



Jen B <jennbertrand@gmail.com>

DISPUTE & REQUEST FOR ACCOUNT REVIEW – 107 N Rose St

3 messages

Jen B <jennbertrand@gmail.com>
To: dpw.billing@baltimorecity.gov

Wed, Jan 21, 2026 at 2:59 PM

To Whom It May Concern:

My name is Jennilee Bertrand and I am the property owner of 107 N Rose St, Baltimore MD 21224.

I am submitting a formal administrative dispute regarding the water account associated with this property.

The account was the responsibility of the tenant, Marley Peacock, under the lease. The balance has accumulated to approximately \$3371.55 to date without any notice to me as the property owner. I did not receive delinquency notices, owner notices, shut-off warnings, or any escalation communications, despite the balance exceeding standard thresholds of \$250.

I am requesting a full account review and audit, including:

1. Complete billing and payment history
2. Copies of all delinquency and shut-off notices
3. Copies of any owner notifications sent
4. Internal escalation or shut-off logs
5. The policy governing owner notification and shut-off for delinquent balances
6. An explanation for why service was not terminated or flagged

Please confirm receipt of this dispute and advise of next steps.

Thank you,

Jennilee Bertrand

Jen B <jennbertrand@gmail.com>
To: dpw.billing@baltimorecity.gov

Wed, Feb 11, 2026 at 11:28 AM

Hello,

I am following up on this response since it has been three weeks since I submitted this request and I have not received a response.

Please advise.

Jen

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Jen B <jennbertrand@gmail.com>
To: dpw.billing@baltimorecity.gov

Tue, Feb 17, 2026 at 1:24 PM

Hello,

Again following up on this, please let me know know if my request is being worked on, thank you!

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