

Baltimore City Council,

I am not able to attend this hearing since I am homeschooling one of my grandchildren and two others are virtually learning at our home.

Due to mail issues, we hadn't receive our December 2020 water bill but went online to retrieve the amount due so I could have my bank to make payment through the pay bill feature. Preferring not to make online payment, I called water billing customer service to get the official address to send the payment for the water bill, which we hadn't received. I was told to send it to: Baltimore City Metered Water, 200 Holliday St. , Room 404, Baltimore, MD. 21202. The check wasn't received until about 1 month later. Because my husband and I didn't want to pay a late fee (we have lived in our home for 46 years and have never paid a late fee), I made a one-time online payment, causing a credit to our account. After contacting Councilman Conway's office about the non-receipt of our payment, Ms. Brooks of the Customer Care Analyst II for the Department of Public Works was able to help me and gave me the correct address.

Sincerely,
Mrs. Treva Shields