



Brandon M. Scott
President
Baltimore City Council

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March 3, 2019

Mayor Bernard C. “Jack” Young
City Hall
100 Holliday Street, Room 250
Baltimore, Maryland 21202

Re: Commercial Water Bill Audit

Mayor Young:

It has been over one month since my office requested answers to questions regarding your administration’s failures to send water bills to hundreds of commercial and residential water customers. Over this time period, an audit has uncovered at least 800 accounts or addresses that are still pending investigation into whether water had been accurately billed, if billed at all.

I am disappointed and highly concerned that many of the questions addressed to your administration over a month ago have gone unanswered. Tomorrow, March 4 at 5:00pm, at my request, the Baltimore City Council Legislative Investigations Committee, chaired by Councilmember Kristerfer Burnett (8th District), will hold an oversight hearing to ask your administration a series of questions regarding this major issue.

I request that your administration come prepared with answers to the questions we asked in January, including those listed below:

- How much revenue does the administration estimate the City has lost due to its failure to send out water bills to all customers?
- How many commercial customers have self-reported not receiving a water bill?
- What does the administration think is causing some customers not to receive water bills?
- What solutions – whether legislative or administrative – does the administration propose to fix this issue in order to restore the public’s faith in Baltimore’s water billing system?

Please also come prepared to answer the following questions:

- The Baltimore Sun reports that 800 addresses have been identified by your administration as needing further investigation to determine whether or not they are receiving accurate water bills. Please provide the Legislative Investigations (LI) Committee a list of all of those addresses.
- Please provide LI a list of the 240 addresses that have never received a water bill.

- Please also provide for each address the length of time since the last bill - what month and year.
- Please provide for each address copies of all communications the City received from those addresses with respect to water, wastewater, water bills, wastewater bills, or anything else related.
- Of the 800 addresses needing further investigation, what is the breakdown between residential and commercial customers? Of the 240 that may never have been billed, what is the breakdown between residential and commercial customers?
- The Baltimore Sun reports that residential customers are implicated by this issue. Are you able to provide reassurance to those customers that you will not pursue collections of bills they never received?
- What communication has gone to the residential and commercial customers who have not received a bill or who have received erroneous bills? When did this administration first communicate with them? What is the plan for outreach?

In receiving these questions in advance, I expect that your administration will come prepared with answers for the council and for the residents of Baltimore.

Sincerely,

A handwritten signature in cursive script that reads "Brandon M. Scott".

Brandon M. Scott
President
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