



### **ATTENTION**

1. Please use your activation code **3C035D0F945649C2** to set up your user profile for the customer self-service portal. You can find the portal at [http://publicworks.baltimorecity.gov/waterbilling\\_information/](http://publicworks.baltimorecity.gov/waterbilling_information/) where you can also find an instructional video of how to set-up your access. Please contact us with any questions or if you have difficulty logging in.
2. Charges are based on the products and services your property receives from the Baltimore City Department of Public Works. You may learn more about your account online at [PublicWorks.BaltimoreCity.gov](http://PublicWorks.BaltimoreCity.gov).
3. Payments must be received by the "Due Date" printed on the bill. A charge of \$30 will be assessed on each bill attempted to be paid with a check that is returned unpaid by the financial institution on which it is drawn. Failure to make timely payment may result in penalties and discontinuance of service.
4. Payment can be made in person by cash, money order, check, credit card, or debit card. VitalChek users are charged a fee and additional fees may be imposed by your card issuer.
5. Inquiries about the information contained on this bill or about your water billing service should be directed to the Baltimore City Department of Public Works' Customer Support and Services Division, located at the Abel Wolman Municipal Building, 200 Holliday Street, Baltimore, Maryland 21202; by telephone at 410-396-5398; online at <http://publicworks.baltimorecity.gov/customer-support-services>; or email us at [DPW.Billing@baltimorecity.gov](mailto:DPW.Billing@baltimorecity.gov). Requests by the property owner to change the mailing address on this account must be sent to the above email or address, or faxed to 410-832-8672.

### **PAYMENT METHODS:**

- **On-line** – Please visit <https://cityservices.baltimorecity.gov/paysys/>.
- **By Mail** – The lower part of this bill must be returned in the enclosed envelope with your payment. Please do not staple, tape, fold, or use paper clips. To expedite accurate posting of your payment, please sign your check and write your account number on it. Please allow time for delivery. **Do not send cash in the mail.**
- **By phone** – Through September 30, 2022, you may continue to pay with a credit card for a nominal fee by calling 877-729-6269 or calling 866-397-4609 to pay by check (ACH) for no charge. Effective October 1, 2022, you may pay your water bill with a credit card or check (ACH) by calling our **new payment line at 866-377-0765**. For General Information, please call 410-396-3000.
- **In-person** – You will need this entire billing statement. The Baltimore City Department of Finance Bureau of Revenue Collections is located in the lobby of the Abel Wolman Municipal Building at 200 Holliday Street, Baltimore, MD 21202. Hours are 8:30 AM to 4:30 PM, Monday through Friday. You may pay at a cashier window or deposit your payment in the Drop Box located in the lobby. **Do not put cash in the drop box.**

For additional payment-related information, please call the Bureau of Revenue Collections at 410-396-3000.

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### **FOR CUSTOMERS IN BALTIMORE CITY:**

Financial assistance is available for customers and tenants who qualify. The Water4All program offers a discount based on your household income and estimated annual water bill. If you qualify for LIHEAP or similar programs, you likely will qualify for Water4All. For more information, please email at [water4all@baltimorecity.gov](mailto:water4all@baltimorecity.gov) or call (410) 396-9500. Payment plans are available to customers who fall behind on their bills. For more information, visit us online at [PublicWorks.BaltimoreCity.gov](http://PublicWorks.BaltimoreCity.gov), email us at [DPW.Billing@baltimorecity.gov](mailto:DPW.Billing@baltimorecity.gov), call 410-396-5398, or visit the Customer Support and Services Division at the Abel Wolman Municipal Building, 200 Holliday Street. We are open from 8:30 AM to 4:30 PM, Monday through Friday.

**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.

**CHESAPEAKE BAY RESTORATION FEE:** Inquiries concerning the Chesapeake Bay Restoration Fee should be directed to the Maryland Department of the Environment, <http://www.mde.state.md.us/programs/Water/BayRestorationFund>.

**WARNING: These charges are a lien on the property identified. Failure to timely pay these charges can lead to sale of the lien at auction and possible foreclosure of the property identified. Foreclosure can result in the loss of ownership of the property.**