


FROM	NAME & TITLE	Jason W. Mitchell, Director	CITY of BALTIMORE <i>MEMO</i>	
	AGENCY NAME & ADDRESS	Department of Public Works 600 Abel Wolman Municipal Building		
	SUBJECT	City Council Resolution 21-0084R		

May 9, 2022

TO:

Rules and Legislative Oversight Committee

I am herein reporting on City Council Resolution 21-0084R introduced by Council Members Ramos, Bullock, Porter, Middleton, Cohen, Torrence, Glover and Burnett.

The purpose of the Resolution is to request that representatives from the Departments of Public Works and Finance and the Office of the Baltimore City Administrator appear before and inform the Baltimore City Council on the implementation of the Water-for-All Discount Program (branded as “Water4All”) and the Water Accountability and Equity Act (WAEA).

Ordinance 20-336 established the WAEA and was later amended by Ordinance 20-468. In general, the WAEA does the following: establishes certain residential lease requirements regarding any assignment of payment for water and sewer charges by a tenant to be clearly spelled out; establishes a new water bill assistance program (Water4All) for low-income residential customers and tenants based on paying no more than a certain percentage of a household’s estimated annual income for their estimated annual water and sewer services bill; provides for certain protections for Water4All recipients; establishes an Office of Water-Customer Advocacy and Appeals, a dispute and appeals process, and a Committee for Office Oversight; and water turnoff and payment agreement requirements.

The WAEA law is both comprehensive in its scope and challenging to implement. Partnerships have been critical to this effort, and the Department has benefitted by and greatly appreciates the joint efforts of the Baltimore City Information Technology team (BCIT), the Department of Finance, the Mayor’s Office of Children and Family Success (MOCFS), the Environmental Control Board (ECB), and our consultations with the Department of Housing and Community Development.

The Department of Public Works has focused on transitioning from the BH2O programs to the Water4All assistance program. Residents may now apply for this assistance, either online or in a paper format. Our partners at MOCFS are working with applicants and reviewing all of the documents necessary for eligibility and enrollment. Current enrollees in the BH2O programs

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may apply now for Water4All, but will also be notified to apply for Water4All assistance before their BH2O coverage ends. The Department has trained ECB hearing officers who are holding hearings and rendering recommendations on water billing disputes. Positions necessary for structuring the Office of Water Customer Advocacy and Appeals have been approved.

Representatives of the Department of Public Works will attend the hearing on City Council Resolution 21-0084R to discuss the status of the Water4All Discount Program and the implementation of WAEA.


Jason W. Mitchell (May 10, 2022 13:14 EDT)

Jason W. Mitchell
Director

JWM/MMC