



Frequently Asked Questions

How is the billing system related to the new meter I received?

The new meters are outfitted with technology that can collect and transmit hourly and daily usage data. Customers can use this information to make better decisions about water consumption and conservation.



Will financial assistance programs still be available?

Yes. Programs for low-income senior citizens and other customers will remain available to City customers. City or County customers who need help to catch up on bills will still be able to apply for payment plans. In fact, DPW is expanding options for payment plans.

What happens to my current payment plan?

Customers on payment plans will see more detailed information about their payment plan on their monthly water bills.

Will I be able to pay my bill online?

Yes. Customers who wish to pay their bill online may do so by going to Baltimore City's Bureau of Revenue Collections website at <http://cityservices.baltimorecity.gov/paysys/>

Will I have the same account number?

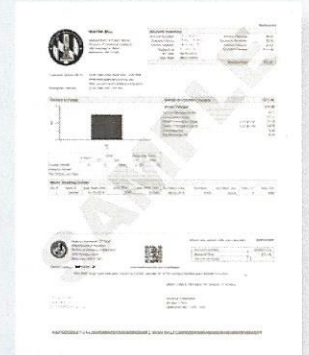
No. Your account number will change and you will see this new number on your first monthly bill. You will need this account number to pay your bill.

Will I be charged for late payments?

Yes. Customers must make a payment by the due date on the bill to avoid a late fee.

Am I able to receive my bill electronically?

Not at this time. You will be able to view your bill online through the customer portal. Customers will still be mailed paper bills.



What other improvements are being made for customers?

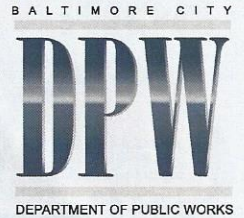
- Replacing or rehabilitating at least 15 miles of water mains each year to improve reliability
- Rebuilding our sewer system to reduce overflows and backups
- Upgrading our wastewater treatment plants to even better protect our environment
- Improving our finished water reservoirs to protect our high-quality drinking water
- Implementing programs and projects to reduce the volume and improve the quality of stormwater runoff

***Easier to Read
Easier to Pay***

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

Fact Sheet

Baltimore's water billing system is in for an upgrade. Here's what you need to know about BaltiMeter Billing.



- In October of this year, the Department of Public Works (DPW) will implement BaltiMeter Billing. This new water and sewer billing system is part of an investment to modernize the City's infrastructure and ensure DPW's goal of an efficient and reliable billing service long into the future.
- The current 1980s-era billing system is outdated and does not produce a customer-friendly bill format. BaltiMeter Billing offers customers an easy to read bill, clearly showing how much water is used, how much money is owed, and other useful information.
- In addition to a new bill format, the billing cycle will change from quarterly to monthly. Monthly billing makes it easier for customers to manage household budgets, detect leaks sooner, and find opportunities to adjust household water usage.
- Monthly bills will now only be based on how much water you use, not a minimum, and will clearly show each cost your bill covers. Including the fixed cost you already pay for account management and infrastructure investment.
- As water conservation initiatives have grown and the importance of customer service through different channels has been emphasized, most water utilities are moving to monthly billing and the inclusion of fees for administration and infrastructure.
- An Account Management Fee helps pay for the cost of administering your account, and an Infrastructure Fee helps pay for the cost of upgrading our aging pipes and plants. Under the old billing system, these fixed costs were included in the quarterly water and sewer rates.
- The Stormwater Fee and Bay Restoration Fee will also be billed in monthly amounts, rather than quarterly.
- The conversion to the modern BaltiMeter Billing system provides customers the ability to see daily household water and other account information online. Each property owner will receive an individual password to log in to their secure online account.
- By having more information regarding their water consumption, customers will have more control over their water usage and expenses.
- Please view the "Understanding Your New Water Bill" document on the website for an example of what your bill will look like.
publicworks.baltimorecity.gov/waterbilling

