



Office of People's Counsel

BALTIMORE CITY

WATER BILL ASSISTANCE

RESOURCE GUIDE

Maryland People's Counsel
6 St. Paul Street, Suite 2102
Baltimore, MD 21202
Phone: 410-767-8150
Toll-free: 1-800-207-4055
Fax: 410-333-3616
MD Relay Services: 711
Website: www.opc.maryland.gov

For corrections, please contact us by
phone or fax (numbers shown above)
or send an email to:
despina.sarioglou@maryland.gov

REVISED
April 2017

BALTIMORE CITY RESOURCE GUIDE

Water Bill Assistance

Most Maryland households receive water and sewer service through a local government or a quasi-government entity. These companies are not regulated by the MD PSC. If you need help with paying your Baltimore City water bill, you should contact the resources below for assistance.

Mayor's Office of Human Services
Community Action Partnership
Administrative Office
Lori Cunningham, Director and Denatra Green-Stroman, Sr. Program Admin
410-396-3228

Important Information for Baltimore City Water Bill Assistance:

Low-Income Water Assistance Program – Baltimore City offers an annual credit toward payment of water and sewer bills that was increased in 2016 to \$197. To receive assistance from this program, the applicant's income must be at or below 175 % of the federal poverty level, or an annual income below \$42,438 for a family of four. Only those customers who are delinquent on water bills and have proof of income are eligible. Applicants must apply annually, either in person or at one of the five Baltimore Community Action Centers in the City (see page 19).

Hardship Exemption Program - The Hardship Exemption Program exempts eligible customers from paying both the Chesapeake Bay Restoration Fee and the Stormwater Remediation Fee. Homeowners and tenants can apply each year for the discount if they meet the following criteria:

1. The applicant must be a City of Baltimore resident who receives a water/sewer bill directly from the City.
2. The applicant must certify that he/she is the property owner-of-record with the Maryland Department of Assessments and Taxation, or provide a lease showing his/her responsibility for paying water/sewer charges at that property.
3. Applicant must meet at least two of the following conditions:
 - a) Receives energy assistance subsidy
 - b) Receives public assistance - Supplemental Security
 - c) Receives Income (SSI) or food stamps, and medical assistance
 - d) Receives veterans, social security or social security disability benefits.
 - e) Meets the gross income criteria for MEAP/EUSP (see chart on page 5)

You must apply annually to keep this Hardship Exemption. For assistance with the application please contact a local community action partnership center (see page 19).

Senior Citizen Water Discount Program – Baltimore City Senior Citizen Discount Water Program offers a 43% discount on the water and sewer rates charged if a customer is 65 or older, has a household income of \$30,000 or less; and provides current income tax returns, proof of property ownership, or tenant lease. In addition, seniors who receive the discount will be automatically enrolled in the hardship program that waives the Bay Restoration and Stormwater fee. The monthly account management fee and monthly infrastructure charge are not adjusted.

BALTIMORE CITY RESOURCE GUIDE

Eligible senior citizens may apply in person at any of the City's Senior Community Centers (see page 18) or by calling 311 or (410) 396-5398 to have an application mailed to them. Customers may also complete the application online, at <http://publicworks.baltimorecity.gov/senior-citizen-water-bill-assistance-program>. Once completed, applications and supporting documentation should be mailed to Baltimore City Department of Public Works, Customer Support and Services Division, 200 Holliday Street, Suite 8, Baltimore, MD 21202.

Payment Plans – Customers with unpaid bills can request a payment plan from Department of Public Works (DPW), 410-396-5398. The three alternative payment plans are:

1. A 12-month payment plan with no down payment for **low-income water customers who** already have qualified for the hardship exemption or the senior citizen discount.
2. A 6-month payment plan with no down payment for **any customer** in arrears.
3. A 12-month payment plan with required down payment equal to 50% of the amount owed, and the remainder divided into equal payments. This plan allows the use of the Low-Income credit to offset the down payment.

**The applicant must not have breached a payment plan with the Department of Public Works or City Law Department in the last 12 months and all residents must stay current on any bills incurred following the beginning of the payment agreement.

Medical Exemption Program - The Baltimore City Department of Public Works offers an exemption program for residents with a documented medical condition or who are the primary caregiver of another property resident whose health or medical equipment would be irreparably harmed by water turn-off as determined by a licensed medical professional. Homeowners and tenants can apply each year if they meet the following criteria:

1. Reside at the service address, provide proof of residency, and receive a water/sewer bill directly from the City.
2. Are able to provide a written certification, from a licensed medical professional, on official letterhead, stating that uninterrupted water service is necessary for a documented resident of the service address based on a medical condition.

How Do I Apply?

1. An owner or tenant may file an application for a Medical Exemption on behalf of another individual residing at the service address, provided that proof of residency for the individual with the medical condition is submitted.
2. The Medical Certification to Prevent Water Turn-Off application must be completely filled out.

The Medical Certification to Prevent Water Turn-Off application can be found on page 20 or you may call 410-396-5398 to have one mailed to you. Once completed, the application can be submitted in person at 200 Holliday St. First Floor, Room 8, Baltimore, MD 21202.

BALTIMORE CITY RESOURCE GUIDE

Baltimore City Senior Centers

Action in Maturity, Inc. (AIM)

Pat Chalfant, Director
3900 Roland Avenue
Baltimore, MD 21211
Phone: (410) 889-7915
Fax: (410) 889-7921

Allen Senior Center

Rita Arrington, Project Director
1404 S. Charles Street
Baltimore, MD 21230
Phone: (410) 685-6224
Fax: (410) 685-6225

Cherry Hill Senior Life Center

Robin Rich, Center Director
606 Cherry Hill Road - Suite 201
Baltimore, MD 21225
Phone: (410) 354-5101
Fax: (410) 354-5103

Forest Park Senior Center

Doris Brightful, Project Director
4801 Liberty Heights Avenue
Baltimore, MD 21207
Phone: (410) 466-2124
Fax: (410) 466-2154

Harford Senior Center

Curleen Davis, Project Director
4920 Harford Road
Baltimore, MD 21214
Phone: (410) 426-4009
Fax: (410) 426-4081

Hatton Senior Center

Elaine Hall, Senior Center Manager
2825 Fait Avenue
Baltimore, MD 21224
Phone: (410) 396-9025
Fax: (410) 545-7891

Greenmount Senior Center

Kimo Nam, Project Director
425 E. Federal Street
Baltimore, MD 21202
Phone: (410) 396-3552
Fax: (410) 625-0493

John Booth Senior Center

Rosalee Velenovsky, Senior Center Manager
229-1/2 S. Eaton Street
Baltimore, MD 21224
Phone: (410) 396-9202
Fax: (410) 675-0383

Edward A. Myerberg Senior Center

Linda Trope, Project Director
3101 Fallstaff Road
Baltimore, MD 21209
Phone: (410) 358-6856
Fax: (410) 358-1816

Oliver Senior Center

Karen Wheeler, Senior Center Manager
1700 N. Gay Street
Baltimore, MD 21213
Phone: (410) 396-3861
Fax: (410) 545-6239

Sandtown-Winchester Senior Center

Mary Parker-Collins, Senior Center Manager
1601 N. Baker Street
Baltimore, MD 21217
Phone: (410) 396-7724
Fax: (410) 462-2469

Senior Network of North Baltimore

Jim Williams, Director
5828 York Road
Baltimore, MD 21212
Phone: (410) 323-7131
Fax: (410) 323-4409

Southwest Senior Center

Susan Patry, Project Director
1200 W. Baltimore St
Baltimore, MD 21223
Phone: (410) 454-1083
Fax: (410) 576-0782

Waxter Center for Senior Citizens

Kenya B. Cousin - Senior Center Manager
1000 Cathedral Street
Baltimore, MD 21201
Phone: (410) 396-1324
Fax: (410) 396-1330

Zeta Center for Healthy and Active Aging

4501 Reisterstown Road
Baltimore, MD 21215
Phone: (410) 396-3535
Fax: (410) 466-1864
Center Manager: Leslie Yancey

BALTIMORE CITY RESOURCE GUIDE

Baltimore City Community Action Partnership Centers

Southeast Community Action Center

Diann Baker, Director
3411 Bank Street
Baltimore, Maryland 21224
(410) 545-6518
Fax: (410) 545-6511

Eastern Community Action Center

Diane Nesbitt Jones, Manager
1400 East Federal Street
Baltimore, Maryland 21213
(410) 545-0136
Fax: (410) 727-1318

Northern Community Action Center

David Smith, Manager
5225 York Road
Baltimore, Maryland 21212
(410) 396-6084
Fax: (410) 545-7960

Southern Community Action Center

Beulah McCain-Lucas, Manager
606 Cherry Hill Road
Baltimore, Maryland 21225
(410) 545-0900
Fax: (410) 545-1702

Northwest District Community Action Center

Diane Jones, Manager
3939 Reisterstown Road
Room 105
Baltimore, Maryland 21215
(443) 984-1384
Fax: (410) 367-5609



BALTIMORE CITY RESOURCE GUIDE

Customer Support and Services Division

MEDICAL CERTIFICATION to PREVENT WATER TURN-OFF



Applicant: _____ Account Number: _____

Street Address: _____

City: _____ Maryland: _____ Zip Code: _____

Telephone Number: _____ Relationship to Customer: _____

This is to certify that _____ is a resident of the above address.

Applicant's Signature: _____ Date: _____

If your account is delinquent, you must enter into a payment arrangement and keep your account current.

For questions, please call: (410) 396-5398

THIS SECTION IS TO BE COMPLETED BY A LICENSED PHYSICIAN ONLY

Patient's Name: _____

I hereby certify that termination of water service will either (check all that

apply): Aggravate an existing serious illness* or

Prevent the use of life support equipment by the person named

above.** (Please print)

Physician's name: _____

Office Address: _____ Telephone Number: _

City: _____ State: _____ Zip Code: _____

Physician's Signature: _____ Date: _____

This medical certification is valid for (1) year.

*"Serious illness" means an illness certifiable by a licensed physician to be such that termination of service during the period of time covered by the certificate would be especially dangerous to the patient's health.

**"Life-support equipment" means any electric, gas, or water-using device certified by a licensed physicians being essential to prevent or provide relief from a serious illness to sustain the life if the patient.

BALTIMORE CITY RESOURCE GUIDE

Additional water bill assistance for customers:

DHR Constituent Services Unit
311 West Saratoga Street
Baltimore, MD 21201
1 (800) 332-6347; TTY: (800) 925-4434

2-1-1 Maryland
100 South Charles St., 5th Floor
Baltimore, MD 21201
Dial: 211; email: INFO@211MD.ORG

Department of Social Services (DSS) emergency assistance programs may assist with City water and sewer bills especially if a service termination is threatened or has occurred. Contact your local Department of Social Services for assistance (page 10).

For problems or senior discounts please call 410-396-5398.