



**PAYMENTS:** Payment can be made by mail, credit card and in person at our cashier windows in the Bureau of Revenue Collections, Lobby, Abel Wolman Municipal Building, 200 Holliday Street, Baltimore, Maryland 21202. Our hours are 8:30 A.M. to 4:30 P.M., Monday through Friday. For payment information, call 410-396-3988.

Bills paid after the "Amount Due After" date are subject to penalty. A return check charge of \$30 will be assessed on each bill paid with a check that is returned unpaid by the financial institution on which it is drawn.

**BY MAIL:** The lower part of this statement is to be returned in the enclosed envelope with your payment. Please do not staple, tape or use paper clips. Remember to sign your check and write your account number on it. This will expedite the accurate processing of your payment. Please allow time for mail delivery. **DO NOT SEND CASH IN THE MAIL.**

**WALK-IN:** You will need this entire billing statement. You have the option of paying at our cashier window or placing your payment in our DROP BOX located in our Lobby. **DO NOT PUT CASH IN THE DROP BOX.**

**CREDIT CARDS/VITAL CHEK:** You now have different options of paying by Mastercard, Discover and VISA credit card using our convenient fee-based service. You can go online at [www.baltimorecity.gov](http://www.baltimorecity.gov) or call 410-396-3988. We continue to offer the fee-based "Vital Chek" service for walk-in customers wishing to pay by American Express, Visa credit card and debit cards.

**BAY RESTORATION FEE:** Inquiries concerning the new Bay Restoration Fee should be directed to the Maryland Department of the Environment or on the internet at <http://www.mde.state.md.us>. Baltimore County residents will be billed Bay Restoration Fees in a manner determined by the County.

**STORMWATER REMEDIATION FEE:** This is a Local Government Fee established in response to Federal Stormwater Management requirements. The Federal requirements are designed to prevent local sources of pollution from reaching local waterways.

**OTHER INFORMATION:** Inquiries or complaints about the charges on your bill should be directed to the Bureau of Water and Wastewater, Utility Billing Section, 404 Abel Wolman Municipal Building, 200 Holliday Street, Baltimore, Maryland 21202, in writing, in person, by telephone at 410-396-5398, or by internet at: <http://cityservices.baltimorecity.gov/water/>. To request a change to the mailing address on your account, you must do so in writing, and send it to the above address or fax your request to 410-396-5531.

To pay by mobile phone, scan Quik Response (QR) code on front side to pay water bill or visit [www.baltimorecity.gov/mobilepay](http://www.baltimorecity.gov/mobilepay).

MW0010 REV 7 06/15

PLEASE TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT

MAKE CHECK OR MONEY ORDER PAYABLE TO DIRECTOR OF FINANCE

BANKS - PLEASE PLACE STAMP ABOVE THIS LINE

FOR VALIDATION ONLY