

Baltimore City Water

September 2023

Most Maryland households receive water and sewer service through a local government or a quasi-governmental entity. These companies are not regulated by the Maryland Public Service Commission. If you need assistance paying your Baltimore City water bill, there may be help available through city-sponsored programs.

1) Water4All

Water4All is a new water discount program for Baltimore City residents that has replaced the BH2O program. This new water assistance program provides a monthly discount for water and sewer costs based on a percentage of residents' income. For the first time, tenants who do not directly pay their water bills are eligible to apply for water payment assistance.

The Water4All program uses a formula to calculate the maximum amount residents should pay for annual water and sewer services, based on a percentage of their annual household income. The maximum percentage could be 1 percent, 2 percent, or 3 percent, depending on income and household size. The difference between this calculated maximum amount and a resident's estimated annual water and sewer bill amount would determine their annual discount.

How do I apply?

- Online: Fill out the [online application](#)

- Mail: Mail in a completed application to
Water4All Application
3939 Reisterstown Road
Baltimore, MD 21215

- Drop off: Drop off your completed application at
your nearest Community Action Partnership

- Call 410-396-5555 or email Water4All@baltimorecity.gov for assistance.

Your local Community Action Partnership Centers

Eastern CAP Center
1731 E. Chase St.
Baltimore, MD 21213
Transit Routes:
Brown, Gold, Purple, 21

Northern CAP Center
5225 York Rd.
Baltimore, MD 21212
Transit Routes:
Red, 56

Northwest CAP Center
3939 Reisterstown Rd.
Baltimore, MD 21215
Transit Routes:
85, 83, 82

Southeast CAP Center
3411 Bank St.
Baltimore, MD 21224
Transit Routes:
Navy, Blue, 63, 22

Southern AP Center
606 Cherry Hill Rd.
Baltimore, MD 21225
Transit Routes:
71, 26

**You can check the status of your
application online at:
<https://publicworks.baltimorecity.gov/water4all>**

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Who is eligible?

Baltimore City residents may be eligible to receive Water4All assistance if:

- They meet income eligibility:

Persons in family/household	Max Monthly Gross Income
1	\$2,430
2	\$3,287
3	\$4,143
4	\$5,000
5	\$5,857
6	\$6,713
7	\$7,570
8	\$8,427
For families/households with more than 8 persons, for each additional person add:	\$857

AND

- They are either
 - Homeowners whose name is on the water bill
 - Tenants whose name is on the water bill and who pay the city directly for water and sewer service
 - Tenants whose name is NOT on the water bill, who do NOT pay the city directly for water and sewer service and who can provide both:
 - A lease that clearly states the tenant is responsible for paying water and sewer services separately from the rent
 - A lease that clearly states the amount to be paid monthly by the tenant for those services or a copy of the monthly invoice for water and sewer services from the landlord or the landlord’s management company

2) Water Bill Payment Plan

The Baltimore City Department of Public Works, in collaboration with PromisePay, is providing flexible payment plans to Baltimore City residents to pay off past-due residential Water and Sewer Utilities balances over time. PromisePay offers payment plans for Baltimore City residential customers.

The PromisePay payment plans:

- Are interest-free payment plans
- Will keep your water service active and avoid financial consequences
- Provide flexibility when you need it

PromisePay payment plans are now available for Baltimore City residential water customers.

For more information, please contact PromisePay representatives at (410) 779-9808 or visit the [Baltimore Promise Pay Page](#)

3) 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:

- Reside at the service address, provide proof of residency, and receive a water/sewer bill directly from the City
- Are able to provide a written certification, from a licensed medical professional, on official letterhead, stating that uninterrupted water

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service is necessary for a documented resident of the service address based on a medical condition

How do I apply?

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. The Medical Certification to Prevent Water Turn-Off application must be completely filled out.

- Mail: The Medical Certification to Prevent Water Turn-Off application may be [downloaded](#) or mailed to you by calling 410-396-5398.
200 Holliday St.
1st Floor, Room 8
Baltimore, MD 21202
- Email: dpw.bill@baltimorecity.gov
- Drop off:
200 Holliday St.
1st Floor, Room 8
Baltimore, MD 21202