In Baltimore City, water bills can be expensive. Unfortunately, being $750 behind in your water bills can lead to tax sale. The Department of Public Works (DPW) handles all water bill matters. This is not legal advice. Please consult an attorney.

NORMAL BILLS

“I receive my normal bills, but I am unable to afford them.”

♦ Water4All Discount Program: New water billing discount program designed to create more equitable access to water assistance for Baltimore resident.

♦ An income qualified program available for homeowners and tenants in Baltimore City.

♦ Previous participants in the BH20 assistance program need to reapply for Water4All.

♦ If you need help with your water bills, you should apply for Water4All assistance.

♦ For additional information or frequently asked questions go to this Baltimore City website, https://cityservices.baltimorecity.gov/water4all/FAQs

♦ Online applications are available at https://publicworks.baltimorecity.gov/water4all or you can call (410) 396-5555 to request a paper application. Completed applications can also be dropped off at 3939 Reisterstown Rd., Baltimore, MD 21215.

♦ You can also apply at a Baltimore Community Action Center or Senior Center near you.

♦ Minimum Billing: Even if you don’t use any water, there are fees that DPW will bill each month if there is a meter on your property. These fees include account management fee, infrastructure fee, Bay Restoration fee, and Storm Water fees.

♦ Keep the Water Running: If you are behind on bills and facing shut-off, there is an application to keep the water on for medical necessity, but caution: this will not keep the house from going to tax sale for a past-due water bill, but will only keep the water from being shut off. Call customer service at (410) 396-5398 for a document that must be signed by a doctor.

UNUSUAL BILLS

“I am being billed an unusually high amount.”

♦ Start by calling DPW at (410) 396-5398 to see if the usage is continuous or goes up and down based on when you are home. If the usage is continuous, you probably have a leak in your home.

♦ Do you have a running toilet or leaky faucet? If not, you may have an underground leak. If there is a leak between the water meter and your house, you are still responsible for fixing it.

After you get any underground repairs made by a plumber, ask DPW to run the tests again to make sure the leak is gone.

♦ Then request a billing adjustment with DPW. Provide proof of the repair, and the last 2 months of bills (60 days) can be adjusted.

♦ You can access the Adjustment Request Form online: https://publicworks.baltimorecity.gov/water-and-sewer-adjustment-request-form

♦ Or you can print it out and mail it in: https://publicworks.baltimorecity.gov/sites/default/files/Water-Sewer%20Bill%20Adjustments%20form2.pdf

Take advantage of resources to repair the leak.

♦ The city has a contract with Homeserve to offer insurance on the cost of fixing the water line. Homeserve also has a fund to help uninsured, low-income households with repairs. Call DPW at 410-396-5398 and ask about the Homeserve Fund. Apply at http://www.homeserveusa.com/utility-partners/our-valued-partners/baltimore.

♦ There may be funds available through the LIGHT program, or another source. However these funds are limited and may not be available when you need them.

♦ If you’re 65 or older, contact Housing Upgrades to Benefit Seniors (HUBS) at (443) 470-9871.

♦ More about LIGHT: http://www.baltimorehousing.org/ghsh_light

Are you facing tax sale? Get free legal help!

WWW.MVLSLAW.ORG/APPLY-FOR-SERVICES/

Or call intake between 9 a.m. and 12 p.m. on Monday through Thursday at 1(800) 510-0050 or (410) 547-6537