

**CITY OF BALTIMORE  
COUNCIL BILL 18-0307  
(First Reader)**

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Introduced by: President Young, Councilmembers Henry, Stokes, Scott, Costello, Burnett,  
Pinkett, Cohen, Sneed, Middleton, Bullock, Schleifer, Clarke, Dorsey, Reisinger

Introduced and read first time: December 3, 2018

Assigned to: Taxation, Finance and Economic Development Committee

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REFERRED TO THE FOLLOWING AGENCIES: City Solicitor, Department of Public Works, Health  
Department, Mayor's Office of Human Services, Department of Housing and Community  
Development, Department of Finance, Office of Inspector General

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A BILL ENTITLED

1 AN ORDINANCE concerning

2 **Water Accountability and Equity Act**

3 FOR the purpose of increasing the availability or affordability of basic water and wastewater  
4 service to low-income consumers and assuring a fair process for all consumers before the  
5 City exercises its authority to cut off water services, impose liens, or take similar action;  
6 establishing for these purposes a Water-for-All Discount Program, an Office of Water-  
7 Customer Advocacy and Appeals, and a Committee for Office Oversight; establishing the  
8 eligibility requirements for the Water-for-All Discount Program and its grant of an annual  
9 billing credit, and providing for the credit's administration, computation, distribution, and  
10 recertification requirements and for the effect of midyear ineligibility, program arrears, and  
11 related matters; excepting recipients in the Water-for-All Discount Program from certain  
12 penalties imposed on certain delinquent service charges; providing for the operational  
13 independence of the Office of Water-Customer Advocacy and Appeals as a neutral  
14 intermediary authorized to conduct problem-solving investigations of water and wastewater  
15 billing and related disputes and authorized, subject to certain limitations and the right to seek  
16 administrative and judicial appeals, to implement solutions to those disputes; specifying the  
17 personnel of the Office of Water-Customer Advocacy and Appeals who are required to file  
18 financial disclosure statements under the City Ethics Code; providing for the Committee for  
19 Office Oversight's composition, officers, meetings, and oversight duties; providing that the  
20 non-payment of water and wastewater charges subject to a pending request for Office  
21 investigation, review, or appeal, or for judicial or appellate review, may not serve as cause for  
22 a service cut-off, the imposition of a lien against property, or a property's inclusion in certain  
23 tax sales; requiring certain notices before, and imposing certain restrictions and limitations  
24 on, service cut-offs for delinquency of payments; requiring that persons who have been  
25 issued a cut-off notice be offered the opportunity to enter into an installment payment  
26 agreement, subject to certain terms and conditions; reducing the interest rate applicable to  
27 redemptions from tax sale of properties designated by the State Department of Assessments  
28 and Taxation as the owner's principal residence; defining various terms; clarifying and  
29 conforming related provisions; and providing for special effective dates.

EXPLANATION: CAPITALS indicate matter added to existing law.  
[Brackets] indicate matter deleted from existing law.

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1 BY adding  
2 Article 13 - Housing and Urban Renewal  
3 Section 7-3(a-1)  
4 Baltimore City Code  
5 (Edition 2000)

6 BY repealing and reordaining, with amendments  
7 Article 24 - Water  
8 Sections 1-11, 2-1, 2-3, 4-2, 4-3, and 4-5  
9 Baltimore City Code  
10 (Edition 2000)

11 BY adding  
12 Article 24 - Water  
13 Sections 2-4 through 2-24  
14 Baltimore City Code  
15 (Edition 2000)

16 BY repealing and reordaining, with amendments  
17 Article 28 - Taxes  
18 Section 8-1  
19 Baltimore City Code  
20 (Edition 2000)

21 BY adding  
22 Article 28 - Taxes  
23 Section 8-4  
24 Baltimore City Code  
25 (Edition 2000)

26 BY adding  
27 Article 8 - Ethics  
28 Section 7-8(44)  
29 Baltimore City Code  
30 (Edition 2000)

31 **SECTION 1. BE IT ORDAINED BY THE MAYOR AND CITY COUNCIL OF BALTIMORE,** That the  
32 Laws of Baltimore City read as follows:

33 **Baltimore City Code**  
34 **Article 13. Housing and Urban Renewal**  
35 **Subtitle 7. Residential Lease Requirements**

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**§ 7-3. Information required.**

(A-1) *PAYMENT FOR WATER AND WASTEWATER SERVICES.*

(1) ANY PROPERTY OWNER OR MANAGING OPERATOR WHO REQUIRES THAT A TENANT PAY THE COSTS OF WATER OR WASTEWATER SERVICES, WHETHER DIRECTLY TO THE DEPARTMENT OF PUBLIC WORKS OR AS REIMBURSEMENT TO THE OWNER OR MANAGING OPERATOR, SHALL INCLUDE THAT REQUIREMENT IN AN EXPRESS PROVISION OF A WRITTEN LEASE.

(2) THIS LEASE PROVISION SHALL INCLUDE A STATEMENT THAT THE SIGNED LEASE ESTABLISHES, FOR THE DURATION OF THE LEASE TERM, THE OWNER'S AUTHORIZATION TO THE DEPARTMENT OF PUBLIC WORKS TO RELEASE THE ACCOUNT RECORDS TO THE TENANT ON REQUEST OF THE TENANT OR AN AGENT OF THE TENANT.

**Article 24. Water**

**Subtitle 1. Director of Public Works**

**§ 1-11. Definitions.**

(a) *In general.*

In this article, the following terms have the meanings indicated.

(B) *APPLICANT.*

“APPLICANT” MEANS A CUSTOMER WHO APPLIES FOR THE WATER-FOR-ALL DISCOUNT PROGRAM.

(C) *AUTHORIZED REPRESENTATIVE.*

“AUTHORIZED REPRESENTATIVE” MEANS A PERSON WHO HAS BEEN DESIGNATED IN WRITING BY THE APPLICANT OR RECIPIENT TO ACT ON BEHALF OF THE APPLICANT OR RECIPIENT. THE WRITING NEED NOT BE NOTARIZED.

(D) *CUSTOMER.*

“CUSTOMER” MEANS:

(1) THE OWNER OR TENANT OF A PROPERTY WHO RECEIVES OR IS REQUESTING TO RECEIVE WATER OR WASTEWATER SERVICES FROM THE DEPARTMENT; OR

(2) THAT OWNER’S OR TENANT’S AUTHORIZED REPRESENTATIVE.

(E) *DEPARTMENT.*

“DEPARTMENT” MEANS THE DEPARTMENT OF PUBLIC WORKS.

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1 (F) *DIRECTOR; DPW DIRECTOR.*

2 “DIRECTOR” OR “DPW DIRECTOR” MEANS THE DIRECTOR OF THE DEPARTMENT OF  
3 PUBLIC WORKS OR THE DIRECTOR’S DESIGNEE.

4 (G) *ELIGIBLE RESIDENTIAL- OR TENANT-WATER-UTILITY CUSTOMER.*

5 “ELIGIBLE RESIDENTIAL-WATER-UTILITY CUSTOMER” AND “ELIGIBLE  
6 TENANT-WATER-UTILITY CUSTOMER” MEAN A CUSTOMER WHO IS ELIGIBLE FOR THE  
7 WATER-FOR-ALL DISCOUNT PROGRAM.

8 (H) *HOUSEHOLD.*

9 “HOUSEHOLD” MEANS AN INDIVIDUAL OR GROUP OF INDIVIDUALS WHO ARE LIVING  
10 TOGETHER AS ONE UNIT AND FOR WHOM WATER AND WASTEWATER SERVICES ARE  
11 PURCHASED IN COMMON.

12 (I) *INCLUDES; INCLUDING.*

13 “INCLUDES” OR “INCLUDING” MEANS BY WAY OF ILLUSTRATION AND NOT BY WAY OF  
14 LIMITATION.

15 (J) [(b)] *Person.*

16 “Person” means:

17 (1) an individual;

18 (2) [(3)] a partnership, firm, association, corporation, limited liability company, or  
19 other entity of any kind; OR

20 (3) [(2)] a receiver, trustee, guardian, personal representative, fiduciary, or  
21 representative of any kind[; or].

22 (K) *RECIPIENT.*

23 “RECIPIENT” MEANS A PERSON WHO IS ELIGIBLE FOR AND ENROLLED IN THE  
24 WATER-FOR-ALL DISCOUNT PROGRAM.

25 (L) *RESIDENTIAL-WATER-UTILITY CUSTOMER.*

26 “RESIDENTIAL-WATER-UTILITY CUSTOMER” MEANS A CUSTOMER:

27 (1) WHO OWNS AND OCCUPIES REAL PROPERTY AS HIS OR HER PRINCIPAL RESIDENCE;

28 (2) WHOSE NAME APPEARS ON DEPARTMENT RECORDS OR WHO IS A LEGAL HEIR TO A  
29 PERSON WHOSE NAME APPEARS ON DEPARTMENT RECORDS; AND

30 (3) WHO IS RESPONSIBLE FOR PAYMENT OF THE COST OF WATER OR WASTEWATER  
31 SERVICES AT THAT RESIDENCE.

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1 (M) *TENANT.*

2 "TENANT" MEANS AN INDIVIDUAL WHO IS RENTING OR LEASING REAL PROPERTY AS HIS OR  
3 HER PRINCIPAL RESIDENCE.

4 (N) *TENANT-WATER-UTILITY CUSTOMER.*

5 "TENANT-WATER-UTILITY CUSTOMER" MEANS A CUSTOMER WHO IS A TENANT AND WHO  
6 CAN VERIFY THAT HE OR SHE PAYS A LANDLORD, SEPARATE FROM THE FIXED PERIODIC  
7 RENT, AN AMOUNT FOR WATER OR WASTEWATER SERVICES PROVIDED TO HIS OR HER  
8 PRINCIPAL RESIDENCE.

9 (O) *UNUSED CREDIT.*

10 "UNUSED CREDIT" MEANS ANY PORTION OF A WATER-FOR-ALL CREDIT NOT APPLIED TO  
11 THE RECIPIENT'S WATER AND WASTEWATER BILL OR SENT TO THE RECIPIENT PRIOR TO  
12 CUT-OFF OF SERVICE.

13 (P) *WATER-FOR-ALL CREDIT.*

14 "WATER-FOR-ALL CREDIT" MEANS THE TOTAL CREDIT TOWARDS THE COST OF WATER OR  
15 WASTEWATER SERVICES FOR A HOUSEHOLD THAT A CUSTOMER IS ELIGIBLE TO RECEIVE  
16 FROM THE WATER-FOR-ALL DISCOUNT PROGRAM FOR THE CALENDAR YEAR, AS  
17 DETERMINED ON REVIEW OF THE CUSTOMER'S APPLICATION.

18 (Q) *WATER-FOR-ALL DISCOUNT PROGRAM; PROGRAM.*

19 "WATER-FOR-ALL DISCOUNT PROGRAM" OR "PROGRAM" MEANS THE WATER-FOR-ALL  
20 DISCOUNT PROGRAM ESTABLISHED UNDER THIS ARTICLE.

21 **Subtitle 2. Bills**

22 **§ 2-1. Collection.**

23 (a) *Finance to collect.*

24 The bills for water used or work done by the Department of Public Works shall be  
25 collected by the Department of Finance.

26 (b) *When due.*

27 UNLESS ABATED UNDER THIS SUBTITLE, [All] ALL bills therefor shall be paid within 20  
28 days after they have been issued.

29 (c) *Cut-off on default.*

30 SUBJECT TO THE REQUIREMENTS OF THIS ARTICLE, [On] ON default in [such] payment FOR  
31 BILLS ISSUED UNDER THIS SECTION, the Department of Public Works may cut-off the  
32 supply.

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1 (D) *COPY OF BILL TO TENANT-WATER-UTILITY CUSTOMER.*

2 ANY LANDLORD THAT REQUIRES A RESIDENTIAL TENANT TO PAY FOR THE COSTS OF  
3 WATER OR WASTEWATER SERVICES SHALL:

4 (1) INCLUDE THAT REQUIREMENT IN A WRITTEN LEASE, AS PROVIDED IN CITY CODE  
5 ARTICLE 13, § 7-3(A-1); AND

6 (2) EITHER:

7 (I) TIMELY PROVIDE THE TENANT WITH A COPY OF THE WATER OR  
8 WASTEWATER BILL; OR

9 (II) TIMELY NOTIFY THE DEPARTMENT THAT THE BILL SHOULD BE SENT TO THE  
10 TENANT.

11 **§ 2-3. Cut-off for [nonpayment] ARREARAGE.**

12 (a) *Property owners responsible.*

13 The owners of property are in all cases responsible for the payment of water bills.

14 (b) *Arrearages.*

15 (1) [Bills] IF A STRUCTURE FOR WHICH A BILL IS in arrears IS NOT A VACANT STRUCTURE,  
16 AS DEFINED IN BUILDING CODE § 116.4 {"VACANT STRUCTURES"}, THE DEPARTMENT  
17 MAY CUT OFF [are sufficient reason for discontinuing] water service, SUBJECT TO THE  
18 REQUIREMENTS OF THIS ARTICLE, until all arrearages are paid.

19 (2) If a structure for which a bill is in arrears is a vacant structure, as defined in Baltimore  
20 City Building Code § 116.4 {"Vacant structures"}, the Department shall proceed as  
21 follows:

22 (i) for a structure that has an accessible water meter, the Department shall cut off  
23 the water to the premises; or

24 (ii) for a structure that does not have an accessible water meter, the Department  
25 shall cut off the water to the premises if damage to adjacent property is  
26 imminent or demolition of the property is planned.

27 (c) *Charge to restore service.*

28 (1) [When] EXCEPT AS OTHERWISE PROVIDED IN THIS SUBSECTION, WHEN a water supply  
29 is cut off for nonpayment of water charges, a service-restoration fee must be paid  
30 before the supply is turned on again.

31 (2) The amount of the service-restoration fee shall be as determined by the Board of  
32 Estimates in accordance with Subtitle 3 of this article.

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1 (3) WHILE ENROLLED IN THE WATER-FOR-ALL DISCOUNT PROGRAM, A RECIPIENT IS NOT  
2 LIABLE FOR ANY SERVICE-RESTORATION FEE IMPOSED UNDER THIS SUBSECTION.

3 (d) *Unauthorized use.*

4 The Department of Public Works [shall] MAY cut off the water from the premises of any  
5 person who:

6 (1) introduces water to his, her, or its premises without authorization from the  
7 Department; or

8 (2) permits another person (not entitled to use the water) to use the water without  
9 authorization from the Department.

10 **§ 2-4. {RESERVED}**

11 **§ 2-5. {RESERVED}**

12 **§ 2-6. WATER-FOR-ALL PROGRAM – OVERVIEW.**

13 (A) *DIRECTOR TO ADOPT RULES AND REGULATIONS.*

14 (1) THE DIRECTOR SHALL ADOPT AND ENFORCE RULES AND REGULATIONS TO ADMINISTER  
15 A WATER-FOR-ALL DISCOUNT PROGRAM IN CONFORMANCE WITH THIS ARTICLE.

16 (2) A COPY OF ALL RULES AND REGULATIONS ADOPTED UNDER THIS SECTION MUST BE  
17 FILED WITH THE DEPARTMENT OF LEGISLATIVE REFERENCE BEFORE THEY TAKE  
18 EFFECT.

19 (B) *ELIGIBILITY CRITERIA.*

20 (1) EACH RESIDENTIAL- AND TENANT-WATER-UTILITY CUSTOMER WHOSE HOUSEHOLD  
21 INCOME IN A CALENDAR YEAR IS LESS THAN 200% OF THE FEDERAL GOVERNMENT’S  
22 OFFICIAL POVERTY INCOME GUIDELINES, AS PUBLISHED ANNUALLY BY THE U.S.  
23 DEPARTMENT OF HEALTH AND HUMAN SERVICES, IS ELIGIBLE FOR THE  
24 WATER-FOR-ALL DISCOUNT PROGRAM.

25 (2) RESIDENTIAL- AND TENANT-WATER-UTILITY CUSTOMERS ARE NOT REQUIRED TO BE  
26 CITIZENS OR PERMANENT RESIDENTS OF THE UNITED STATES IN ORDER TO BE ELIGIBLE  
27 FOR THE WATER-FOR-ALL DISCOUNT PROGRAM.

28 (C) *DIRECTOR TO INFORM CUSTOMERS OF PROGRAM.*

29 THE DIRECTOR SHALL INFORM EACH RESIDENTIAL- AND TENANT-WATER-UTILITY  
30 CUSTOMER OF THE AVAILABILITY OF AND ELIGIBILITY CRITERIA FOR THE WATER-FOR-ALL  
31 DISCOUNT PROGRAM IN EACH BILL AND IN EACH NOTICE PROVIDED UNDER § 4-3(D)  
32 {“CUT-OFF FOR NON-PAYMENT: NOTICE”} OF THIS ARTICLE.

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**§ 2-7. WATER-FOR-ALL PROGRAM – APPLICATION FOR PROGRAM.**

*(A) HOW SUBMITTED.*

A CUSTOMER MAY SUBMIT A WATER-FOR-ALL DISCOUNT PROGRAM APPLICATION TO THE DEPARTMENT ONLINE, IN PERSON, OR BY MAIL.

*(B) REQUISITES FOR COMPLETE APPLICATION.*

EXCEPT AS PROVIDED IN SUBSECTION (D) OF THIS SECTION, A COMPLETE APPLICATION, SIGNED AND DATED BY THE CUSTOMER OR THE CUSTOMER'S AUTHORIZED REPRESENTATIVE, MUST INCLUDE:

- (1) THE NAMES AND AGES OF ALL HOUSEHOLD MEMBERS;
- (2) THE ESTIMATED ANNUAL HOUSEHOLD INCOME FOR THE CURRENT CALENDAR YEAR;
- (3) IF THE APPLICANT IS A TENANT:
  - (I) A STATEMENT, SEPARATELY SIGNED AND DATED BY THE CUSTOMER OR THE CUSTOMER'S AUTHORIZED REPRESENTATIVE, THAT THE TENANT IS A TENANT-WATER-UTILITY CUSTOMER;
  - (II) THE NAME AND ADDRESS OF THE LANDLORD;
  - (III) THE AMOUNT OWED IN RENT PER MONTH; AND
  - (IV) IF APPLICABLE, VERIFICATION THAT THE TENANT PAYS A SEPARATE AMOUNT FOR WATER OR WASTEWATER SERVICES TO THE LANDLORD (*E. G.*, BY COPY OF THE RENTAL OR LEASE AGREEMENT SO INDICATING);
- (4) A STATEMENT, SEPARATELY SIGNED AND DATED BY THE APPLICANT OR THE APPLICANT'S AUTHORIZED REPRESENTATIVE, ALLOWING THE DIRECTOR TO OBTAIN VERIFICATION, THROUGH ANY APPROPRIATE SOURCES, ABOUT STATEMENTS MADE OR DOCUMENTS PRESENTED BY THE APPLICANT OR THE APPLICANT'S AUTHORIZED REPRESENTATIVE DURING THE APPLICATION PROCESS;
- (5) A CERTIFICATION:
  - (I) THAT THE RECIPIENT WILL NOTIFY THE DEPARTMENT IMMEDIATELY IF THE ACTUAL ANNUAL HOUSEHOLD INCOME EXCEEDS THE AMOUNT STATED IN THE APPLICATION; AND
  - (II) THAT, IF THE ACTUAL INCOME RENDERS THE RECIPIENT INELIGIBLE, THE RECIPIENT WILL FULLY AND PROMPTLY COOPERATE WITH THE DEPARTMENT IN ITS EFFORTS, UNDER § 2-11(C) {"WATER-FOR-ALL ... – MIDYEAR INELIGIBILITY"} OF THIS SUBTITLE, TO RECOVER CREDITS DISTRIBUTED FOR ANY PERIOD OF INELIGIBILITY; AND



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1 (6) A CERTIFICATION, SEPARATELY SIGNED AND DATED BY THE APPLICANT OR THE  
2 APPLICANT’S AUTHORIZED REPRESENTATIVE, THAT ALL ANSWERS TO THE  
3 QUESTIONS AND ITEMS ON THE APPLICATION FORM ARE TRUE AND ACCURATE TO  
4 THE BEST OF THE APPLICANT’S KNOWLEDGE.

5 (C) *VERIFICATION.*

6 ON REQUEST BY THE DIRECTOR FOR GOOD CAUSE, THE APPLICANT SHALL:

7 (1) PROVIDE VERIFICATION OF THE INFORMATION PROVIDED ON THE APPLICATION;  
8 AND

9 (2) SUBMIT PHOTOCOPIES OF HIS OR HER FEDERAL, STATE, OR CITY INCOME TAX  
10 RETURN OR OTHER ACCEPTABLE EVIDENCE.

11 (D) *EXCEPTION FOR ENROLLEES IN CERTAIN STATE PROGRAMS.*

12 (1) INSTEAD OF THE APPLICATION SET FORTH IN THIS SECTION, AN APPLICANT WHO  
13 DEMONSTRATES THAT HE OR SHE IS ALREADY A PARTICIPANT IN ANY STATE  
14 PROGRAM WHERE ELIGIBILITY IS ESTABLISHED BY INCOME OF LESS THAN 200% OF  
15 THE FEDERAL GOVERNMENT’S OFFICIAL GUIDELINES, IS DEEMED ELIGIBLE FOR THE  
16 WATER-FOR-ALL DISCOUNT PROGRAM.

17 (2) THE DIRECTOR SHALL PROVIDE A STREAMLINED APPLICATION PROCESS FOR THESE  
18 APPLICANTS AND MAY NOT REQUIRE ANY OTHER INCOME VERIFICATION FOR  
19 PROGRAM ELIGIBILITY.

20 **§ 2-8. WATER-FOR-ALL PROGRAM – GRANT OF CREDIT.**

21 (A) *IN GENERAL.*

22 EACH ELIGIBLE RESIDENTIAL- OR TENANT-WATER-UTILITY CUSTOMER WHO SUBMITS A  
23 COMPLETE APPLICATION, CONTAINING THE INFORMATION REQUIRED BY § 2-7 {“WATER-  
24 FOR-ALL ... – APPLICATION FOR PROGRAM”} OF THIS SUBTITLE, SHALL RECEIVE A  
25 WATER-FOR-ALL CREDIT AS FOLLOWS:

26 (1) ELIGIBLE RESIDENTIAL-WATER-UTILITY CUSTOMERS SHALL RECEIVE 1 FIXED  
27 ANNUAL CREDIT FOR EACH HOUSEHOLD. ONLY 1 CREDIT IS ALLOWED PER  
28 HOUSEHOLD PER CALENDAR YEAR.

29 (2) ELIGIBLE TENANT-WATER-UTILITY CUSTOMERS SHALL RECEIVE ONLY 1 ANNUAL  
30 CREDIT PER ELIGIBLE CUSTOMER. HOWEVER, WHERE THERE ARE MULTIPLE  
31 TENANTS SHARING RENT IN A HOUSEHOLD, THE CREDIT SHALL BE DIVIDED AMONG  
32 THOSE WHO ARE ON THE LEASE OR RENTAL AGREEMENT OR WHO OTHERWISE  
33 VERIFY THAT THEY ARE ELIGIBLE TENANT-WATER-UTILITY CUSTOMERS. FOR  
34 SUBLEASES, THE CREDIT SHALL BE PRORATED FOR THE TIME THAT THE SUBLESSEE  
35 IS AN ELIGIBLE TENANT-WATER-UTILITY CUSTOMER LIVING IN THAT HOUSEHOLD.

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1 (B) *AMOUNT OF CREDIT.*

2 (1) *FORMULA.*

3 THE WATER-FOR-ALL CREDIT IS DETERMINED BY THE FORMULA

4 
$$C = B - I \times A$$

5 WHERE

6 C = THE WATER-FOR-ALL CREDIT.

7 B = EITHER:

8 (I) THE RECIPIENT'S ESTIMATED ANNUAL WATER AND WASTEWATER BILL,  
9 INCLUSIVE OF VOLUMETRIC USAGE CHARGES, THE ACCOUNT  
10 MANAGEMENT FEE, AND INFRASTRUCTURE CHARGES, BASED ON THE  
11 RECIPIENT'S HISTORICAL AVERAGE ANNUAL WATER USAGE AND THE  
12 PROJECTED RATE SCHEDULE FOR THE YEAR; OR

13 (II) IF WATER AND WASTEWATER UTILITY SERVICE IS MASTER-METERED  
14 AND THE OWNER BILLS THE COST OF SERVICE TO A TENANT-WATER-  
15 UTILITY-CUSTOMER ON AN ALLOCATED BASIS, THE RECIPIENT'S  
16 ESTIMATED ANNUAL WATER AND WASTEWATER BILL, BASED ON  
17 EVIDENCE OF PRIOR BILLINGS OCCURRING DURING THE TENANT  
18 RECIPIENT'S CURRENT LEASE OR RENTAL-AGREEMENT TERM AND  
19 EXCLUSIVE OF THE OWNER'S ADMINISTRATIVE CHARGES RELATED TO  
20 THE ALLOCATION.

21 I = THE RECIPIENT'S ESTIMATED ANNUAL HOUSEHOLD INCOME.

22 A = AFFORDABILITY THRESHOLD, AS FOLLOWS:

23 (I) IF THE RECIPIENT'S ANNUAL HOUSEHOLD INCOME IS 50% OR LESS THAN  
24 THE FEDERAL GOVERNMENT'S OFFICIAL POVERTY INCOME GUIDELINES,  
25 A EQUALS 1%;

26 (II) IF THE RECIPIENT'S ANNUAL HOUSEHOLD INCOME IS GREATER THAN  
27 50% BUT LESS THAN 100% OF THE FEDERAL GOVERNMENT'S OFFICIAL  
28 POVERTY INCOME GUIDELINES, A EQUALS 2%; AND

29 (III) IF THE RECIPIENT'S ANNUAL HOUSEHOLD INCOME IS GREATER THAN  
30 100% OF THE FEDERAL GOVERNMENT'S OFFICIAL POVERTY INCOME  
31 GUIDELINES, A EQUALS 3%.

32 (2) *NEGATIVE C.*

33 FOR ALL NEGATIVE VALUES OF C, THE WATER-FOR-ALL CREDIT IS ZERO DOLLARS.

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1           (3) *PRORATION.*

2           THE 1<sup>ST</sup> ANNUAL WATER-FOR-ALL CREDIT SHALL BE PRORATED, ACCOUNTING FROM  
3           THE DATE OF THE RECIPIENT’S ENROLLMENT IN THE PROGRAM.

4           (C) *CALCULATING INCOME.*

5           IN CALCULATING ANNUAL HOUSEHOLD INCOME FOR BOTH ELIGIBILITY AND AMOUNT OF  
6           THE WATER-FOR-ALL CREDIT, THE DIRECTOR SHALL USE THE SAME COUNTABLE AND  
7           NON-COUNTABLE INCOME SPECIFIED, IN COMAR 07.03.22.04, AS AMENDED FROM TIME  
8           TO TIME, BY THE MARYLAND DEPARTMENT OF HUMAN RESOURCES FOR ITS “ELECTRIC  
9           UNIVERSAL SERVICE PROGRAM”.

10       **§ 2-9. WATER-FOR-ALL PROGRAM – DISTRIBUTION OF CREDIT.**

11       (A) *IN GENERAL.*

12       THE WATER-FOR-ALL CREDIT SHALL BE APPLIED TO THE WATER OR WASTEWATER BILL OR  
13       SENT TO EACH RECIPIENT BY CHECK, AS FOLLOWS:

14           (1) DISTRIBUTION OF THE CREDIT SHALL BEGIN AS SOON AS PRACTICABLE AFTER THE  
15           ELIGIBLE RESIDENTIAL- OR TENANT-WATER-UTILITY CUSTOMER APPLIES FOR THE  
16           PROGRAM. BUT IN NO CASE MAY IT BE LATER THAN 90 DAYS AFTER THE  
17           DEPARTMENT’S RECEIPT OF A COMPLETED APPLICATION THAT DEMONSTRATES A  
18           CUSTOMER’S ELIGIBILITY FOR THE PROGRAM.

19           (2) THE CREDIT FOR A TENANT-WATER-UTILITY CUSTOMER WHOSE WATER AND  
20           WASTEWATER UTILITY SERVICE IS MASTER-METERED AND BILLED TO THE  
21           CUSTOMER BY THE OWNER ON AN ALLOCATED BASIS SHALL BE DISBURSED BY  
22           CHECK PAYABLE TO THE TENANT-WATER-UTILITY CUSTOMER.

23           (3) CUSTOMERS MAY ELECT TO RECEIVE CREDITS DISBURSED ON A MONTHLY BASIS IN  
24           AN AMOUNT EQUAL TO ONE-TWELFTH OF THE ANNUAL CREDIT.

25           (4) THE CREDIT SHALL BE APPLIED TO EACH SUBSEQUENT BILL UNTIL THE FULL  
26           AMOUNT OF THE CREDIT IS EXHAUSTED.

27           (5) AT THE END OF EACH CALENDAR YEAR, FOR CUSTOMERS ELIGIBLE FOR THE  
28           WATER-FOR-ALL DISCOUNT PROGRAM FOR THE FOLLOWING YEAR, THE DIRECTOR  
29           SHALL APPLY ANY UNUSED CREDIT TO THE RECIPIENT’S BILLS FOR THE FOLLOWING  
30           YEAR.

31       (B) *IN CASE OF SERVICE TERMINATION.*

32       WHEN A RECIPIENT TERMINATES SERVICE, THE UNUSED CREDIT SHALL BE DISPERSED  
33       ACCORDING THE FOLLOWING PRIORITIES:

34           (1) WITHIN 45 DAYS OF TERMINATION, THE DIRECTOR SHALL APPLY ANY UNUSED  
35           BALANCE TO THE RECIPIENT’S ACCOUNT BEFORE ANY OTHER CREDITS OR DEPOSITS

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1 ARE APPLIED WHEN DETERMINING THE ACCOUNT BALANCE DUE TO OR FROM THE  
2 CUSTOMER.

3 (2) WHEN A RECIPIENT CHANGES HIS OR HER PRINCIPAL RESIDENCE TO A DIFFERENT  
4 UNIT THAT IS PROVIDED WATER AND WASTEWATER SERVICES BY THE  
5 DEPARTMENT, ANY UNUSED CREDIT SHALL BE TRANSFERRED TO THE RECIPIENT’S  
6 NEW ACCOUNT.

7 (3) ON THE DEATH OF A RECIPIENT, THE UNUSED CREDIT SHALL BE TRANSFERRED TO A  
8 NEW ACCOUNT OF A SURVIVING MEMBER OF THE DECEDENT’S HOUSEHOLD WHO IS  
9 AN ELIGIBLE RESIDENTIAL- OR TENANT-WATER-UTILITY CUSTOMER IN HIS OR HER  
10 OWN RIGHT.

11 (4) WITHIN 60 DAYS OF TERMINATION, THE DPW DIRECTOR SHALL RETURN TO THE  
12 FINANCE DIRECTOR ANY UNUSED CREDIT THAT CANNOT BE TRANSFERRED AS  
13 STATED IN THIS SUBSECTION.

14 **§ 2-10. WATER-FOR-ALL PROGRAM – PROGRAM DENIALS.**

15 IF THE DIRECTOR DETERMINES ANY APPLICANT TO BE INELIGIBLE FOR THE WATER-FOR-ALL  
16 CREDIT, THE DIRECTOR SHALL NOTIFY THE APPLICANT OF THIS DETERMINATION AND OF THE  
17 APPLICANT’S RIGHT TO APPEAL UNDER § 2-21 {“OFFICE ... – APPEALS”} OF THIS SUBTITLE.

18 **§ 2-11. WATER-FOR-ALL PROGRAM – MIDYEAR INELIGIBILITY FOR CREDIT.**

19 (A) *MIDYEAR INELIGIBILITY DESCRIBED.*

20 THE WATER-FOR-ALL CREDIT IS CONFERRED BASED ON ANNUAL HOUSEHOLD INCOME FOR  
21 THE CURRENT CALENDAR YEAR, AS ESTIMATED AT THE TIME OF APPLICATION. IF THE  
22 RECIPIENT’S ACTUAL ANNUAL HOUSEHOLD INCOME FOR THE CURRENT CALENDAR YEAR  
23 EXCEEDS THE ELIGIBILITY CRITERIA, THAT RECIPIENT WILL BECOME INELIGIBLE FOR THE  
24 REMAINDER OF THE CALENDAR YEAR.

25 (B) *RECIPIENT TO NOTIFY DIRECTOR OF INCREASED INCOME.*

26 RECIPIENTS ARE REQUIRED TO NOTIFY THE DIRECTOR IMMEDIATELY IF THEIR ANNUAL  
27 HOUSEHOLD INCOME EXCEEDS THE ELIGIBILITY CRITERIA.

28 (C) *DEPARTMENT TO RECOVER CREDITS DISTRIBUTED WHILE INELIGIBLE.*

29 THE DEPARTMENT SHALL TAKE NECESSARY ACTION TO RECOVER, WHEN APPROPRIATE,  
30 THE FULL AMOUNT OF WATER-FOR-ALL CREDITS DISTRIBUTED TO BENEFICIARIES FOR  
31 ANY PERIOD OF INELIGIBILITY.

32 **§ 2-12. WATER-FOR-ALL PROGRAM – ENROLLMENT CONFIRMATION.**

33 ON A CUSTOMER’S ENROLLMENT INTO THE WATER-FOR-ALL DISCOUNT PROGRAM, THE  
34 DEPARTMENT SHALL PROVIDE THE CUSTOMER WITH A WRITTEN STATEMENT THAT SETS  
35 FORTH:

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- 1 (1) THE ESTIMATED ANNUAL AND MONTHLY BILL WITHOUT THE WATER-FOR-ALL CREDIT;
- 2 (2) THE AMOUNT OF THE WATER-FOR-ALL CREDIT;
- 3 (3) THE ESTIMATED ANNUAL AND MONTHLY BILL WITH THE WATER-FOR-ALL CREDIT TO  
4 BE APPLIED;
- 5 (4) THE MONTHLY BILL DUE DATE;
- 6 (5) THE AMOUNT OF PRE-WATER-FOR-ALL CREDIT ARREARS THAT WERE ACCRUED PRIOR  
7 TO ENROLLMENT;
- 8 (6) THE REQUIREMENT THAT THE CUSTOMER PAY BILLS ISSUED;
- 9 (7) A BRIEF EXPLANATION OF THE CONSEQUENCES OF NONPAYMENT;
- 10 (8) A BRIEF EXPLANATION OF THE ELIMINATION OF PRE-ENROLLMENT ARREARS ON TIMELY  
11 PAYMENTS, AS PROVIDED IN § 2-13 {“WATER-FOR-ALL ... – PROGRAM ARREARS”} OF  
12 THIS SUBTITLE;
- 13 (9) A BRIEF EXPLANATION OF THE DUTY TO REMAIN ELIGIBLE OR TO NOTIFY THE  
14 DEPARTMENT IMMEDIATELY IF THE COSTUMER BECOMES INELIGIBLE; AND
- 15 (10) A BRIEF EXPLANATION OF THE ANNUAL RECERTIFICATION REQUIREMENT FOR  
16 CONTINUED PARTICIPATION.

**§ 2-13. WATER-FOR-ALL PROGRAM – PROGRAM ARREARS.**

(A) *ON-TIME PAYMENTS.*

19 EACH ON-TIME PAYMENT BY A WATER-FOR-ALL DISCOUNT PROGRAM RECIPIENT SHALL  
20 BE CREDITED TOWARDS THE RECIPIENT’S PRE-ENROLLMENT ARREARS IN THE AMOUNT OF  
21 THE PAYMENT UNTIL ALL ARREARS ARE SATISFIED.

22 (B) *EXCESS PAYMENTS.*

23 ANY AMOUNT PAID FOR A BILL IN EXCESS OF THE RECIPIENT’S CURRENT WATER  
24 LIABILITIES REDUCES THE BALANCE OF HIS OR HER PRE-ENROLLMENT ARREARS AND  
25 REDUCES THE AMOUNT OF ON-TIME PAYMENTS THAT THE RECIPIENT WILL HAVE TO MAKE  
26 TO SATISFY THOSE ARREARS

27 (C) *TIMELY PAYMENTS IN FULL - EFFECT OF MAKING.*

28 ONCE A RECIPIENT IS ENROLLED IN THE WATER-FOR-ALL DISCOUNT PROGRAM, TIMELY  
29 PAYMENT IN FULL OF EACH BILL SATISFIES ALL OF A RECIPIENT’S CURRENT WATER  
30 LIABILITIES, SO THAT THERE IS NO ADDITION TO ARREARS AFTER ENROLLMENT.

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1 (D) *TIMELY PAYMENTS IN FULL - EFFECT OF FAILURE TO MAKE.*

2 A FAILURE TO MAKE TIMELY PAYMENTS IN FULL WILL ADD TO PRE-ENROLLMENT  
3 ARREARS, SUBJECTING THEM TO POTENTIAL WATER CUT-OFF PURSUANT TO § 4-3 {"CUT-  
4 OFF FOR NONPAYMENT"} OF THIS ARTICLE AND EXTENDING THE NUMBER OF ON-TIME  
5 PAYMENTS THAT THE RECIPIENT WILL HAVE TO MAKE TO ELIMINATE ALL  
6 PRE-ENROLLMENT ARREARS.

7 (E) *SERVICE RESTORATION AFTER CUT-OFF FOR NON-PAYMENT.*

8 IN THE EVENT THAT A RECIPIENT'S SERVICE IS TERMINATED FOR NON-PAYMENT OF BILLS  
9 AFTER ENROLLMENT IN THE WATER-FOR-ALL DISCOUNT PROGRAM, THE RECIPIENT IS  
10 ENTITLED TO IMMEDIATE RESTORATION OF SERVICE ON:

11 (I) THE RECIPIENT'S PAYMENT OF THOSE UNPAID BILLS; OR

12 (II) THE RECIPIENT'S ENTRY INTO AN INSTALLMENT PAYMENT AGREEMENT WITH THE  
13 DEPARTMENT FOR PAYMENT OF THOSE UNPAID BILLS.

14 (F) *NOTICE OF PROGRAM AND AVAILABLE INSTALLMENT PAYMENT AGREEMENT.*

15 THE DEPARTMENT SHALL NOTIFY ALL CUSTOMERS IN ARREARS OF THE AVAILABILITY OF  
16 THE WATER-FOR-ALL PROGRAM AND OF THEIR ABILITY TO ENTER INTO AN INSTALLMENT  
17 PAYMENT AGREEMENT PROGRAM PURSUANT TO § 4-5 {"INSTALLMENT PAYMENT  
18 AGREEMENT"} OF THIS ARTICLE.

19 **§ 2-14. WATER-FOR-ALL PROGRAM – ANNUAL RECERTIFICATION OF ELIGIBILITY.**

20 (A) *IN GENERAL.*

21 NO LESS THAN 60 CALENDAR DAYS BEFORE THE END OF EACH CALENDAR YEAR, THE  
22 DIRECTOR SHALL:

23 (1) NOTIFY ALL RECIPIENTS OF THEIR OBLIGATION TO RECERTIFY THEIR ELIGIBILITY  
24 FOR THE PROGRAM; AND

25 (2) ALLOW EACH RECERTIFIED RECIPIENT TO RE-ENROLL IN PERSON, ONLINE, OR IN THE  
26 MAIL.

27 (B) *EFFECT OF RECERTIFICATION.*

28 A RECIPIENT'S RECERTIFICATION OF ELIGIBILITY HAS THE SAME EFFECT AS IF THE  
29 CUSTOMER HAD REAPPLIED.

30 (C) *EFFECT OF FAILURE TO RECERTIFY.*

31 A RECIPIENT'S FAILURE TO RECERTIFY ELIGIBILITY WITHIN 90 DAYS AFTER THE  
32 NOTIFICATION RENDERS THE RECIPIENT INELIGIBLE TO CONTINUE IN THE PROGRAM,  
33 SUBJECT TO REAPPLICATION.

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1 **§ 2-15. WATER-FOR-ALL PROGRAM – PROGRAM DISPUTES.**

2 ANY APPLICANT OR RECIPIENT AGGRIEVED BY A DETERMINATION OF THE DEPARTMENT  
3 UNDER THIS PROGRAM MAY APPEAL THAT DETERMINATION TO THE OFFICE, AS PROVIDED  
4 IN § 2-21 {“OFFICE ... – APPEALS”} OF THIS SUBTITLE.

5 **§ 2-16. {RESERVED}**

6 **§ 2-17. OFFICE OF WATER-CUSTOMER ADVOCACY AND APPEALS – OFFICE ESTABLISHED;  
7 NATURE, PURPOSES, PRIMARY FUNCTIONS.**

8 (A) *OFFICE ESTABLISHED.*

9 THERE IS AN OFFICE OF WATER-CUSTOMER ADVOCACY AND APPEALS.

10 (B) *NATURE AND PURPOSES OF OFFICE.*

11 (1) THE OFFICE IS A NEUTRAL INTERMEDIARY CREATED TO PROMOTE FAIRNESS TO  
12 CUSTOMERS DEALING WITH WATER AND WASTEWATER BILLING DISPUTES.

13 (2) THE PURPOSES OF THE OFFICE ARE:

14 (I) TO PROVIDE A PROBLEM-SOLVING RESOLUTION PROCESS FOR DISPUTES  
15 BETWEEN CUSTOMERS AND THE DEPARTMENT OF PUBLIC WORKS ABOUT  
16 WATER-FOR-ALL DISCOUNT PROGRAM DETERMINATIONS AND WATER AND  
17 WASTEWATER BILLINGS; AND

18 (II) TO PROVIDE GUIDANCE ON BROADER RULES, REGULATIONS, POLICIES, AND  
19 PROCEDURES OF THE DEPARTMENT THAT RELATE TO CUSTOMER ISSUES WITH  
20 WATER AND WASTEWATER BILLINGS.

21 (3) THE OFFICE:

22 (I) SHALL OPERATE INDEPENDENTLY AND OUTSIDE THE CONTROL OF THE  
23 DEPARTMENT OF PUBLIC WORKS; BUT

24 (II) IS ENTITLED TO THE FULL COOPERATION AND COLLABORATION OF THE  
25 DEPARTMENT OF PUBLIC WORKS’ STAFF AND CONTRACTORS, INCLUDING  
26 ACCESS TO ALL CUSTOMER RECORDS AND THE ABILITY TO CONFER WITH  
27 DEPARTMENT LEADERSHIP, STAFF, AND CONTRACTORS.

28 (C) *PRIMARY FUNCTIONS.*

29 THE OFFICE SERVES THE FOLLOWING THREE PRIMARY FUNCTIONS:

30 (1) SERVING AS A CUSTOMER ADVOCATE, BY CONDUCTING PROBLEM-SOLVING  
31 INVESTIGATIONS AND IMPLEMENTING SOLUTIONS, INCLUDING:

32 (I) INVESTIGATING THE CAUSES OF AND SOLUTIONS TO BILLING DISPUTES  
33 BETWEEN CUSTOMERS AND THE DEPARTMENT OF PUBLIC WORKS, EVEN IF

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1 THE CUSTOMER HAS NOT YET EXHAUSTED OPTIONS FOR DISPUTE  
2 RESOLUTION OFFERED BY THE DEPARTMENT;

3 (II) INVESTIGATING THE CAUSES OF AND SOLUTIONS TO DISPUTES BETWEEN  
4 CUSTOMERS AND THE DEPARTMENT OF PUBLIC WORKS OVER WATER-FOR-  
5 ALL DISCOUNT PROGRAM DETERMINATIONS OR OTHER DEPARTMENT  
6 ACTIONS OR DECISIONS RELATED TO WATER AND WASTEWATER BILLING,  
7 SERVICE CUT-OFFS, OR LACK OF NOTICE OF BILLING-RELATED ISSUES;

8 (III) CONNECTING CUSTOMERS TO COMPLEMENTARY SOCIAL SERVICES;

9 (IV) INVESTIGATING AND IMPROVING COMMUNICATIONS BETWEEN CUSTOMERS  
10 AND THE DEPARTMENT OF PUBLIC WORKS, BY INVESTIGATING WHETHER  
11 NOTICES SHOULD BE IN OTHER LANGUAGES, ENSURING THAT COSTUMERS  
12 RECEIVE TIMELY AND COMPLETE NOTICE OF PAYMENTS DUE, AND  
13 ENSURING THAT CONSTUMERS RECEIVE TIMELY AND COMPLETE NOTICE OF  
14 OPTIONS FOR REDUCING PAYMENTS UNDER ALL EXISTING PROGRAMS; AND

15 (V) ADJUSTING CUSTOMER BILLS WHEN WARRANTED;

16 (2) CONDUCTING APPEALS HEARINGS ON REQUEST OF AGGRIEVED CUSTOMERS AFTER A  
17 PROBLEM-SOLVING DETERMINATION HAS BEEN MADE; AND

18 (3) REPORTING AT LEAST SEMI-ANNUALLY TO THE COMMITTEE FOR OFFICE  
19 OVERSIGHT ESTABLISHED UNDER § 2-24 {"OFFICE ... - COMMITTEE FOR OFFICE  
20 OVERSIGHT"} OF THIS SUBTITLE, ON:

21 (I) OFFICE OPERATIONS AND ACTIVITIES, INCLUDING:

22 (A) DATA ON THE OFFICE'S CUSTOMER-ADVOCACY INVESTIGATION  
23 AND PROBLEM-SOLVING EFFORTS AND ITS APPEALS FUNCTION; AND

24 (B) EXAMPLES OF COMMON CUSTOMER COMPLAINTS, THE METHODS BY  
25 WHICH THE DEPARTMENT OF PUBLIC WORKS ADDRESSES THOSE  
26 COMPLAINTS, AN ASSESSMENT OF THOSE METHODS, AND  
27 RECOMMENDATIONS FOR ALTERNATIVE APPROACHES; AND

28 (II) RECOMMENDATIONS THAT THE OFFICE HAS FOR:

29 (A) CHANGES TO THE DEPARTMENT'S RULES, REGULATIONS, POLICIES,  
30 OR PROCEDURES THAT WILL PROMOTE FAIRNESS TO CUSTOMERS  
31 AND RESOLVE CUSTOMER CONCERNS;

32 (B) TASK FORCES AND ADDITIONAL OFFICE STAFF; AND

33 (C) ANY OTHER OPTIONS FOR PROMOTING FAIRNESS TO CUSTOMERS  
34 AND RESOLVING CUSTOMER CONCERNS.



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**§ 2-18. OFFICE OF CUSTOMER ADVOCACY . . . – ADMINISTRATION.**

(A) *OFFICE ADMINISTRATOR.*

THE HEAD OF THE OFFICE, WHO SHALL SUPERVISE AND DIRECT THE OFFICE’S PERSONNEL AND OPERATIONS, IS THE OFFICE ADMINISTRATOR, TO BE APPOINTED BY THE MAYOR IN ACCORDANCE CITY CHARTER ARTICLE IV, § 6.

(B) *OFFICE STAFF.*

THE OFFICE ADMINISTRATOR MAY APPOINT THE OFFICE’S CUSTOMER ADVOCATES, APPEALS OFFICERS, AND SUPPORTING STAFF, AS PROVIDED IN THE ORDINANCE OF ESTIMATES.

(C) *QUALIFICATIONS OF OFFICE OFFICIALS.*

THE OFFICE’S ADMINISTRATOR, CUSTOMER ADVOCATES, AND APPEALS OFFICERS MUST:

(1) BE IMPARTIAL;

(2) BE KNOWLEDGEABLE ABOUT WATER AND WASTEWATER SERVICES, WATER USAGE, BILLING PRACTICES, AND BILLING PROCEDURES; AND

(3) HAVE SUBSTANTIAL EXPERIENCE IN DISPUTE RESOLUTION, CONSUMER PROTECTION, AND THE DELIVERY OF PUBLIC SERVICES.

(D) *SALARY; BENEFITS.*

(1) THE OFFICE’S ADMINISTRATOR, CUSTOMER ADVOCATES, APPEALS OFFICERS, AND SUPPORTING STAFF ARE ENTITLED TO COMPENSATION AS PROVIDED IN THE ORDINANCE OF ESTIMATES.

(2) THE OFFICE’S ADMINISTRATOR, CUSTOMER ADVOCATES, APPEALS OFFICERS, AND SUPPORTING STAFF ARE ENTITLED TO PARTICIPATE IN ANY CITY-SPONSORED BENEFITS PROGRAM TO THE SAME EXTENT AND UNDER THE SAME TERMS AS OTHER CITY OFFICERS AND EMPLOYEES.

**§ 2-19. OFFICE OF CUSTOMER ADVOCACY . . . – REQUEST FOR ASSISTANCE.**

A CUSTOMER MAY SEEK OFFICE ASSISTANCE BY SUBMITTING A WRITTEN OR ORAL REQUEST TO THE DEPARTMENT OR TO THE OFFICE WITHIN 90 CALENDAR DAYS OF ANY DISPUTED WATER-FOR-ALL DISCOUNT PROGRAM DETERMINATION OR OTHER DEPARTMENT ACTION OR DECISION RELATED TO WATER AND WASTEWATER BILLING, SERVICE CUT-OFFS, OR LACK OF NOTICE OF BILLING-RELATED ISSUES.

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**§ 2-20. OFFICE OF CUSTOMER ADVOCACY . . . – CUSTOMER-ADVOCACY SERVICES.**

*(A) REFERRAL TO CUSTOMER-ADVOCACY SERVICES.*

WHENEVER A CUSTOMER ASKS THE DEPARTMENT FOR ASSISTANCE UNDER § 2-19  
{"OFFICE ... - REQUEST FOR ASSISTANCE"}, THE DEPARTMENT SHALL IMMEDIATELY:

- (1) NOTIFY THE CUSTOMER OF THE CUSTOMER'S RIGHT TO ACCESS THE OFFICE'S CUSTOMER-ADVOCACY PROBLEM-SOLVING SERVICES; AND
- (2) FORWARD THE CUSTOMER'S REQUEST FOR ASSISTANCE TO THE OFFICE.

*(B) INVESTIGATION BY CUSTOMER ADVOCATE.*

(1) IN ORDER TO RESOLVE A BILLING OR OTHER DISPUTE, A CUSTOMER ADVOCATE MAY:

- (I) INVESTIGATE THE COMPUTATION OF WATER CHARGES FOR ACCURACY;
- (II) INVESTIGATE METER READING FOR POSSIBLE MISCALCULATIONS OR MALFUNCTION;
- (III) INVESTIGATE WHETHER THE AMOUNT BILLED IS ERRONEOUS BASED ON HOUSEHOLD SIZE, BILLING CYCLE, AMOUNT OF REPORTED USAGE, OR OTHER RELEVANT FACTORS;
- (IV) CONSIDER WHETHER REPORTED METER READINGS ARE SO UNREASONABLY HIGH AS TO BE PRIMA FACIE EVIDENCE THAT THE METER IS INCORRECT;
- (V) FACILITATE A SEARCH FOR LEAKS ON THE CUSTOMER'S PREMISES AND NEARBY CITY PROPERTY; AND
- (VI) MAKE A REASONABLE INVESTIGATION OF ANY MATERIAL FACTS AND CLAIMS ASSERTED BY THE CUSTOMER AS TO THE CAUSE OF THE ERRONEOUS BILL OR DEPARTMENT DECISION.

(2) BOTH THE CUSTOMER AND THE DEPARTMENT OF PUBLIC WORKS SHALL COMPLY WITH A CUSTOMER ADVOCATE'S REQUESTS FOR INFORMATION AND SCHEDULING. ON REQUEST OF THE OFFICE, STAFF AND CONTRACTORS OF THE DEPARTMENT SHALL PERFORM TESTS AND OTHERWISE USE THEIR EXPERTISE TO ASSIST IN INVESTIGATION AND PROBLEM-SOLVING FUNCTIONS.

*(C) EXAMPLES OF POTENTIAL RELIEF AVAILABLE.*

(1) *IN GENERAL.*

A CUSTOMER ADVOCATE MAY GRANT APPROPRIATE EQUITABLE RELIEF TO A CUSTOMER, INCLUDING:

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1 (I) THE REFUND OF A PAYMENT MADE FOR WATER AND WASTEWATER USAGE  
2 CHARGES THAT EXCEED THE AMOUNT THAT IS PROPERLY AND LEGALLY  
3 CHARGEABLE;

4 (II) THE REDUCTION OF AS-YET UNPAID WATER AND WASTEWATER USAGE  
5 CHARGES THAT EXCEED THE AMOUNT THAT IS PROPERLY AND LEGALLY  
6 CHARGEABLE; OR

7 (III) THE REVERSAL OF A DEPARTMENT DECISION.

8 (2) *LIMITATION.*

9 NOTWITHSTANDING ANY OTHER PROVISION OF THIS ARTICLE, A CUSTOMER  
10 ADVOCATE MAY NOT INCREASE ANY CHARGES IN A BILL ISSUED TO A RESIDENTIAL-  
11 OR TENANT-WATER-UTILITY CUSTOMER.

12 (D) *ADVOCATE'S REPORT.*

13 (1) *IN GENERAL.*

14 AFTER COMPLETION OF AN INVESTIGATION, THE CUSTOMER ADVOCATE SHALL:

15 (I) ISSUE A WRITTEN REPORT CONTAINING A DESCRIPTION OF THE INVESTIGATION  
16 AND A STATEMENT OF:

17 (A) THE LAW AND FACTS;

18 (B) THE RESULTS OF THE INVESTIGATION;

19 (C) ANY RELIEF GRANTED OR DENIED; AND

20 (D) AN EXPLANATION FOR THAT DETERMINATION;

21 (II) MAIL A COPY OF THE REPORT TO THE DEPARTMENT AND TO THE CUSTOMER AT  
22 THE CUSTOMER'S LAST-KNOWN ADDRESS; AND

23 (III) KEEP ALL RECORDS OF THE INVESTIGATION AND THE REPORT.

24 (2) *BILL ADJUSTMENT.*

25 IF THE REPORT CONCLUDES THAT THE CUSTOMER'S BILL NEEDS TO BE ADJUSTED, THE  
26 DEPARTMENT SHALL PROMPTLY ISSUE AN AMENDED BILL TO THE CUSTOMER.

27 (3) *NOTICE OF RIGHT TO APPEAL.*

28 (I) THE REPORT SHALL NOTIFY THE CUSTOMER OF HIS OR HER RIGHT TO APPEAL THE  
29 RESULTS OF THE INVESTIGATIVE REPORT.

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1 (II) THE NOTICE SHALL CONTAIN:

2 (A) THE DEADLINES FOR AND METHODS OF FILING THE APPEAL; AND

3 (B) THE PROCEDURES BY WHICH THE APPEAL WILL BE HEARD.

4 **§ 2-21. OFFICE OF CUSTOMER ADVOCACY . . . – APPEALS.**

5 (A) *CUSTOMER’S RIGHT TO APPEAL.*

6 (1) A CUSTOMER IS ENTITLED TO FILE AN APPEAL WITH THE OFFICE WITHIN 30 CALENDAR  
7 DAYS OF RECEIPT OF A CUSTOMER ADVOCATE’S INVESTIGATIVE REPORT.

8 (2) THE APPEAL MUST BE FILED:

9 (I) IN-PERSON, AT AN ADDRESS DESIGNATED BY THE DEPARTMENT;

10 (II) ELECTRONICALLY, IN A FORMAT APPROVED BY THE DEPARTMENT; OR

11 (III) BY FIRST-CLASS MAIL, POSTMARKED WITHIN 30 CALENDAR DAYS OF RECEIPT  
12 OF THE REPORT.

13 (B) *OFFICE TO PROMPTLY SCHEDULE HEARING.*

14 (1) WITHIN 30 DAYS OF THE FILING OF AN APPEAL, THE OFFICE SHALL:

15 (I) PROMPTLY SCHEDULE AN IN-PERSON HEARING WITH AN APPEALS OFFICER; AND

16 (II) NOTIFY THE DEPARTMENT, THE CUSTOMER, AND THE CUSTOMER ADVOCATE  
17 OF THE DATE, TIME, AND LOCATION OF THE HEARING.

18 (2) THE CUSTOMER MUST BE GIVEN AT LEAST 15 CALENDAR DAYS NOTICE OF THE  
19 HEARING’S DATE, TIME, AND LOCATION.

20 (C) *CUSTOMER’S PREROGATIVES.*

21 AT THE HEARING, THE CUSTOMER IS ENTITLED TO:

22 (1) REPRESENT HIM- OR HERSELF OR BE REPRESENTED BY AN ATTORNEY;

23 (2) PRESENT HIS OR HER CASE WITH EVIDENCE;

24 (3) SUBMIT EVIDENCE IN REBUTTAL; AND

25 (4) CONDUCT CROSS-EXAMINATION.

26 (D) *CUSTOMER ADVOCATE TO APPEAR AT HEARING.*

27 AT THE HEARING, THE CUSTOMER ADVOCATE SHALL APPEAR AND MAY BE QUESTIONED  
28 BY THE CUSTOMER, THE DEPARTMENT, AND THE APPEALS OFFICER.

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1 (E) *CONDUCT OF HEARING.*

2 (1) TO FACILITATE THE RESOLUTION OF AN APPEAL, THE APPEALS OFFICER MAY:

3 (I) ADMINISTER OATHS AND AFFIRMATIONS;

4 (II) EXAMINE WITNESSES AND TAKE TESTIMONY;

5 (III) ISSUE SUMMONSES AND SUBPOENAS, ESPECIALLY THOSE REQUESTED BY THE  
6 CUSTOMER OR THE DEPARTMENT AND RECEIVED BY THE APPEALS OFFICER AT  
7 LEAST 7 DAYS BEFORE THE HEARING;

8 (IV) REQUEST INVESTIGATIVE REPORTS PREPARED BY THE CUSTOMER ADVOCATE  
9 AND ANY RELEVANT DEPARTMENT RECORDS OR INFORMATION;

10 (V) REGULATE THE COURSE AND CONDUCT OF HEARINGS, WHICH SHALL BE  
11 CONDUCTED:

12 (A) INFORMALLY, IN A MANNER TO ASCERTAIN THE SUBSTANTIAL RIGHTS  
13 OF THE CUSTOMER AND THE DEPARTMENT; AND

14 (B) WITHOUT THE APPEALS OFFICER'S BEING BOUND BY COMMON LAW OR  
15 STATUTORY RULES AS TO THE ADMISSIBILITY OF EVIDENCE OR BY  
16 TECHNICAL RULES OF PROCEDURE;

17 (VI) CONSIDER WHETHER REPORTED METER READINGS ARE SO UNREASONABLY  
18 HIGH AS TO BE PRIMA FACIE EVIDENCE THAT THE METER IS INCORRECT;

19 (VII) HOLD CONFERENCES, BEFORE OR DURING A HEARING;

20 (VIII) RULE ON MOTIONS OR INFORMAL REQUESTS; AND

21 (IX) CONTINUE ANY HEARING AS DEEMED NECESSARY FOR THE EFFICIENT  
22 DISPOSITION OF THE MATTER.

23 (F) *APPEALS OFFICER'S DECISION.*

24 (1) AFTER THE HEARING HAS CONCLUDED, THE APPEALS OFFICER SHALL ISSUE A WRITTEN  
25 FINAL DECISION, INCLUDING A STATEMENT OF MATERIAL FACTS AND CONCLUSIONS OF  
26 LAW.

27 (2) THE DECISION:

28 (I) SHALL BE BASED ON CONSIDERATION OF THE ENTIRE RECORD;

29 (II) MAY INCLUDE THE FORMS OF RELIEF SPECIFIED IN § 2-20(C) {"OFFICE ... –  
30 CUSTOMER-ADVOCACY SERVICES: EXAMPLES OF POTENTIAL RELIEF"} OF  
31 THIS SUBTITLE; AND

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1 (III) MAY NOT INCREASE ANY CHARGES IN A BILL ISSUED TO A RESIDENTIAL- OR  
2 TENANT-WATER-UTILITY CUSTOMER.

3 (3) THE APPEALS OFFICER’S FINAL DECISION SHALL BE COMMUNICATED BY MAIL TO THE  
4 CUSTOMER NO LATER THAN 30 DAYS AFTER THE HEARING, UNLESS THE CUSTOMER  
5 AGREES IN WRITING TO A LONGER PERIOD.

6 (4) THE APPEALS OFFICER’S FINAL DECISION IS THE FINAL ADMINISTRATIVE DECISION OF  
7 THE CITY.

8 (G) JUDICIAL AND APPELLATE REVIEW.

9 (1) *JUDICIAL REVIEW.*

10 A CUSTOMER OR OTHER PARTY AGGRIEVED BY A FINAL DECISION UNDER THIS SECTION  
11 MAY SEEK JUDICIAL REVIEW OF THAT DECISION BY PETITION TO THE CIRCUIT COURT  
12 FOR BALTIMORE CITY IN ACCORDANCE WITH THE MARYLAND RULES OF PROCEDURE.

13 (2) *APPELLATE REVIEW.*

14 A PARTY TO THE JUDICIAL REVIEW MAY APPEAL THE COURT’S FINAL JUDGMENT TO  
15 THE COURT OF SPECIAL APPEALS IN ACCORDANCE WITH THE MARYLAND RULES OF  
16 PROCEDURE.

17 **§ 2-22. OFFICE OF CUSTOMER ADVOCACY . . . – NO INTERRUPTION OF SERVICE OR RIGHTS**  
18 **PENDING REVIEWS, ETC.**

19 (A) *SERVICE CUT-OFF.*

20 NOTWITHSTANDING ANY OTHER PROVISION OF THIS ARTICLE, THE DEPARTMENT MAY NOT  
21 CUT OFF WATER OR WASTEWATER SERVICE BECAUSE OF A DELINQUENCY OR ARREARAGE  
22 THAT IS THE SUBJECT OF A PENDING REQUEST, MADE IN GOOD FAITH, FOR OFFICE  
23 INVESTIGATION, REVIEW, OR APPEAL, OR FOR JUDICIAL OR APPELLATE REVIEW OF A  
24 BILLING DISPUTE.

25 (B) *STAY OF WRIT OR WARRANT ON JUDGMENT.*

26 IF A DELINQUENCY OR AN ARREARAGE SUBJECT TO A PENDING REQUEST, MADE IN GOOD  
27 FAITH, FOR OFFICE INVESTIGATION, REVIEW, OR APPEAL, OR FOR JUDICIAL OR APPELLATE  
28 REVIEW IS REDUCED TO JUDGMENT IN A CIVIL ACTION OR IN AN ACTION FOR POSSESSION,  
29 THE DEPARTMENT OF PUBLIC WORKS SHALL REQUEST THAT THE SHERIFF’S OFFICE NOT  
30 EXECUTE ANY WRIT OR WARRANT TO ENFORCE THE JUDGMENT UNTIL THE INVESTIGATION,  
31 REVIEW, OR APPEAL IS EXHAUSTED.

32 **§ 2-23. OFFICE OF CUSTOMER ADVOCACY . . . – DISPUTED BILLS NOT CONSIDERED UNPAID.**

33 WATER AND WASTEWATER CHARGES THAT ARE THE SUBJECT OF A PENDING OFFICE  
34 INVESTIGATION, REVIEW, OR APPEAL, OR PENDING JUDICIAL OR APPELLATE REVIEW,  
35 REQUESTED BY THE CUSTOMER IN GOOD FAITH:

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- 1 (1) MAY NOT BE CONSIDERED UNPAID OR IN ARREARS;
- 2 (2) MAY NOT SERVE AS THE BASIS FOR A LIEN AGAINST THE PROPERTY; AND
- 3 (3) STAY ANY PROSPECTIVE OR PENDING TAX SALE UNDER STATE TAX-PROPERTY
- 4 ARTICLE § 14-849.1 AND § 14-811.

**§ 2-24. OFFICE OF CUSTOMER ADVOCACY . . . – COMMITTEE FOR OFFICE OVERSIGHT.**

6 (A) *COMMITTEE ESTABLISHED.*

7 THERE IS A COMMITTEE FOR OFFICE OVERSIGHT.

8 (B) *COMPOSITION.*

9 THE COMMITTEE COMPRISES THE FOLLOWING 7 MEMBERS:

- 10 (1) THE INSPECTOR GENERAL OR THE INSPECTOR GENERAL’S DESIGNEE;
- 11 (2) THE CITY AUDITOR OR THE CITY AUDITOR’S DESIGNEE;
- 12 (3) THE DIRECTOR OF PUBLIC WORKS OR THE DIRECTOR’S DESIGNEE;
- 13 (4) THE CITY COUNCIL PRESIDENT OR THE PRESIDENT’S DESIGNEE; AND
- 14 (5) 3 CITY COUNCILMEMBERS, APPOINTED BY THE CITY COUNCIL PRESIDENT.

15 (C) *OFFICERS.*

16 THE COMMITTEE:

- 17 (1) SHALL ELECT ONE OF ITS MEMBERS TO SERVE AS THE CHAIR OF THE COMMITTEE;
- 18 AND
- 19 (2) MAY ELECT FROM AMONG ITS MEMBERS ANY OTHER OFFICERS THAT THE
- 20 COMMITTEE CONSIDERS NECESSARY OR APPROPRIATE.

21 (D) *MEETINGS, QUORUM, ETC.*

- 22 (1) THE COMMITTEE SHALL MEET AT THE CALL OF THE CHAIR OR AT THE CALL OF A
- 23 MAJORITY OF COMMITTEE MEMBERS, AS FREQUENTLY AS REQUIRED TO PERFORM ITS
- 24 DUTIES.
- 25 (2) 4 MEMBERS OF THE COMMITTEE CONSTITUTE A QUORUM FOR THE TRANSACTION OF
- 26 BUSINESS.
- 27 (3) AN AFFIRMATIVE VOTE OF AT LEAST 4 MEMBERS IS NEEDED FOR ANY OFFICIAL ACTION.
- 28 (4) ALL MEETINGS OF THE COMMISSION MUST BE CONDUCTED IN ACCORDANCE WITH THE
- 29 STATE OPEN MEETINGS ACT (STATE GENERAL PROVISIONS ARTICLE, TITLE 3).

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1 (E) *OVERSIGHT DUTIES.*

2 THE COMMITTEE SHALL:

3 (1) REVIEW AND EVALUATE THE ACTIVITIES AND OPERATIONS OF THE OFFICE,  
4 INCLUDING THE PERFORMANCE OF ITS CUSTOMER-ADVOCACY PROBLEM-SOLVING  
5 SERVICES AND ITS APPEALS FUNCTION;

6 (2) PROVIDE ADVICE AND GUIDANCE TO THE OFFICE AND RECOMMEND NEW OR  
7 MODIFIED POLICIES AND PROCEDURES THAT THE COMMITTEE CONSIDERS  
8 NECESSARY OR APPROPRIATE FOR THE MORE EFFECTIVE OPERATION OF THE  
9 OFFICE; AND

10 (3) TO THESE ENDS, HOLD AT LEAST 2 PUBLICLY ADVERTISED HEARINGS A YEAR AT  
11 WHICH:

12 (I) THE OFFICE ADMINISTRATOR SHALL APPEAR AND REPORT ON:

13 (A) THE STATUS OF OFFICE ACTIVITIES AND OPERATIONS; AND

14 (B) THE OFFICE'S RECOMMENDATIONS FOR CHANGES NECESSARY OR  
15 APPROPRIATE TO FURTHER PROMOTE FAIRNESS TO CUSTOMERS AND  
16 RESOLVING CUSTOMER CONCERNS; AND

17 (II) THE PUBLIC MAY ATTEND AND TESTIFY ON THE EFFICACY OF THE OFFICE'S  
18 ACTIVITIES AND OPERATIONS AND ANY NEED FOR FURTHER MODIFICATIONS  
19 TO THESE ACTIVITIES AND OPERATIONS.

20 **SUBTITLE 4. COLLECTION OF CHARGES**

21 **§ 4-2. Metered water charges and fire supply service inspection charges.**

22 (a) *When due.*

23 Metered water charges and fire supply service inspection charges are due and payable  
24 when the bills for them have been rendered.

25 (b) *When delinquent.*

26 [Any] EXCEPT AS OTHERWISE PROVIDED IN THIS ARTICLE, ANY metered water charges and  
27 fire supply service inspection charges unpaid 20 days after the issue date of the bill are  
28 considered delinquent, and all water service are subject to turn-off for nonpayment of  
29 those charges at any time.

30 (c) *Penalties.*

31 (1) EXCEPT AS OTHERWISE PROVIDED IN PARAGRAPH (2) OF THIS SUBSECTION:



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1 (I) [A] a penalty at the rate of 1.64% of the water charge and fire supply service  
2 inspection charge shall be added to every metered water charge and fire supply  
3 service inspection charge at the time they become delinquent[.];AND

4 (II) [(2) An] AN additional penalty of 1.64% shall be imposed on all charges,  
5 including accrued penalties, which remain unpaid and are forwarded as  
6 arrearages on subsequent bills.

7 (2) RECIPIENTS OF THE WATER-FOR-ALL DISCOUNT PROGRAM ARE NOT LIABLE FOR ANY  
8 PENALTIES IMPOSED UNDER THIS SUBSECTION WHILE ENROLLED IN THE PROGRAM.

9 **§ 4-3. Cut-off for nonpayment.**

10 (A) *IN GENERAL.*

11 SUBJECT TO SUBSECTIONS (B) THROUGH (E) OF THIS SECTION, [The non-payment of any  
12 delinquent water charge against a property] AN ACCOUNT BALANCE OF \$250 OR MORE AND  
13 2 BILLING CYCLES PAST DUE is sufficient reason for SENDING A CUT-OFF NOTICE FOR  
14 [terminating] all water service, even though other water charges against the property are  
15 not in arrears.

16 (B) *TIMING.*

17 (1) PRIOR TO ANY CUT-OFF FOR DELINQUENCY OF PAYMENT, THE DIRECTOR OF PUBLIC  
18 WORKS SHALL, AT LEAST 45 DAYS PRIOR TO THE EARLIEST DATE ON WHICH SERVICE  
19 WILL BE CUT-OFF, PROVIDE NOTICE AS REQUIRED BY SUBSECTION (D) OF THIS SECTION.

20 (2) CUT-OFFS MAY BE PERFORMED:

21 (I) ONLY MONDAY THROUGH THURSDAY;

22 (II) ONLY WHEN NO HEAT OR COLD ADVISORY ISSUED BY THE CITY HEALTH  
23 DEPARTMENT IS IN EFFECT; AND

24 (III) FOR RESIDENTIAL AND MULTI-UNIT LOCATIONS, ONLY FROM MARCH 1  
25 THROUGH OCTOBER 31.

26 (3) THE DEPARTMENT MAY NOT CUT OFF WATER MORE THAN 90 CALENDAR DAYS AFTER  
27 THE CUT-OFF NOTICE, UNLESS IT HAS ISSUED A NEW CUT-OFF NOTICE IN THE MANNER  
28 REQUIRED BY SUBSECTION (D) OF THIS SECTION.

29 (C) *EXCEPTION FOR FIRE SERVICE.*

30 FIRE SERVICE MAY NOT BE CUT OFF FOR NONPAYMENT.

31 (D) *NOTICE.*

32 EACH NOTICE:

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1 (1) SHALL BE SERVED BOTH BY CERTIFIED MAIL AND BY POSTING ON THE FRONT  
2 ENTRANCE TO THE CUSTOMER’S PREMISES; AND

3 (2) SHALL CLEARLY STATE:

4 (I) THE EARLIEST DATE ON WHICH SERVICE MAY BE CUT OFF;

5 (II) THE REASONS FOR THE CUT-OFF;

6 (III) THE ACTIONS THAT THE CUSTOMER MUST TAKE TO AVOID SERVICE  
7 CUT-OFF, INCLUDING THE TOTAL AMOUNT REQUIRED TO BE PAID AND THE  
8 DATE BY WHICH THAT PAYMENT MUST BE MADE;

9 (IV) THE ADDRESS AND TELEPHONE NUMBER OF A DEPARTMENT  
10 REPRESENTATIVE THAT THE CUSTOMER MAY CONTACT IN REFERENCE TO  
11 THE ACCOUNT;

12 (V) THE PROCEDURES SPECIFIED IN § 2-19 {“OFFICE ... – REQUEST FOR  
13 ASSISTANCE”} AND § 2-21 {“OFFICE ... – APPEALS”} OF THIS ARTICLE TO  
14 REQUEST OFFICE ASSISTANCE AND SUBSEQUENT APPEAL;

15 (VI) THE EXCEPTIONS SET FORTH IN SUBSECTIONS (C) AND (F) OF THIS SECTION;

16 (VII) THAT ANY PAYMENT MADE BY CHECK OR DRAFT THAT IS SUBSEQUENTLY  
17 DISHONORED DOES NOT CONSTITUTE PAYMENT AND WILL ENTITLE THE  
18 DEPARTMENT TO CUT OFF SERVICE WITHOUT FURTHER NOTICE;

19 (VIII) A DESCRIPTION OF THE ACTIONS THAT THE CUSTOMER MUST TAKE TO  
20 ENTER INTO AN INSTALLMENT PAYMENT AGREEMENT, AS SET FORTH IN  
21 § 4-5 {“INSTALLMENT PAYMENT AGREEMENT”} OF THIS SUBTITLE; AND

22 (IX) A DESCRIPTION OF THE WATER-FOR-ALL DISCOUNT PROGRAM AND THE  
23 ACTIONS THAT THE CUSTOMER MUST TAKE TO APPLY.

24 (E) *VERIFICATION.*

25 ON THE DAY THAT SERVICE WILL BE CUT-OFF, THE DIRECTOR SHALL VERIFY THAT THE  
26 CUSTOMER HAS NOT TAKEN ANY ACTION AND IS NOT OTHERWISE QUALIFIED UNDER  
27 SUBSECTIONS (C) AND (F) OF THIS SECTION TO AVOID SERVICE CUT-OFF.

28 (F) *NO CUT-OFF UNDER CERTAIN CONDITIONS.*

29 THE DEPARTMENT MAY NOT CUT OFF SERVICE IF, PRIOR TO THE TIME THAT CUT-OFF IS TO  
30 TAKE PLACE:

31 (1) WITH RESPECT TO ANY CHARGES GIVING RISE TO THE CUT-OFF, THE CUSTOMER  
32 REQUESTS, IN GOOD FAITH, OFFICE ASSISTANCE UNDER § 2-19 {“OFFICE ... –  
33 REQUEST FOR ASSISTANCE”} OF THIS ARTICLE.

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- 1 (2) THE CUSTOMER PRODUCES A WRITTEN RECORD OF PAYMENT IN FULL OF ALL  
2 DELINQUENT CHARGES THAT GAVE RISE TO THE CUT-OFF NOTICE;
- 3 (3) THE CUSTOMER PAYS THE FULL AMOUNT DEMANDED IN THE CUT-OFF NOTICE;
- 4 (4) THE CUSTOMER OFFERS TO ENTER INTO AN INSTALLMENT PAYMENT AGREEMENT,  
5 IN ACCORDANCE WITH § 4-5 {"INSTALLMENT PAYMENT AGREEMENT"} OF THIS  
6 SUBTITLE AND, WITHIN 3 DAYS, EXECUTES THE AGREEMENT AND PAYS THE DOWN  
7 PAYMENT OR INITIAL INSTALLMENT;
- 8 (5) THE CUSTOMER HAS SUBMITTED AN APPLICATION FOR THE WATER-FOR-ALL  
9 DISCOUNT PROGRAM AND A DETERMINATION OF ELIGIBILITY IS PENDING;
- 10 (6) THE CUSTOMER INDICATES THAT THE CUSTOMER HAS A SIGNIFICANT MEDICAL  
11 CONDITION, AS CERTIFIED IN WRITING BY A LICENSED MEDICAL DOCTOR, NURSE  
12 PRACTITIONER, PHYSICIAN ASSISTANT, OR THE BALTIMORE CITY DEPARTMENT OF  
13 HEALTH, INDICATING THAT THE ABSENCE OF WATER SERVICE AT THE SUBJECT  
14 RESIDENTIAL PREMISES WILL AGGRAVATE THE EXISTING SIGNIFICANT MEDICAL  
15 CONDITION;
- 16 (7) THE CUSTOMER PROVIDES VERIFIABLE DOCUMENTATION THAT THE CUSTOMER IS  
17 62 YEARS OLD OR OLDER, UNDER 18 YEARS OLD, OR HAS AN INFANT HUMAN  
18 BEING NOT MORE THAN 6 MONTHS OLD IN RESIDENCE AT THE PREMISES;
- 19 (8) THE CUSTOMER PROVIDES VERIFIABLE DOCUMENTATION THAT THE CUSTOMER HAS  
20 CENTRAL VISION ACUITY OF 20/200 OR LESS IN THE BETTER EYE WITH THE USE OF A  
21 CORRECTING LENS, HAS AT LEAST ONE EYE WITH A LIMITATION IN THE FIELDS OF  
22 VISION SUCH THAT WIDEST DIAMETER OF THE VISUAL FIELD SUBTENDS AN ANGLE  
23 NO GREATER THAN 20 DEGREES, AS CERTIFIED IN WRITING BY A LICENSED MEDICAL  
24 DOCTOR, NURSE PRACTITIONER, PHYSICIAN ASSISTANT, OR THE BALTIMORE CITY  
25 DEPARTMENT OF HEALTH;
- 26 (9) THE CUSTOMER PROVIDES VERIFIABLE DOCUMENTATION THAT THE CUSTOMER HAS  
27 A PHYSICAL, MENTAL, OR MEDICAL IMPAIRMENT RESULTING FROM ANATOMICAL,  
28 PHYSIOLOGICAL, OR NEUROLOGICAL CONDITIONS THAT PREVENTS THE EXERCISE  
29 OF A NORMAL BODILY FUNCTION OR THAT RENDERS THE CUSTOMER UNABLE TO  
30 MANAGE HIS OR HER OWN RESOURCES OR TO PROTECT HIMSELF OR HERSELF FROM  
31 NEGLECT OR HAZARDOUS SITUATIONS WITHOUT THE ASSISTANCE OF OTHERS, AS  
32 CERTIFIED IN WRITING BY A LICENSED MEDICAL DOCTOR, NURSE PRACTITIONER,  
33 PHYSICIAN ASSISTANT, OR THE BALTIMORE CITY DEPARTMENT OF HEALTH;
- 34 (10) THE PROPERTY WHERE SERVICE IS TO BE CUT OFF IS IN BANKRUPTCY  
35 PROCEEDINGS; OR
- 36 (11) THE PROPERTY WHERE SERVICE IS TO BE CUT OFF IS IN TAX LIEN CERTIFICATE  
37 SALE.

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**§ 4-5. [Payment schedule] INSTALLMENT PAYMENT AGREEMENT.**

(a) *OFFER; Effect of compliance.*

[If a person responsible for paying a water bill enters into a payment agreement acceptable to the Director of Public Works, then while the person is making timely payments in accord with the agreed schedule:

(1) the penalty imposed under § 4-2(c) {"Metered water charges: Penalties"} of this subtitle does not accrue; and

(2) service that has been turned off may be restored.]

(1) THE DIRECTOR SHALL OFFER AN INSTALLMENT PAYMENT AGREEMENT TO EACH CUSTOMER WHO HAS BEEN ISSUED A CUT-OFF NOTICE.

(2) EXECUTION OF AN INSTALLMENT PAYMENT AGREEMENT ACCEPTABLE TO THE DIRECTOR WILL ENABLE THE CUSTOMER TO:

(I) AVOID SERVICE CUT-OFF;

(II) AVOID ACCRUAL OF THE PENALTIES IMPOSED UNDER § 4-2(C) {"METERED WATER CHARGES: PENALTIES"} OF THIS SUBTITLE; AND

(III) ENABLE SERVICE THAT HAS BEEN TURNED OFF TO BE RESTORED, PROVIDED THAT THE CUSTOMER REMAINS IN COMPLIANCE WITH THE AGREEMENT.

(b) *Effect of breach.*

If payment is missed and the payment agreement declared to be breached, THE SUSPENDED PENALTIES SHALL BE REINSTATED AND all subsequent penalties shall continue to accrue.

(c) *NOTICE.*

EACH OFFER OF AN INSTALLMENT PAYMENT AGREEMENT MUST:

(1) INFORM THE CUSTOMER OF THE AVAILABILITY OF AN AGREEMENT;

(2) STATE THE MINIMUM TERMS OF THE AGREEMENT THAT WOULD BE ACCEPTABLE TO THE DIRECTOR;

(3) EXPLAIN ANY ALTERNATE TERMS THAT MAY BE AVAILABLE;

(4) STATE THE DATE BY WHICH THE CUSTOMER MUST CONTACT THE DEPARTMENT AND EXECUTE AN AGREEMENT IN ORDER TO AVOID SERVICE CUT-OFF;

(5) INDICATE THE NAME AND TELEPHONE NUMBER OF A DEPARTMENT REPRESENTATIVE THAT THE CUSTOMER MAY CALL TO DISCUSS AN AGREEMENT; AND

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1 (6) STATE WHAT ACTION THE DEPARTMENT WILL TAKE IF AN INSTALLMENT PAYMENT  
2 AGREEMENT IS NOT EXECUTED AND RETURNED BY ITS DUE DATE.

3 (D) *TERMS OF AGREEMENT.*

4 AN INSTALLMENT PAYMENT AGREEMENT SHALL SET FORTH:

5 (1) THE TOTAL AMOUNT AND DATES OF THE DELINQUENT CHARGES COVERED BY THE  
6 AGREEMENT;

7 (2) THE TIME PERIOD OVER WHICH THE TOTAL AMOUNT SHALL BE PAID;

8 (3) THE NUMBER, DUE DATE, AND AMOUNT OF EACH PERIODIC PAYMENT DUE UNDER  
9 THE AGREEMENT;

10 (4) THE AMOUNT OF THE REQUIRED DOWN PAYMENT OR INITIAL INSTALLMENT DUE ON  
11 THE CUSTOMER'S EXECUTION OF THE AGREEMENT, WHICH MAY NOT EXCEED 25%  
12 OF THE TOTAL AMOUNT COVERED BY THE AGREEMENT; AND

13 (5) THE INTEREST RATE TO BE CHARGED ON THE UNPAID BALANCE UNDER THE  
14 AGREEMENT, WHICH SHALL BE EQUAL TO THE INTEREST RATE THEN BEING  
15 CHARGED BY THE CITY FOR UNPAID REAL ESTATE TAXES ON A PROPERTY WHERE  
16 THE ANNUAL REAL ESTATE TAXES ARE \$2,750 OR LESS.

17 (E) *NOTICE OF INSTALLMENT PAYMENTS DUE.*

18 THE DEPARTMENT SHALL MAIL TO THE CUSTOMER 30 DAYS' NOTICE OF EACH  
19 INSTALLMENT PAYMENT DUE.

20 **Article 28. Taxes**

21 **Subtitle 8. Tax Sales**

22 **§ 8-1. Interest rate on redemptions from tax sales.**

23 Pursuant to the authorization contained in State Tax-Property Article §14-820(b)(3), the  
24 interest rate applicable to redemptions of property from tax sales in Baltimore City is:

25 (1) [12%] 5% a year for any residential real property that, as of January 1 immediately  
26 preceding the tax sale, was designated by the State Department of Assessments and  
27 Taxation as the owner's principal residence in accordance with the criteria governing  
28 the State Homestead Tax Credit; and

29 (2) 18% a year for all other property.

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**§ 8-4. LIMITATION ON TAX SALES.**

INSOFAR AS PERMITTED UNDER THE STATE TAX-PROPERTY ARTICLE, THE DIRECTOR OF FINANCE MAY NOT SELL REAL PROPERTY TO ENFORCE A LIEN FOR UNPAID WATER OR WASTEWATER CHARGES, FEES, OR ASSESSMENTS.

**Article 8. Ethics**

**Subtitle 7. Financial Disclosure**

**§ 7-8. Persons required to file – Agency officials and staff.**

The following officials and employees must file the financial disclosure statements required by this subtitle:

. . . .

(44) *WATER-CUSTOMER. ADVOCACY AND APPEALS, OFFICE OF*

(I) OFFICE ADMINISTRATOR.

(II) ALL CUSTOMER ADVOCATES.

(III) ALL APPEALS OFFICERS.

(IV) ALL NON-CLERICAL EMPLOYEES OF OR ASSIGNED TO THE OFFICE.

**SECTION 2. AND BE IT FURTHER ORDAINED,** That the catchlines contained in this Ordinance are not law and may not be considered to have been enacted as a part of this or any prior Ordinance.

**SECTION 3. AND BE IT FURTHER ORDAINED,** That all provisions of this Ordinance are severable. If a court determines that a word, phrase, clause, sentence, paragraph, subsection, section, or other provision is invalid or that the application of any part of a provision to any person or circumstances is invalid, the remaining provisions and the application of those provisions to other persons or circumstances are not affected by that decision.

**SECTION 4. AND BE IT FURTHER ORDAINED,** That the amendments made by this Ordinance to provisions of City Code Article 28, Subtitle 8 {"Tax Sales"} take effect on the date this Ordinance is enacted.

**SECTION 5. AND BE IT FURTHER ORDAINED,** That, except as provided by Section 4 of this Ordinance, this Ordinance takes effect 6 months after the date it is enacted.