

Baltimore City Water Bill Assistance During the State of Emergency

Governor Hogan declared a State of Emergency for Maryland on March 5, 2020. On March 16, he announced an Executive Order prohibiting the termination of public services. These include electric, gas, water, as well as phone, cable, and internet services. The moratorium expired on September 1, 2020 and was not renewed.

Mayor Young announced that water billing will resume May 8 for Baltimore City residents. Residents should expect higher than normal bills that include charges for part of March and all of April. Due to the State of Emergency, the City is not shutting off service due to non-payment or charging any late fees once water billing resumes.

Current BH2O Bill Assistance Customers

To ease the burden on those currently enrolled in BH2O, the Department of Public Works will bypass the annual verification process, allowing them to automatically remain in the program for the coming year.

To learn more about or apply to BH2O visit their [website](#).

New Water Bill Assistance Program

Beginning May 8, there will be an **Emergency COVID-19 Discount for any Baltimore City water account holder who shows proof of Unemployment Insurance eligibility**. The discount will provide the same assistance that eligible BH2O participants currently receive, a 43% discount on charges for water and sewer usage and a waiver of Bay Restoration and Storm Water Remediation fees. This is a significant reduction in the water and sewer bill.

Eligibility will remain in place until 90 days after the end of the current State of Emergency or Dec 31, 2020, whichever comes first. The discount is good for one year.

On May 8 the application will be available online. There are two ways you can apply.

- **Online:** You can go to either website listed below to apply online.
www.cityservices.baltimorecity.gov/BH2O
www.bmorechildren.com/bh2o
- **Mail:** You can print the application and mail it to the BH2O Processing Center at P.O. Box 22586, Baltimore, MD 21203. The Water Billing Customer Call Center and the Customer Walk-In Center will be closed for the foreseeable future and only emergency water maintenance issues will be addressed.

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The Department of Public Works encourages customers to continue to make payments [online](#) or by mailing their payment to the Director of Finance, 200 Holliday St., Baltimore, MD 21202.

September 2, 2020