

**CITY OF BALTIMORE
COUNCIL BILL 21-0007R
(Resolution)**

Introduced by: Councilmembers Conway, Ramos, Burnett, President Mosby, Councilmembers McCray, Middleton, Bullock, Torrence, Glover, Porter, Stokes, Cohen

Introduced and read first time: January 13, 2021

Assigned to: Rules and Legislative Oversight Committee

REFERRED TO THE FOLLOWING AGENCIES: Department of Public Works, Department of Finance

A RESOLUTION ENTITLED

1 A COUNCIL RESOLUTION concerning

Investigative Hearing - Water Billing System

3 FOR the purpose of inviting the Acting Director of the Department of Public Works and the
4 Director of the Department of Finance to address the crippling problems with and describe
5 solutions for the water billing system described in the recent report jointly published by the
6 Baltimore City and Baltimore County Inspectors General.

Recitals

8 **WHEREAS**, An investigation by the Office of the Inspector General of Baltimore City and
9 Office of the Inspector General of Baltimore County found a multitude of problems with the
10 Baltimore City water billing system;

11 **WHEREAS**, The report by the Inspectors General, published on December 8, 2020, found that
12 over 22,000 digital water meters installed beginning in 2014 in the City and County are
13 dysfunctional;

14 **WHEREAS**, The report also found that the Department of Public Works failed to respond to
15 thousands of complaints regarding water billing problems and that problems with the water
16 billing system persist, despite the City having spent \$133 million in the last decade to make the
17 system functional;

18 **WHEREAS**, City Council members and all City residents are deeply frustrated by the water
19 billing system problems; and

20 **WHEREAS**, The City Council must learn why water billing problems as described in the
21 report persist and how such problems can be overcome.

22 **NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF BALTIMORE**, That the City
23 Council invites the Acting Director of the Department of Public Works and the Director of the
24 Department of Finance to address the crippling problems with and describe solutions for the
25 water billing system described in the recent report jointly published by the Baltimore City.

EXPLANATION: Underlining indicates matter added by amendment.
~~Strike out~~ indicates matter deleted by amendment.

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1 **AND BE IT FURTHER RESOLVED**, That a copy of this Resolution be sent to the Mayor, the
2 Acting Director of the Department of Public Works, the Director of the Department of Finance,
3 and the Mayor's Legislative Liaison to the City Council.