

Hi,

I had a pretty egregious situation: I reported to 311 app in September 2020 that we hadn't received a water bill (or had a bill available to pay online) since May 2020 at our property at: 102 S Chapel St, Baltimore, 21231. I didn't get any response to my 311 request, so I reached out to my then-Councilwoman, Shannon Sneed, in October 2020, to help me reach someone in DPW water billing. This was forwarded to Marcia Collins and Janelle Mummey on October 21, 2020. At the end of November (the 28th), was my first contact by customer service in DPW, Terri-Anne McCalla, who let me know she was "working on my account". I finally ended up with a payable bill online at the very end of January, 2021.

It shouldn't take this much work for a citizen to *get their water bill*. Very frustrating!!

*Lindsay

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