



PAYMENTS: Pay online, by phone, by mail, or in person. Payments received after the due date are subject to penalty. We charge \$30 for any returned check.

ONLINE: You can pay by credit card (Visa, Mastercard, American Express, Discover), debit card (Visa, Mastercard, Discover), PayPal, PayPal Credit, Venmo, Google Pay, and Apple Pay using our fee-based service. You can also pay by electronic check (ACH) with no fee. Visit <https://pay.baltimorecity.gov/water/>. To pay for multiple City bills, login at <https://ipn.paymentus.com/cp/bcgp>.

BY PHONE: Call 866-377-0765. For credit card you will need your: City Billing Account Number, Credit Card Information, and Amount of Payment. For electronic check (ACH) you will need your: City Billing Account Number, Bank Transit Routing number (bottom left-hand corner of your check), Bank Account number (bottom of your check to the right of the routing number), Amount of Payment.

BY MAIL: Return the lower part of this statement with your payment in the enclosed envelope. Do not staple, tape, or use paper clips. Remember to sign your check and write your account number on it. Please allow time for mail delivery. DO NOT SEND CASH IN THE MAIL.

IN PERSON: Visit our cashier windows in the lobby of the 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 in-person assistance, bring this entire billing statement. You can pay in cash, or by check, Mastercard, Discover, American Express, Visa credit and debit cards. For payment information, call 410-396-3000.

WATER BILL INFORMATION: For questions or complaints about the charges on your bill, visit <https://publicworks.baltimorecity.gov/customer-support>, call 410-396-5398, or write or visit the Bureau of Water and Wastewater, 404 Abel Wolman Municipal Building, 200 Holliday Street, Baltimore, Maryland 21202. Make any request to change your mailing address in writing: send it to the above address.

MW0010 REV 9 11/22

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