



Office of People's Counsel

BALTIMORE CITY

WATER BILL ASSISTANCE

RESOURCE GUIDE

Maryland People's Counsel
6 St. Paul Street, Suite 2102
Baltimore, MD 21202
Phone: 410-767-8150
Toll-free: 1-800-207-4055
Fax: 410-333-3616
MD Relay Services: 711
Website: www.opc.maryland.gov

For corrections, please contact us by phone or fax (numbers shown to the left) or send an email to:
despina.sarioglou@maryland.gov

REVISED
September 2017

Water Bill Assistance

Baltimore City residents receive their water and sewer services from Baltimore City. These services are not regulated by the Public Service Commission (PSC). You must contact the Baltimore City Department of Public Works (DPW) directly if you have a dispute about your water usage or your bill, want to apply for assistance programs, or if you have trouble paying your bill.

IMPORTANT: Non-payment of water and sewer bills can result in loss of water service. Continued non-payment can result in a tax sale of the property by the City.

Baltimore City DPW Water Bill Assistance

The City DPW has 3 financial assistance programs. Eligibility is based on income or age, and other factors.

- Low-Income Water Assistance Program
- Hardship Exemption Program
- Senior Citizen Water Discount Program

The City DPW offers **alternative payment plan** options to residents who are behind in their bills.

The City DPW also has a **medical exemption program** to avoid a shut-off of water service.

How to Apply for these Programs

Online: <https://publicworks.baltimorecity.gov/waterbilling.Information>

Phone: 410-396-5398 (information and forms)

Address: Baltimore City Department of Public Works
Customer Support and Services Division
200 Holiday Street
Baltimore, MD 21202

Please note: Bill Payment and Medical Exemption options are on the 1st floor, Room 8
Hardship option is on the 4th Floor

Assistance Locations: Community Action Centers (p. 6)
Senior Centers (p. 5) (senior discounts only)

Low-Income Water Assistance Program

This program assists eligible City residents who are behind in their bills. The assistance is in the form of a **\$216 bill credit**.

Eligibility: An applicant must be a City resident and account-holder, be income eligible, and reside on the property. The account must be past-due, and the applicant must not have an existing payment plan.

- **Income Guidelines:** 0-175% of federal poverty level (Below)

FY 2018 175% Poverty Level Guidelines		
Household Size	Max. Monthly Income	Max. Yearly Income
1	\$1,759	\$21,105
2	\$2,368	\$28,420
3	\$2,978	\$35,735
4	\$3,588	\$43,050
5	\$4,197	\$50,365
6	\$4,807	\$57,680
For each Additional person, add	\$701	\$8,418

- **Documents:** Residency and income documents, and notices of delinquency, water shut-off or tax sale

Condition: Applicant must agree to a payment plan on the remaining past-due balance and pay current bills in full.

Hardship Exemption Program

This program exempts eligible customers from paying two charges on the bill: Chesapeake Bay Restoration Fee and the Stormwater Remediation Fee.

Eligibility: An applicant must be a City resident, the property owner or tenant, the account-holder and income eligible.

- **Income Eligibility:** 0-175% of Federal poverty level, or receives energy assistance (EUSP or MEAP), public assistance – Supplemental Security, SSI, SNAP (food stamps), medical assistance, Social Security, SSI or veterans benefits
- **Documents:** Proof of ownership or lease of property and income

Condition: Account-holder must apply annually

Senior Citizen Water Discount Program

This program provides a 43% discount on water and sewer rates, and enrollment in the Hardship Exemption Program.

Eligibility: An applicant must be a City resident, the property owner or tenant, and the account-holder

- **Age Eligibility:** A principal resident must be age 65 or older
- **Income eligibility:** The combined household gross annual income must be \$30,600 or less
- **Documents:** Proof of ownership or lease, household income and age of principal resident

Condition: Account-holder must apply annually

Alternative Payment Plans

12-month Plan: Downpayment = 50% of past due balance plus payments on remaining balance in 12 installments (e.g., \$240 bill ÷ 12 = \$20/month)

- **Exempt from downpayment requirement:** Highly vulnerable residents, or those already enrolled in hardship exemption or senior citizen discount programs

6-month Plan: No downpayment and payments on past-due balance in 6 installments

Eligibility: An applicant must be a City resident, account-holder, and property owner or tenant, and have a past due bill

Condition: The applicant must not have missed full payments on a prior plan in the past 12 months, and must stay current on future bills. For plan with a downpayment, applicant must provide proof of payment of that amount.

Medical Exemption Program – Prevents Water Shut-Offs

This program prevents water shut-offs to qualified City account-holders if a household resident has a serious medical condition or is reliant on life support equipment.

Eligibility: An applicant must be a City resident, account-holder, and property owner or tenant, and the applicant or household member must have a certified medical condition.

Certified Medical Condition: A licensed physician must certify that the loss of water service will (1) aggravate an existing serious illness and endanger the patient's health; or (2) prevent the use of life support equipment (electric, gas or water-using device certified as essential to provide relief from a serious illness or to sustain the life of the patient).

Documents: Proof of ownership or lease and medical certification form signed by licensed physician.

Conditions: Account holder must apply annually. The account holder must enter into a payment arrangement and keep the account current.

Additional Assistance Programs

- **DSS Emergency Assistance**

The Department of Social Services (DSS) emergency assistance programs may assist with City water and sewer bills. Contact your local DSS office for assistance.

- **2-1-1 Maryland**

211 is a referral service and may be able to refer a person with a past due bill or water shutoff to other services.

Dial: 211

Email: INFO@211MD.org

The Medical Certification to Prevent Water Turn-Off application can be found on page 7 or you may call 410-396-5398 to have one mailed to you. Once completed, the application can be submitted in person at 200 Holliday St. First Floor, Room 8, Baltimore, MD 21202.

Baltimore City Senior Centers

Action in Maturity, Inc. (AIM)

Elizabeth Briscoe,
Director
700 W. 40th Street
Baltimore, MD 21211
Phone: (410) 889-7915
Fax: (410) 889-7921

Allen Senior Center

Ryta Arrington, Project
Director
1401 Towson Street
Baltimore, MD 21230
Phone: (410) 685-6224
Fax: (410) 685-6225

Cherry Hill Senior Center at the Rowing Center

Jo Ann Cason
3301 Waterview
Avenue
Baltimore, MD 21230
Phone: (410) 396-2920

Forest Park Senior Center

Rev. Daniel C. Worthy,
Director
4801 Liberty Heights
Avenue
Baltimore, MD 21207
Phone: (410) 466-2124
Fax: (410) 466-2154

Harford Senior Center

Curleen Davis, Project
Director
4920 Harford Road
Baltimore, MD 21214
Phone: (410) 426-4009
Fax: (410) 426-0052

Hatton Senior Center

Adrienne Blumberg,
Manager
2825 Fait Avenue
Baltimore, MD 21224
Phone: (410) 396-9025
Fax: (410) 545-7891

Greenmount Senior Center

Angela Lee, Project
Director
425 E. Federal Street
Baltimore, MD 21202
Phone: (410) 396-3552
Fax: (410) 528-8811

John Booth Senior Center

Rosalee Velenovsky,
Center Manager
2601- A East Baltimore
Street
Baltimore, MD 21224
Phone: (410) 396-9202
Fax: (410) 396-9110

Oliver Senior Center

Karen Wheeler, Senior
Center Manager
1700 N. Gay Street,
Suite B
Baltimore, MD 21213
Phone: (410) 396-3861
Fax: (410) 545-6239

Senior Network of North Baltimore

Gwen Lloyd, Director
5828 York Road
Baltimore, MD 21212
Phone: (410) 323-7131
Fax: (410) 323-3576

Waxter Center for Senior Citizens

Erika DesRavines - Senior
Center Manager
1000 Cathedral Street
Baltimore, MD 21201
Phone: (410) 396-1324
Fax: (410) 396-1330

Zeta Center for Healthy and Active Aging

Leslie Yancey, Director
4501 Reisterstown Road
Baltimore, MD 21215
Phone: (410) 396-3535
Fax: (410) 466-1864

Baltimore City Community Action Partnership Centers

Southeast Community Action Center

Adongo Matthews, Manager
3411 Bank Street
Baltimore, Maryland 21224
(410) 545-6518
Fax: (410) 276-1804

Eastern Community Action Center

Diane Nesbitt, Manager
1400 East Federal Street
Baltimore, Maryland 21213
(410) 545-0136
Fax: (410) 727-1318

Northern Community Action Center

Fernando Moore, Manager
5225 York Road
Baltimore, Maryland 21212
(410) 396-6084
Fax: (410) 545-7960

Southern Community Action Center

Natalie McCabe, Manager
606 Cherry Hill Road, 2nd floor
Baltimore, Maryland 21225
(410) 545-0900
Fax: (410) 545-1702

Northwest District Community Action Center

Desiree Mack, Manager
3939 Reisterstown Road
Suite 105
Baltimore, Maryland 21215
(443) 984-1384
Fax: (410) 367-1896



Customer Support and Services Division

**MEDICAL CERTIFICATION to PREVENT WATER
TURN- OFF**



Applicant: _____ Account Number: _____

Street Address: _____

City: _____ Maryland: _____ Zip Code: _____

Telephone Number: _____ Relationship to Customer: _____

This is to certify that _____ is a resident of the
above address.

Applicant's Signature: _____ Date: _____

If your account is delinquent, you must enter into a payment arrangement
and keep your account current.

For questions, please call: (410) 396-5398

THIS SECTION IS TO BE COMPLETED BY A LICENSED PHYSICIAN ONLY

Patient's Name: _____

I hereby certify that termination of water service will either (check all that apply):

- Aggravate an existing serious illness* or
- Prevent the use of life support equipment by the person named above.

** (Please print)**

Physician's name: _____

Office Address: _____

Telephone Number: _____

City: _____ State: _____ Zip Code: _____

Physician's Signature: _____ Date: _____

This medical certification is valid for (1) year.