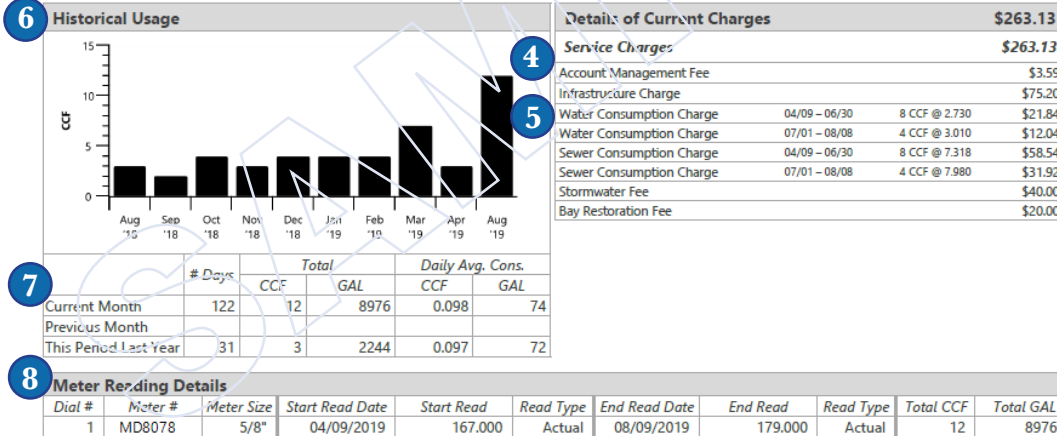
Department of Public Works  
Division of Customer Support  
200 Holliday St. #404  
Baltimore, MD 21202

Customer Service (M-F): (410) 396-5398 (8:30 AM – 4:30 PM)  
DPW.Billing@baltimorecity.gov  
<http://publicworks.baltimorecity.gov/>  
Emergency Service: (410) 396-5352 (24 hrs.)

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Account Summary		1	2	3
Account Number	13123456789	Previous Balance	\$66.65	
Property Owner	Charles St. Paul	Payments Received	-\$66.65	
Service Address	2468 Main St.	Payments Returned	\$0.00	
Property Id	8309 007	Balance Forward	\$0.00	
Bill Date	08/21/2019	Current Charges	\$263.13	
Due Date	09/10/2019	Amount Due	\$263.13	

**!** This water bill covers an extended billing period due to the ransomware attack, and includes the Fiscal 2020 rate increase. For billing and payment questions please contact us at 410-396-5398 or [dpw.billing@baltimorecity.gov](mailto:dpw.billing@baltimorecity.gov), or visit [publicworks.baltimorecity.gov/Understanding-your-water-bill](http://publicworks.baltimorecity.gov/Understanding-your-water-bill).



## 5. WATER/ SEWER CONSUMPTION CHARGES

There are 2 consumption charges for each service. One charge represents the rates up to June 30; the other represents rates after the July 1 rate increases of about 9%.

## 6. HISTORICAL USAGE

Bars not included for months when water bills were not produced.

## 7. CURRENT MONTH

Shows amount of water used since your last monthly bill.

## 8. METER READING DETAILS

Includes pro-rated breakout of consumption before and after July 1 rate adjustments.

## NEED HELP PAYING YOUR WATER BILL?

See if you're eligible for BH<sub>2</sub>O Program:  
call 410-396-5398,  
or email us at

[DPW.Billing@Baltimorecity.gov](mailto:DPW.Billing@Baltimorecity.gov)

## QUESTIONS?

Contact: [DPW.Billing@Baltimorecity.gov](mailto:DPW.Billing@Baltimorecity.gov) or  
(410) 396-5398

