

# Understanding Your New Baltimore City Water Bill

**1. Account Summary**  
Information about the account, including your new account number.

**2. Alerts box**  
Important messages regarding your account or service will be displayed here

**3. Historical Usage**  
Shows the account's water usage trends for the past month and over the previous 12 months. This tracking will begin with your first monthly bill.

**4. CCF**  
A CCF is 100 cubic feet of water; about 748 gallons.

**5. Amount Due**  
What is owed by the due date; payments after this date will be charged a late fee.

**6. Meters**  
Meters start at 5/8 of an inch and increase in size depending on the need of the customer

**Easier to Read  
Easier to Pay**

Contact:  
DPW.Billing@baltimorecity.gov  
or (410) 396-5398  
PublicWorks.BaltimoreCity.gov



**WATER BILL**

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

B000003839

1 Account Summary			
Account Number	13123456789	Previous Balance	\$0.00
Property Owner	Charles St. Paul	Payments Received	\$0.00
Service Address	2468 Main St	Balance Forward	\$0.00
Property Id	1234 5678	Current Charges	\$41.78
Bill Date	01/29/2017		
Due Date	02/18/2017		
			<b>5</b> Amount Due <b>\$41.78</b>

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.)

2 ! You can now pay your bill online via our newly updated Customer Self Service website!

3 Historical Usage		7 Details of Current Charges <b>\$41.78</b>		
		<b>Service Charges \$41.78</b> Account Management Fee \$2.72 Infrastructure Charge \$15.22 Water Consumption Charge 2 CCF @ 2.260 \$4.52 Sewer Consumption Charge 2 CCF @ 6.160 \$12.32 Stormwater Fee \$2.00 Bay Restoration Fee \$5.00		
	# Days	Total		Daily Avg. Cons.
		CCF	GAL	CCF GAL
Current Month	31	2	1496	0.065 48
Previous Month				
This Period Last Year				

8 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
2	MD8078	6 5/8"	12/29/2016	0.000	Actual	01/29/2017	2.000	Actual	4 2	1496

Walk-In Payments, 1<sup>st</sup> floor  
Department of Finance  
Bureau of Revenue Collections  
200 Holliday Street  
Baltimore, MD 21202



Service address: 2468 Main St. www.baltimorecity.gov/mobilepay  
YOU MAY VIEW AND MANAGE YOUR ACCOUNT ONLINE AT HTTP://PUBLICWORKS.BALTIMORECITY.GOV/

Return this portion with your payment B000003839

Account Number	13000501032
<b>Amount Due</b>	<b>5 \$41.78</b>
Amount Enclosed	\$

Charles St. Paul  
2468 Main St  
BALTIMORE, MD 21202

Revenue Collections  
PO Box 17353  
Baltimore, MD 21297-1535

MAKE CHECKS PAYABLE TO: Director of Finance

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**7. Details of Current Charges includes:**  
The various fees that make up the bill; any discounts that apply to the bill; and any other activities on the bill that month.

- Account Management Fee represents the costs to provide customer service and related support services to our customers and their accounts;
- Infrastructure Fee goes toward the cost of reinvesting in our pipes, plants, and other assets that benefit all customers.

**8. Meter Reading Details**  
Summary of the meter reads, including the reads at the beginning and end of your billing cycle. The difference between these two reads is how much water was used during that period.

