



STEPHANIE
RAWLINGS-BLAKE
MAYOR

BALTIMORE CITY

DPW

DEPARTMENT OF PUBLIC WORKS
RUDOLPH S. CHOW, P. E.
DIRECTOR

Faced With Turn-Off or Delinquent Water Bill?

We at the Baltimore City Department of Public Works pride ourselves in reliably providing healthy, great-tasting water, and returning it safely to the environment. We never want to see our customers out of service.

If you have a water and sewer bill account that is more than \$250 and has been unpaid for two consecutive quarterly billings, you may be subject to a water service turn off. A turn off is the final step DPW can take when bills are delinquent. We hope that by taking action now, delinquent bills will not spiral further out of control.

Your first step should be calling DPW's Customer Support and Services Division at (410) 396-5398 to discuss your payment options. You may also ask for a review of your account. Helpful agents are available 8:30 a.m. to 4:30 p.m. Monday through Friday.

If you cannot afford to pay the full amount of your bill, DPW offers assistance for eligible low-income residents. Baltimore City customers should call Customer Support and Services at (410) 396-5398 for details on these programs. And customers with an account under review – whether for a pending adjustment, meter inspection, informal conference, or similar reason – will not be subject to turn off.

RESOURCES

Payment Program

We might be able to arrange for a payment program that allows you to pay off your balance in more affordable installments. Please call (410) 396-5398 to inquire.

Senior Citizen Water Discount Program

The Low Income Senior Citizen Water Discount Program assists City residents 65 or older with limited incomes who are having difficulty paying water bills. Homeowners and tenants (whose lease holds them responsible for paying the water bill), can apply each year for the discount if they meet the required criteria.

Those who qualify to participate in this program will receive a 39% discount on their water, stormwater and sewer rates charged on each quarterly bill.

Eligible senior citizens may apply at any of the Senior Community Centers throughout City (see back of flyer) or may call 311 or (410) 396-5398 to obtain an application. Additional information on the low-income senior citizen discount is available online at:
<http://publicworks.baltimorecity.gov>.

Low-Income Assistance Program

This program offers assistance to low-income residents, with incomes ranging from \$20,422.50 for a single-person household to \$55,947.50 for a six-person household.

Approved customers will receive \$161.00 credit and customers must pledge to make consistent payments on unpaid and outstanding balances on a payment schedule.

Eligible residents can apply at Community Action Centers listed on the back of this flyer. Additional information on the low-income assistance program is available online at
<http://publicworks.baltimorecity.gov>.

Hardship Exemption Program (Bay Restoration and Stormwater Fees)

DPW exempts customers from paying the Chesapeake Bay Restoration fee and Stormwater fee if they meet the income guidelines. Hardship exemption applications can be obtained by calling 311 and downloaded from
<http://publicworks.baltimorecity.gov>.

Community Resources

<p>Assistance with Public Benefits & Alternative Housing Options Maryland Access Point 410-396-2273 www.marylandaccesspoint.info/</p>	<p>For information about housing options for seniors or people with disabilities.</p>
<p style="text-align: center;">211</p> <p>You can also get information here: humanservices.baltimorecity.gov/HomelessServices/DocumentsandResources.aspx</p>	<p>For households facing homelessness.</p>
<p style="text-align: center;">Community Action Centers humanservices.baltimorecity.gov/CommunityActionPartnership/HoursandLocations.aspx</p> <p style="text-align: center;">Monday – Friday 8:30am to 4:30pm (Information about public benefits and programs).</p>	<p>Southeast Community Action Center: 410-545-6510 Eastern Community Action Center: 410-545-0136 Northwest Community Action Center: 443-984-1384 Southern Community Action Center: 410-545-0900 Northern Community Action Center: 410-396-6084</p>

Senior Community Centers

Action in Maturity, Inc. (AIM): 410-889-7915
Allen Senior Center: 410-685-6224
Forest Park Senior Center: 410-466-2124
Harford Senior Center: 410-426-4009
Hatton Senior Center: 410-396-9025
Greenmount Senior Center: 410-396-3552
Edward A. Myerberg Senior Center: 410-358-6856

Oliver Senior Center: 410-396-3861
Sandtown Winchester Senior Center: 410-396-7724
Senior Network of North Baltimore: 410-323-7131
Waxter Center for Senior Citizens: 410-396-1324
John Booth/Hooper Senior Center: 410-396-9202
Zeta Center for Healthy and Active: 410-396-3535



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