

# Water Accountability and Equity Act

Customer Service Support Division



BALTIMORE CITY  
DEPARTMENT OF  
PUBLIC WORKS

The logo graphic consists of several thick, curved lines in shades of green and teal, arranged in a circular pattern around the text. The lines are of varying lengths and colors, creating a dynamic, water-like effect.

# Water4All



# What's Water4All?

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Water4All is a water billing discount program designed to provide more equitable access to financial assistance for eligible Baltimore City residents who need help paying their water bills. This water assistance program provides a monthly discount for water and sewer costs based on a percentage of residents' income. Tenants who do not directly pay their water bills are eligible to apply for water payment assistance.

The Water4All assistance program was created under the comprehensive Water Accountability and Equity Act (Ordinance 20-468) that provides assistance, rights, and protections for water and wastewater customers.

# Who's Eligible for Water4All Assistance?

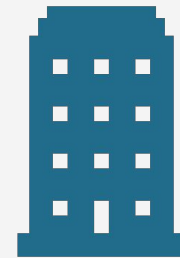
Baltimore City Residents may qualify for Water4All if:



Their income is less than 200%  
below the federal poverty level



Homeowners whose name is on  
the water bill



Tenants whose name is on the water  
bill and who pay the city directly for  
water and sewer service



# Who's Eligible for Water4All Assistance?

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**Tenants whose name is NOT on the water bill, who do NOT pay the city directly for water and sewer service and who can provide both:**

- A lease that clearly states the tenant is responsible for paying water and sewer services separately from the rent
- A lease that clearly states the amount to be paid monthly by the tenant for those services or a copy of the monthly invoice for water and sewer services from the landlord or the landlord's management company

# How does the discount work?

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## **Discount applied to the entire bill:**

- Water Consumption charges
- Wastewater charges
- Stormwater charges
- Infrastructure fee
- Bay Restoration fee
- Account Management fee

## **Estimated annual cost may be based on:**

- UMAX water billing records or
- amount stated in a lease as paid toward water

***Household income and family size is verified by documents and application by MOCFS***

# Calculating the Discount:

$C = B - I \times A$	
C	Credit Amount
B	Consumption Costs and Fees
I	Income
A	Affordability Threshold

## Calculating the Discount:

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- 1% of annual income for households with income up to 50% Federal Poverty Level (FPL)
- 2% of annual income for households greater than 50% and up to 100% FPL
- 3% of annual income for households greater than 100% and less than 200% FPL



# Discount is the difference between estimated annual bill and the cap based on income.

### For example:

Federal Poverty Level (FPL) for Household of 4 =  
Household of 4 with income of \$20,000 = 66% of FPL

Water bill is capped at 2% (HH income between 50% and 100% FPL)

Income x cap = maximum annual water bill due  
 $\$20,000 \times 2\% = \$400$

Annual bill \$1200

Annual bill – cap amount = annual benefit  
 **$\$1200 - \$400 = \$800$**



# Distribution of Funds & Credits

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## **Homeowner or Tenant with Name on Account:**

Discount applied directly to household water bill account

## **Tenants Behind Central Meters:**

Provided directly to the tenant household through a check through Workday.



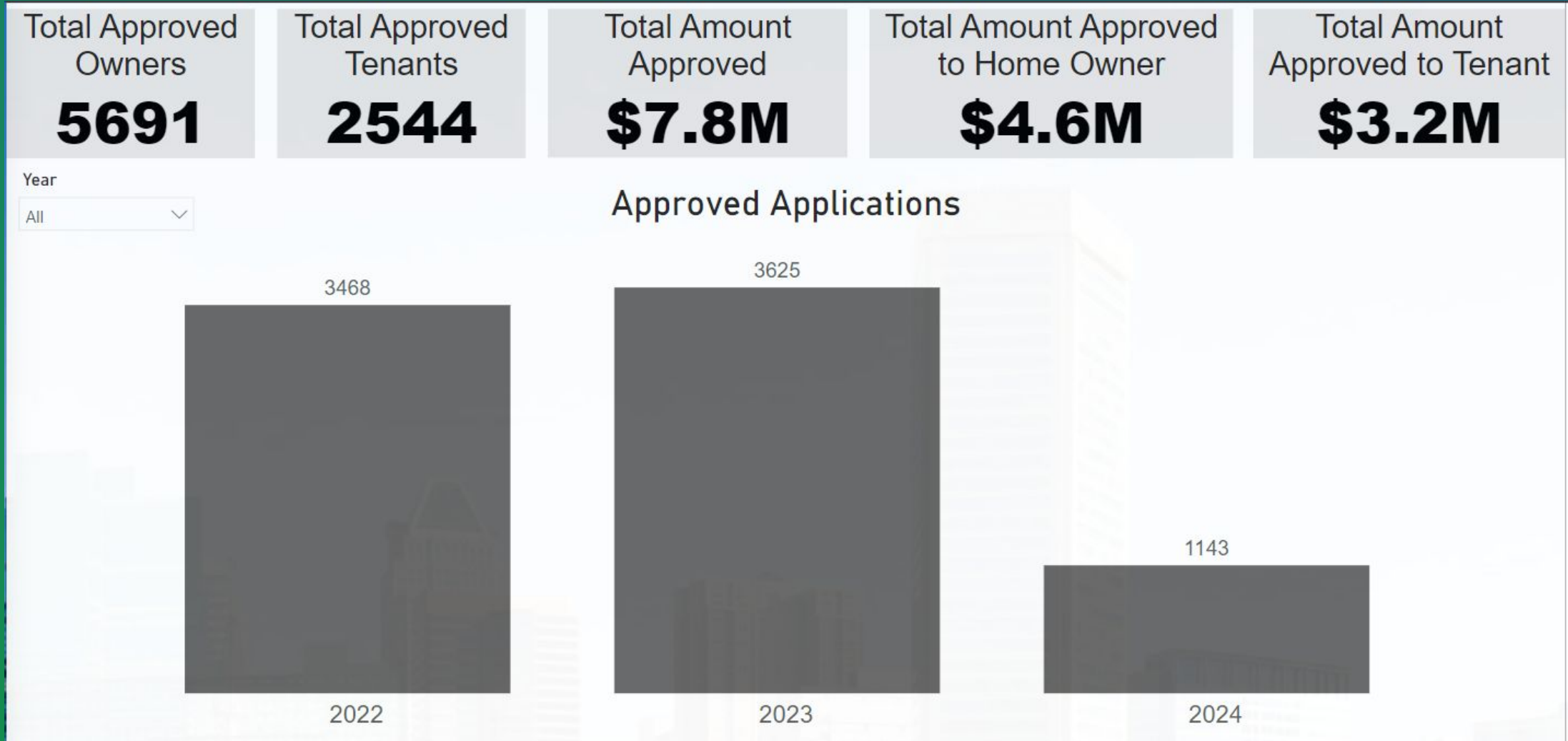
# Water4All Challenges

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## How to get Credits to Tenants served by Central Meters:


- Must have lease and documentation of paying for water and sewer service separately from rent.
- Tenants on a master meter receive a check or ACH to make payments to landlord for water services. Many tenants were using the funds for different purposes.

# Water4All Program Data: Approved Homeowner's & Tenant's in Program

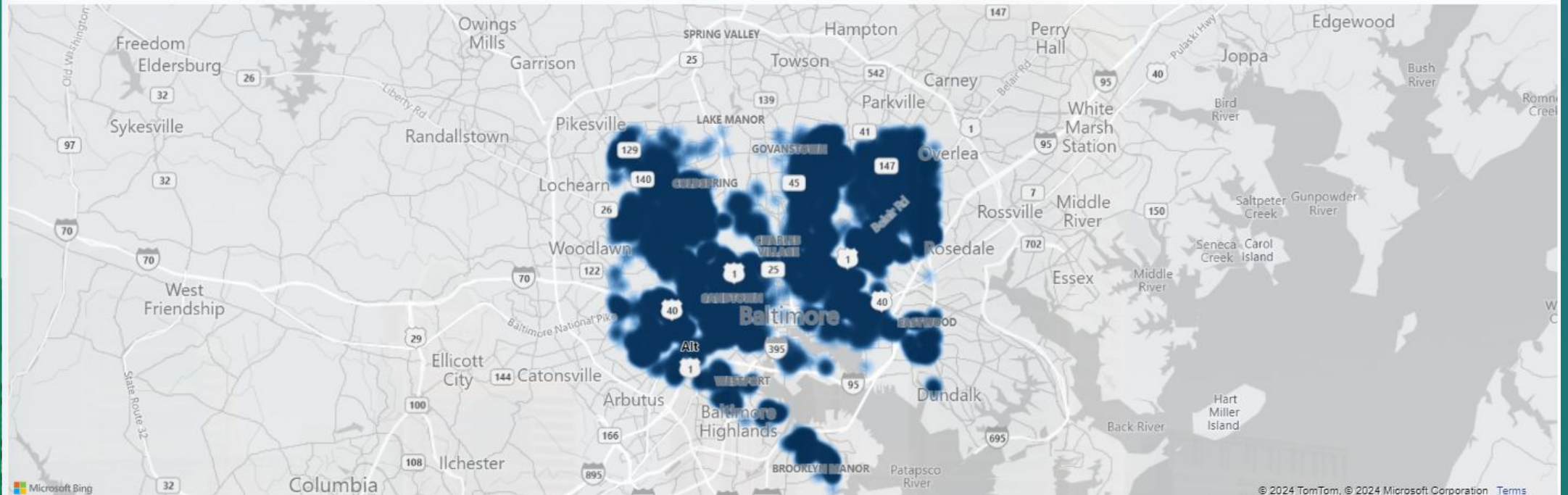


# Water4All Program Data: Geographic Density

Total Applicants	Paper Applications	Total Home Owners	Total Tenants	Average Household Income
<b>13.68K</b>	<b>7565</b>	<b>8652</b>	<b>5032</b>	<b>\$16.49K</b>

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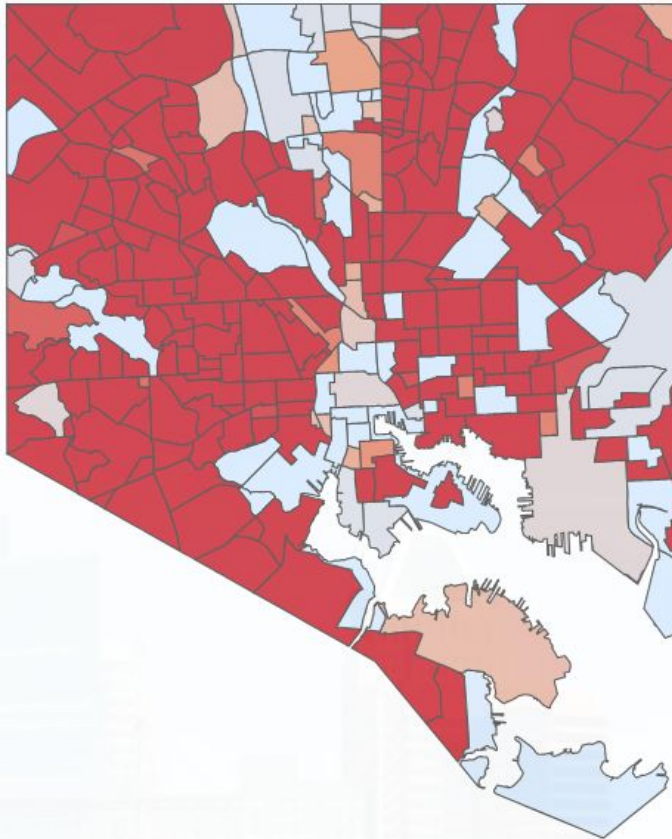
## Geographic Density of Interested Residents



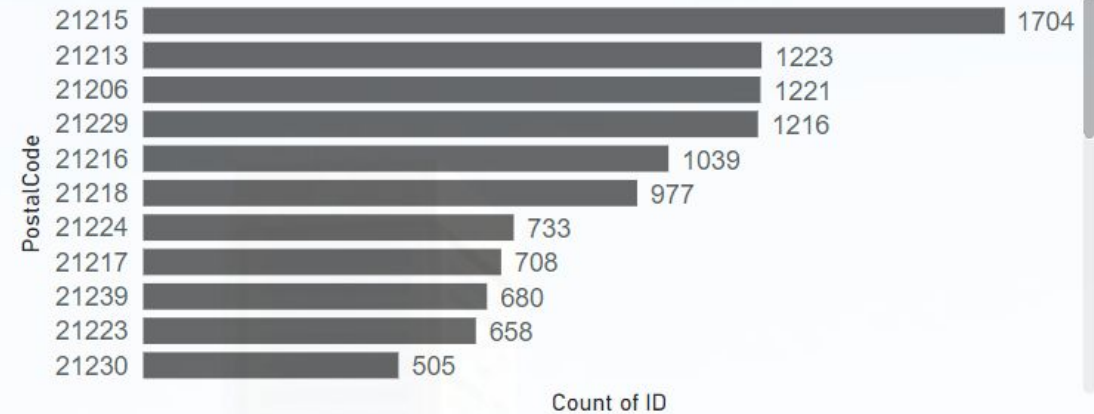


# Water4All Program Data: Application by Neighborhood Data

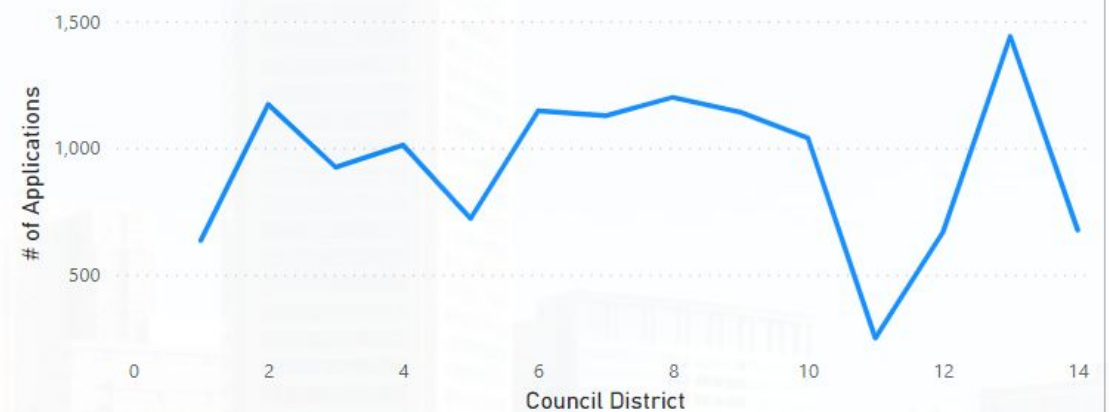
### Number of Applications by Neighborhood



### Number of Applications by Zip Code



### Number of Application Submissions by Council District





# Water4All Data: Owner vs Tenant Submitting Applications

Owner\_VS\_Tenant ● Owner ● Tenant





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