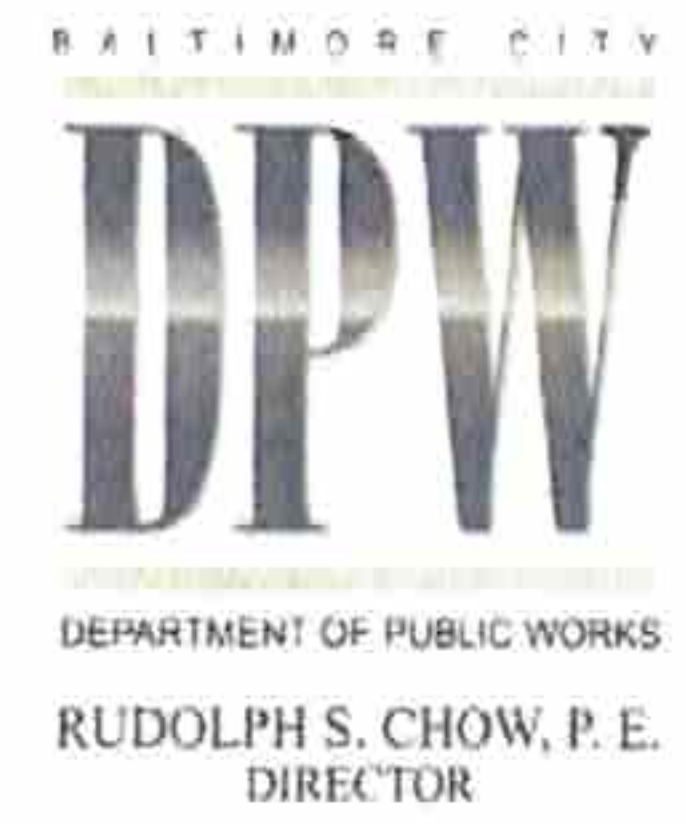




Mayor
Bernard C. "Jack" Young



BALTIMORE CITY DEPARTMENT OF PUBLIC WORKS

WATER BILL FAQS

Customer FAQs	DPW Responses
Why haven't I received a bill since April?	There was a ransomware attack on Baltimore City's computer network on May 6, 2019 that impacted a number of computer systems, including the water system. Once the billing system was re-established, the system had to undergo several tests and evaluations in order to ensure bill accuracy.
When will I receive my water bill?	DPW will start mailing water bill on Wednesday, August 7 th . DPW will send out 10,000 bills per day and bills will go to both Baltimore City and County residents. This first billing cycle will take a month to complete, so some people will receive bills as early as August 8 th while others won't receive their bills until as late as September 5 th .
How can I trust the meter reads on the bill?	The metering system was NEVER impacted by the attack. DPW has thoroughly checked the system and is confident the reads are accurate.
Why did it take so long to fix the system?	The City made it a priority to get the water billing system back up and running. DPW also made it a priority to get the water bills right. This involved checking multiple computer systems, rate updates that took effect July 1, temporary bill changes, and other considerations.
Has my personal data been compromised?	No. DPW does not collect personal data in the water billing system.
Did the ransomware impact the quality of my water?	No. The systems that run our water filtration and sewage purification systems were not impacted by the outage.
Will my bill look the same?	Yes, but look closely because some charges (e.g. account administration) have been removed from the first bill. They will be restored in November 2019.
When will the voluntary payment I made in May, June or July appear on my bill?	Payments made during the outage should be reflected on your first bill. If not, retain your receipts or bank statements and notify Customer Support and Services Division at 410-396-5398 between 7:00 a.m. and 7:00 p.m. or email DPW.Billing@baltimorecity.gov

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Do I have to pay this high bill all at once?	Customers may request a payment plan by contacting the Customer Support and Services Division at 410-396-5398 between 7:00 a.m. and 7:00 p.m. or emailing DPW.Billing@baltimorecity.gov . This request will allow the bill to be paid over time.
Will I be charged a late fee if I don't pay by the due date?	Late fees will NOT be charged for this first bill. Late fees will be reinstated in November 2019. Please note if you don't pay the full water bill amount, and have not established a payment plan with DPW, the understanding is that you are prepared to pay the balance of your longer bill PLUS the full amount of your next bill.
Why should I pay an account management fee when you weren't able to manage my account?	The account management fee covers costs associated with all customer support services.
How can I pay my bill?	<p>DPW continues to accept payments in all the methods used prior to the ransomware attack. This includes:</p> <p>Walk-ins (200 Holliday Street, Baltimore, MD 21202) Mail (200 Holliday Street, Baltimore, MD 21202) Online and Telephone (https://cityservices.baltimorecity.gov/paysys/)</p> <p>Note: Checks and /or money orders should be made payable to Director of Finance – Baltimore City. Include the account number on the check and/or money order if known. If account number is not known, be certain to include the address of the water service.</p>
How can I get help paying the bill?	Eligible customers may be able to benefit from DPW's Baltimore H₂O Assists program, which offers discounts and fee waivers. The BH₂O Plus program adds an annual grant, spread out over 12 months, that adds additional affordability for customers living at or below 50 percent of the poverty line. Eligible customers may also be able to take advantage of the Low-Income Grant program to help them with their bill. Contact Customer Support and Services Division at 410-396-5398 between 7:00 a.m. and 7:00 p.m. or email DPW.Billing@baltimorecity.gov .
Is there a deadline to apply for BH2O?	No, but it is highly recommended to obtain a BH ₂ O application sooner rather than later.
Can I see meter reads that occurred during the outage?	Not yet. However, once you receive a bill, you will be able to see historical meter reads.
How do you know my consumption since the July 1 rate adjustments?	DPW are taking a read after July 1 and prorating the consumption to reflect the percentage of consumption before and after the rate change.