

October 2016

Dear Valued Customer,

Welcome to BaltiMeter Billing! On October 11, 2016 the Baltimore City Department of Public Works (DPW) replaced the outdated water billing system with an improved and modern one, BaltiMeter Billing. As you can see from the enclosed bill, this new system not only produces bills that are easier to read with more information about charges and water usage, but also allows for a more customer-friendly monthly billing cycle.

In addition to the new water bill look, I would like to highlight a few other items that you need to be aware of:

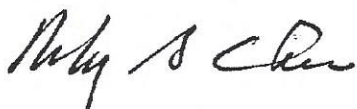
- **New payment terms.** Due to the change to monthly billing, payment is now due twenty (20) days after the bill date;
- **No More Minimum Billing.** You will now only be billed for the water you use and fixed fees, not a standard “minimum” charge;
- **New account number.** You have a new water account number. If you have set up automatic payments with your bank, the account number linked to the payment will need to be updated with the new account number. Please visit <http://cityservices.baltimorecity.gov/water/> if you wish to pay your bill online;
- **Payment arrangements.** If you currently have a payment arrangement, your monthly payments will appear as a line item on the bill; and
- **New customer water bill website.** A new customer portal, <https://waterbillportal.baltimorecity.gov>, has been created which allows customers to view water account related information. Please note access to the website requires a login password which is only being provided to property owners. If your name appears on the bill, but you are not the property owner, you will need to contact the property owner to obtain online access.

Finally, because of the transition, the bill enclosed with this letter may cover more than 30 days. It includes the new water and sewer rates that went into effect on October 11, 2016, which were necessary due to increasing expenses and unfunded government mandates related to operating costs and improvements required to provide high quality drinking water and protect public health. However, as a thank you for your patience during the change to the new billing system, you received a discounted rate on the volumetric charge for water used before October 11, 2016 and a prorated charge for the sewer and infrastructure fees.

I recognize changing to a new billing system might be an adjustment for some, but I am confident that you will come to appreciate the efficiency and reliability of BaltiMeter Billing and the convenience of monthly billing.

For more information on understanding your new bill, answers to other Frequently Asked Questions and other helpful information, please visit us online at PublicWorks.Baltimorecity.gov or call our water billing customer service division at (410) 396-5398.

Thank you,



Rudolph S. Chow, P.E.
Director, the Baltimore City Department of Public Works

