



Brandon M. Scott
Mayor

Customer Support and Services Division STANDARD OPERATING PROCEDURE



Matthew W.
Garbark
Acting Director

SOP Title: Provision of Water Bills to Tenants

SOP Number: _____

Originator: Terrence Jennings, Utility Policy Manager

Division Chief: Valentina Ukwuoma, Deputy Chief of Staff

Bureau/Office Head: Matthew Garbark, Acting Director

Original Date: 8/8/2025 **Revision Date:** _____

Author: Terrence Jennings

GLOSSARY OF TERMS AND ABBREVIATIONS

Term	Definition
CCA I II and III	Customer Care Analyst I, II, and III
CSSD	Customer Support and Services Division
DPW	Department of Public Works

POLICY/SCOPE

This Standard Operating Procedure (SOP) will be used by Customer Care Analyst(s) I, II, and III in CSSD's Walk-In Center.

DPW shall provide a copy of a water bill to a tenant-water-utility customer ("tenant") who: (1) resides in the Baltimore City, (2) requests a copy of a water bill issued during a time period the tenant was responsible for paying the water bill.

PURPOSE

The purpose of this SOP is to formalize DPW's procedures and processes relating to a tenant's access to review water bills.

For tenants whose name does not appear on a water account, but requests a copy of a water bill, DPW will provide the water bill to the tenant.

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RELATED SOPs/DOCUMENTS

Procedure

Procedure for Walk- in Center

1. Greet and Acknowledge the Customer
 - Politely greet the customer and ask how you may assist them.
 - Confirm they are requesting a copy of the water bill.
 - Ask the customer to provide the property address they are inquiring about.
2. Provide the Water Bill Request Form
 - Have the customer complete and sign the water bill request form. Once completed and signed by the customer, you can proceed to step 3.
 - If the customer refuses to complete/sign the water bill request form, proceed with the following:
 1. Ask the customer to provide a copy of a written lease for the property.
 2. If the customer does not have a written lease or does not wish to provide the lease, ask the customer to provide a copy of a bank/credit card statement, cable bill, or **any other** documentation showing that the customer receives mail at the property.
 - RETURN ALL DOCUMENTATION TO THE CUSTOMER.
 - Check Account Records
 - Look up the property in the billing system using the address provided.
3. Provide the Water Bill Copy
 - Provide a copy of the most recent bill.
4. Document the Request
 - Note the date, customer's name, and all other documentation provided by the customer.
 - Note that all documentation that the customer provided was returned to them.
 - Record that a copy of the bill was issued, including which billing cycle.
5. Close the case note interaction
 - Thank the customer and ask if there's anything else they need assistance with.
 - Direct them to contact the Call Center or return to the office for future inquiries, if needed.

Note: The Call Center and Correspondence will refer all customers to the Walk-In Center to retrieve a copy of the water bill. Copies will not be provided through phone or email requests.

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DISTRIBUTION LIST

- CSSD Manager
- Billing Manager
- Call Center Supervisor
- Chief Business Strategy Officer
- CSSD Chief and Deputy Chief
- Quality Assurance Manager/Team
- Training Manager/Team
- Walk-In Supervisor