

## Frequently Asked Questions (FAQs) COVID-19 Water Bill Discount

### How will the Emergency COVID-19 Discount help me with my water bill?

The discount will save you money on your water bill by providing the same benefits as the City's existing BH<sub>2</sub>O Program:

- A 43% discount on charges for water and sewer usage
- A waiver of Bay Restoration and Storm Water Remediation fees
- No late fees
- No shut offs
- This discount will reduce a "typical" residential water bill by about \$40, but each customer's bill is different based on water consumption and meter size

### How do I know if I am eligible for the Emergency COVID-19 Discount?

You are eligible for the Discount if:

- You have applied and been approved for unemployment benefits since March 18, 2020
- You are the water bill account holder

### Why is March 18, 2020 important?

The discount is part of the City's emergency response to the coronavirus pandemic and on March 18, 2020, Baltimore City Mayor Bernard C. "Jack" Young declared a state of emergency in the city.

### If I was approved for unemployment before March 18, 2020, can I still apply for the discount?

No. The eligibility window for the discount runs from March 18, 2020 until 90 days after the current state of emergency is lifted or December 31, 2020, whichever comes first. To be eligible for the discount, water account holders must have filed for unemployment on or after March 18, 2020.

But, while you may not be eligible for the COVID-19 Discount due to the unemployment requirements, you may be eligible for BH<sub>2</sub>O, the city's Water Assistance Program that the discount is modeled after. You can apply for BH<sub>2</sub>O in the same way you would apply for the discount:

- Online at [cityservices.baltimorecity.gov/BH20](http://cityservices.baltimorecity.gov/BH20) or [bmorechildren.com/BH20](http://bmorechildren.com/BH20)
- By downloading an [application](#)
  - Mail your application to: P.O. Box 22586, Baltimore MD, 21203
  - Email your application to: [BCCAPBH20@baltimorecity.gov](mailto:BCCAPBH20@baltimorecity.gov)

### How do I get the COVID-19 Water Discount?

To receive the discount, eligible water account holders must apply:

- Online at [cityservices.baltimorecity.gov/BH20](http://cityservices.baltimorecity.gov/BH20) or [bmorechildren.com/BH20](http://bmorechildren.com/BH20)
- By downloading an [application](#)
  - Mail your application to: P.O. Box 22586, Baltimore MD, 21203
  - Email your application to: [BCCAPBH20@baltimorecity.gov](mailto:BCCAPBH20@baltimorecity.gov)

**What documents must I submit with my application?**

- An unemployment determination letter or unemployment benefits award letter
- A photo ID

**Can I just go to my local Community Action Partnership (CAP) Center to apply?**

Not at this time. All CAP centers are closed during the coronavirus pandemic. But you can call the DPW Customer Service and Support Division at 410-396-5398 to have an application mailed to you.

**How can I find out if you have received my application?**

You can call the DPW Customer Service and Support Division number: 410-396-5398.

**When and how will I hear if my application was approved or denied?**

If your application is approved, you will see the discount on your bill within two billing cycles of application approval and enrollment. If your application was not approved, you will receive a denial letter in the mail.

**Once I am approved, how soon will I receive the discount?**

Applicants who are approved will see the discount on their bill within two billing cycles of application approval and enrollment.

**Once I am approved, how long will the discount last?**

The discount lasts for one year.

**If my name is not on my water bill and my landlord's name is, how do I get my name on it so I can get the discount?**

Your landlord can request to add a tenant's name to the water account by:

- By emailing the request to DPW at [dpw.billing@baltimorecity.gov](mailto:dpw.billing@baltimorecity.gov). Along with the request, the submission must include:
  - the water account number
  - the water account holder's name
  - the water account holder's address
  - the water account holder's phone number
  - tenant's name
- By completing an online form in the self-service portal at <https://publicworks.baltimorecity.gov/water-billing-questions>

**I am currently enrolled in BH<sub>2</sub>O. Do I have to reapply to continue receiving the benefit next year?**

No. The city will bypass the annual verification process this year as part of its COVID-19 emergency response, allowing you to automatically remain in the program for the coming year.

**How do I apply for unemployment?**

If you need assistance applying for unemployment, please call

- 410-949-0022 for information
- 410-853-1600 to file an unemployment claim