

BALTIMORE ALARM & SECURITY, INC.

5314 REISTERSTOWN ROAD * BALTIMORE, MARYLAND 21215 * (410)-358-8600

September 6, 2025

Baltimore City
Balt 311 Service

To Whom It May Concern,

We are trying to get our water shut off (completely) so our plumbing contractor can make a new solder pipe connection to the incoming water line. After 3 requests we still have a slow drip, drip of water coming in through the water line.

Our plumber has advised that unless the pipe is 100% dry they will not be able to solder the pipe connection. The pipe is now cut and our water service has been off for a week.

We put in a request number 25-00754007 on 9-2-25 for water turn off. This request was completed but water continues to drip in.

We put in a 2nd request number 25-00765179 on 9-5-25. This was marked closed but still the same drip.

Our plumber advised that the water meter is defective as water continues to flow at a slow drip even when the valve is turned off at the meter. (9-5-25).

I called the 311 service and I was advised the I needed to put in a water meter leak request for this. (Not a water turn off). I put in the water meter leak request number 25-00765853 on 9-5-25. This request was marked closed on 9-5-25 at 6:45 pm.

I checked the incoming water line in the basement in the morning on 9-6-25. Still the same drip is coming in. We have a bucket under this pipe to catch the water and the bucket was full to the top from the slow drip.

Our plumbing contractor (Catons plumbing) advises that they can not make a connection until the pipe is completely dry.

I attached pictures of the pipe with the drip and the full bucket beneath it from the morning on 9-6-25.

Please replace the water meter so the water service can be completely turned off. We are not able to use the building due to the water being off.

Thank you and Kind regards.
Sincerely,

Jeff Cohen,
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