

## Adjustment Request for 2655 Dulany St

3 messages

**Harcum, Lachonne (DPW)** <Lachonne.Harcum@baltimorecity.gov>  
To: "baltimoregroup1llc@gmail.com" <baltimoregroup1llc@gmail.com>

Wed, Sep 10, 2025 at 12:44 PM

Good afternoon,

Your request for a billing adjustment has been reviewed. We are unable to grant an adjustment in this case. While the account remains active, water service at the property is currently turned off, which prevents us from verifying that the reported repair has been completed. Verification of the repair is required before an adjustment can be processed.

Our records show water usage only between March 15, 2025, and March 19, 2025. After that date, no further consumption was recorded, and meter technicians have confirmed that water service is off. For an adjustment to be considered, water service must be on and usage must reflect normal activity following the repair.

Best regards,



Brandon M. Scott  
Mayor



Matthew W. Garbark  
Acting Director

**Lachonne Harcum (Pronouns:  
She/Her)**

**Customer Care Analyst III**  
**Baltimore City Adjustments Team Lead**

Baltimore City Department of Public Works  
[200 North Holliday Street](#)  
[Baltimore, Maryland 21202](#)  
[Office: \(410\) 396 - 5398](#)

*"To be a strong proponent and protector of our  
environment and the health and vitality of our  
communities" – DPW Vision Statement*

[Website](#) | [Twitter](#) | [Facebook](#) | [NextDoor](#) | [Youtube](#)

**Juan Correa** <baltimoregroup1llc@gmail.com>  
To: "Harcum, Lachonne (DPW)" <Lachonne.Harcum@baltimorecity.gov>

Mon, Sep 22, 2025 at 1:11 AM

Hi Lachonne,

Will you please confirm that the supply valve at the water meter is turned on at 2655 Dulany Street? I tried turning on the water in the house on 20 Sept 2025 and it appears that the water is shut off at the water meter. When might this be done so I can be present? I am not available on either 23 nor 30 September 2025. Thank you for your help.

v/r,  
Juan Correa

On Wed, Sep 10, 2025 at 12:44 PM Harcum, Lachonne (DPW) <Lachonne.Harcum@baltimorecity.gov> wrote:

Good afternoon,

Your request for a billing adjustment has been reviewed. We are unable to grant an adjustment in this case. While the account remains active, water service at the property is currently turned off, which prevents us from verifying that the reported repair has been completed. Verification of the repair is required before an adjustment can be processed.

Our records show water usage only between March 15, 2025, and March 19, 2025. After that date, no further consumption was recorded, and meter technicians have confirmed that water service is off. For an adjustment to be considered, water service must be on and usage must reflect normal activity following the repair.

Best regards,



Brandon M. Scott

Mayor



Matthew W. Garbark

**Lachonne Harcum (Pronouns:  
She/Her)**

**Customer Care Analyst III**

**Baltimore City Adjustments Team Lead**

Baltimore City Department of Public Works

200 North Holliday Street

Baltimore, Maryland 21202

Office: (410) 396 - 5398

Acting Director

*"To be a strong proponent and protector of our environment and the health and vitality of our communities" – DPW Vision Statement*

[Website](#) | [Twitter](#) | [Facebook](#) | [NextDoor](#) | [Youtube](#)

**Harcum, Lachonne (DPW)** <Lachonne.Harcum@baltimorecity.gov>  
To: Juan Correa <baltimoregroup1llc@gmail.com>

Mon, Sep 22, 2025 at 9:31 AM

Good morning,

To have the services turned back on, please call 311.

Thank you,



Brandon M. Scott

Mayor



Matthew W. Garbark

Acting Director

**Lachonne Harcum (Pronouns:  
She/Her)**

**Customer Care Analyst III**

**Baltimore City Adjustments Team Lead**

Baltimore City Department of Public Works

200 North Holliday Street

Baltimore, Maryland 21202

Office: (410) 396 - 5398

*"To be a strong proponent and protector of our environment and the health and vitality of our communities" – DPW Vision Statement*

---

**From:** Juan Correa <[baltimoregroup1llc@gmail.com](mailto:baltimoregroup1llc@gmail.com)>  
**Sent:** Monday, September 22, 2025 1:12 AM  
**To:** Harcum, Lachonne (DPW) <[Lachonne.Harcum@baltimorecity.gov](mailto:Lachonne.Harcum@baltimorecity.gov)>  
**Subject:** Re: Adjustment Request for 2655 Dulany St

**CAUTION:** This email originated from outside of Baltimore City IT Network Systems.

**Reminder:** DO NOT click links or open attachments unless you recognize the sender and know that the content is safe. Report any suspicious activities using the Report Phishing Email Button, or by emailing to [Phishing@baltimorecity.gov](mailto:Phishing@baltimorecity.gov)

Hi Lachonne,

Will you please confirm that the supply valve at the water meter is turned on at [2655 Dulany Street](#)? I tried turning on the water in the house on 20 Sept 2025 and it appears that the water is shut off at the water meter. When might this be done so I can be present? I am not available on either 23 nor 30 September 2025. Thank you for your help.

v/r,

Juan Correa

On Wed, Sep 10, 2025 at 12:44 PM Harcum, Lachonne (DPW) <[Lachonne.Harcum@baltimorecity.gov](mailto:Lachonne.Harcum@baltimorecity.gov)> wrote:

Good afternoon,

Your request for a billing adjustment has been reviewed. We are unable to grant an adjustment in this case. While the account remains active, water service at the property is currently turned off, which prevents us from verifying that the reported repair has been completed. Verification of the repair is required before an adjustment can be processed.

Our records show water usage only between March 15, 2025, and March 19, 2025. After that date, no further consumption was recorded, and meter technicians have confirmed that water service is off. For an adjustment to be considered, water service must be on and usage must reflect normal activity following the repair.

Best regards,



Brandon M. Scott

Mayor



Matthew W. Garbark

Acting Director

## Lachonne Harcum (Pronouns: She/Her)

**Customer Care Analyst III**

**Baltimore City Adjustments Team Lead**

Baltimore City Department of Public Works

200 North Holliday Street

Baltimore, Maryland 21202

Office: (410) 396 - 5398

*"To be a strong proponent and protector of our  
environment and the health and vitality of our  
communities" – DPW Vision Statement*

[Website](#) | [Twitter](#) | [Facebook](#) | [NextDoor](#) | [Youtube](#)