

Understanding Your Baltimore City Extended Water Bill

1. PREVIOUS BALANCE

The balance on your account before water billing was halted by ransomware attack.

2. PAYMENTS RECEIVED

If you made water bill payments during the ransomware attack, they are reflected here.

3. AMOUNT DUE

This amount reflects charges and fees that date back to your last bill. No late fees will be applied to the amount due.

4. ACCOUNT MANAGEMENT FEE

This fee applied for the month of August.



WATER BILL

Department of Public Works
Division of Customer Support
200 Holliday St. #404
Baltimore, MD 21202

8000003839

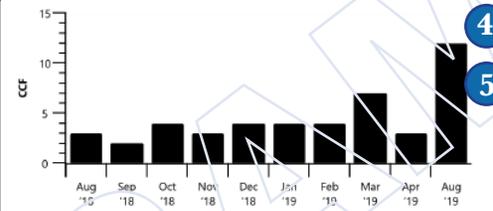
Customer Service (M-F): (410) 396-5398 (8:30 AM – 4:30 PM)
DPW.Billing@baltimorecity.gov
http://publicworks.baltimorecity.gov/

Emergency Service: (410) 396-5352 (24 hrs.)

Account Summary

Account Number	13123456789	1	Previous Balance	\$66.65
Property Owner	Charles St. Paul	2	Payments Received	-\$66.65
Service Address	2468 Main St.		Payments Returned	\$0.00
Property Id	8309 007		Balance Forward	\$0.00
Bill Date	08/21/2019		Current Charges	\$263.13
Due Date	09/10/2019	3	Amount Due	\$263.13

Historical Usage



Details of Current Charges **\$263.13**

Service Charges				\$263.13
Account Management Fee				\$3.59
Infrastructure Charge				\$75.20
Water Consumption Charge	04/09 – 06/30	8 CCF @ 2.730		\$21.84
Water Consumption Charge	07/01 – 08/08	4 CCF @ 3.010		\$12.04
Sewer Consumption Charge	04/09 – 06/30	8 CCF @ 7.318		\$58.54
Sewer Consumption Charge	07/01 – 08/08	4 CCF @ 7.980		\$31.92
Stormwater Fee				\$40.00
Bay Restoration Fee				\$20.00

	# Days	Total		Daily Avg. Cons.	
		CCF	GAL	CCF	GAL
Current Month	122	12	8976	0.098	74
Previous Month					
This Period Last Year	31	3	2244	0.097	72

Meter Reading Details

Dial #	Meter #	Meter Size	Start Read Date	Start Read	Read Type	End Read Date	End Read	Read Type	Total CCF	Total GAL
1	MD8078	5/8"	04/09/2019	167.000	Actual	08/09/2019	179.000	Actual	12	8976

5. WATER/ SEWER CONSUMPTION CHARGES

There are 2 consumption charges for each service. One charge represents the rates up to June 30; the other represents rates after the July 1 rate increases of about 9%.

6. HISTORICAL USAGE

Bars not included for months when water bills were not produced.

7. CURRENT MONTH

Shows amount of water used since your last monthly bill.

8. METER READING DETAILS

Includes pro-rated breakout of consumption before and after July 1 rate adjustments.

NEED HELP PAYING YOUR WATER BILL?

See if you're eligible for BH₂O Program:
call 410-396-5398,
or email us at

DPW.Billing@Baltimorecity.gov

QUESTIONS?

Contact: DPW.Billing@Baltimorecity.gov or
(410) 396-5398

IMPORTANT INFORMATION ON YOUR WATER BILL

- Water billing for the City of Baltimore resumed on August 7. Water billing systems have not been operational since May 6, when Baltimore City experienced an attack on its computer systems.
- The Department of Public Works (DPW) began sending 10,000 bills per day on August 7.
- The meters that measure water consumption were NOT affected by the attack, so the measurement of your water consumption will still be accurate.
- Your water bill will be for the months of April, May, June, and July (4 months), so it will be higher than usual.
- There will be no late fees added to your bill until November 2019, but you should still make an effort to pay your bill by the due date.
- On the opposite side of this page, you can view a sample bill that explains what your water bill will look like.
- For more information visit:

<https://mima.baltimorecity.gov/water>

HOW TO PAY YOUR WATER BILL

You can pay your bill in the following ways:

1. Go to 200 N. Holliday St.
2. Mail a check or money order with your water billing account number or address listed on the payment method.
3. Visit this website to pay online: <https://cityservices.baltimorecity.gov/water/>
4. Call 410-396-5398 and wait for the recorded message to finish. You will be connected with an operator who can then request an interpreter to assist with your call.

IMPORTANT: Checks or money orders should be made payable to the Director of Finance – Baltimore City. Remember to include your water billing account number or your address on the check or money order.

If you cannot afford to pay your bill, you can:

- Call 410-396-5398 so you can set up a payment plan to pay your bill over time.
- Apply for Baltimore H2O Assists and/or Baltimore H2O Plus, programs that can help make your water bill more affordable. Visit one of the City's CAP Centers to fill out an application for an assistance program:

Northern CAP Center
5225 York Road

Southeast CAP Center
3411 Bank St.

Northwest CAP Center
3939 Reisterstown Road

Eastern CAP Center
1731 E. Chase St.

Southern CAP Center
606 Cherry Hill Road

** CAP Centers are open Monday to Friday from 8:30 AM to 4:30 PM. **