



Infrastructure Investments:

Ensures operational reliability of our water, wastewater and surface water systems.

Integrated Planning:

Considers our financial, social and environmental responsibility in context with our regulatory obligations.

Innovative Solutions:

Protects our public health and improves the water quality of our streams, rivers, harbor and the Chesapeake Bay.

For more information, call 410-396-5398 or email publicworks@baltimorecity.gov

Baltimore City Department of Public Works
Bureau of Water and Wastewater
Abel Wolman Municipal Building
200 Holliday Street
Baltimore, Maryland 21202



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Water Bill BR 11/14

Requesting an Informal Conference for Your Water Bill



Customer Support and Services

cleanwaterbaltimore
www.cleanwaterbaltimore.org



Mayor
Stephanie Rawlings-Blake
City of Baltimore



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

Why Request an Informal Conference

A customer can request an informal conference, also known as an administrative hearing, when they think their water and sewer charges are too high. The Baltimore City Department of Public Works (DPW) has several ways of helping people with bills they believe to be in error, but an informal conference can assist customers not satisfied with previous efforts to adjust their bills.

A high bill usually occurs when a water leak on the customer's property causes the water meter to record more water than the customer typically uses. It may occur over multiple billing cycles. Customers are responsible for the costs associated with internal, underground, or exterior property water line leaks. However, higher than normal bills associated with such leaks may be eligible for review and adjustment after repairs are made. Please note that DPW does not reimburse the cost of repairs on private property.

DPW may conduct a field investigation to explore customer concerns before a conference is scheduled. There are no costs associated with requesting or conducting an investigation or informal conference.

Requesting a Conference

Only the bill account holder (owner/tenant) can request an informal conference. Conferences are scheduled two weeks after the request is received. A letter will be sent to the customer with the date and time of the conference. Each case will be heard individually, and decided by a neutral party, who is a licensed attorney. Each year, customers are granted one conference per property. A conference request can be submitted by calling 410-396-5398 or at <http://publicworks.baltimorecity.gov>; enter "informal conference" as the keyword in the search field located on the upper left of the web page.

Preparing for a Conference

Customers should bring supporting information, including records of professional inspections or repairs. Plumbing repair receipts, maintenance work orders, or insurance company receipts may be presented during an informal conference.

Legal representation is allowed but not required for informal conferences. Conferences are held at DPW offices located at 200 Holliday St., Baltimore, Md. 21202, Room 404.

During an Informal Conference:

- Explain why the water/sewer charges are too high and present any information and documentation, including records of professional inspections or repairs.
- Present any witnesses or evidence to dispute water/sewer charges billed to the account.

Deciding the Outcome

Customers will be given an initial verbal recommendation the day of the informal conference and receive notice by mail if an adjustment has been approved.

Regardless of the outcome of the informal conference, the customer remains responsible for water bills.

For more information, call 410-396-5398 or email publicworks@baltimorecity.gov.

