

Don't Get Scammed!

With the increase in unsolicited phone calls and mailings these days, WSD wants you to know the following:

- WSD employees drive white trucks with the Calvert County seal on the doors and county government license plates.
- WSD employees wear blue shirts/sweatshirts with their name and/or Department of Public Works, Water and Sewerage embroidered on them.
- WSD employees can provide county-issued identification upon request.
- WSD employees will never visit your home to demand payment or money. Payments are accepted by mail, online or at the Calvert County Treasurer's office.
- The WSD will not send out unsolicited mailings promoting insurance policies for your home's plumbing.
- If you are ever unsure about a WSD employee or work being performed on your property, please call the WSD office at 410-535-1600, x2211.
- If you suspect that someone is unlawfully posing as a WSD employee, do not allow them access to your property and call your local police department.



Contact Information

Billing/Customer Service

(Monday-Friday, 8:30 a.m.-4:30 p.m.)

County Services Plaza, Suite 205
410-535-1600, ext. 2211
waterandsewerage@calvertcountymd.gov

Outage/Service

(Monday-Friday, 8 a.m.-4 p.m.)

150 Main St., Prince Frederick 20678
410-535-1600, ext. 2329 or 2554
Fax: 410-414-2498
www.calvertcountymd.gov
After-Hours Emergencies
410-535-3491

Payment/Remittance Address

Calvert County Treasurer
Water and Sewerage Division
P.O. Box 2869, Prince Frederick

Sign up for the Calvert County ALERT notification system and learn about emergency service interruptions. Phone calls go out to all affected residents who are on the registry.

Follow the Emergency Alerts link at www.calvertcountymd.gov to register.

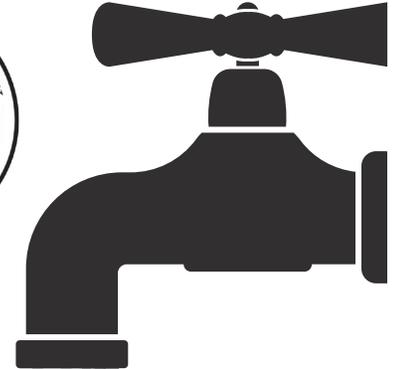
IMPORTANT REMINDER: *The Dowell Post Office closed in April 2019. In order to ensure you continue to receive communications from our division, please contact Calvert County Water & Sewerage at waterandsewerage@calvertcountymd.gov or 410-535-1600, ext. 2211 to update your address and/or contact information.*



JUNE 2019

Billing and Service Information

For Calvert County Water and Sewer Customers



Water and Sewer Rates

Quarterly rates adopted by the Board of County Commissioners, effective Jan. 1, 2018, are still in effect.

Bay Restoration Fee	\$15
Base Water Rate	\$55.51 per EDU*
Base Sewer Rate	\$111.35 per EDU*
Variable Water Rate	\$2.74/1,000 gallons
Variable Sewer Rate	\$5.91/1,000 gallons
Fixed Sewer Rate**	\$176.36
Grinder Pump	\$45

* Equivalent Dwelling Unit ** Twin Beaches only

Billing Information

Quarterly bills are mailed on or about the first business day of January, April, July and October. Please call the billing office to request a bill copy if it is not received by the 10th of the month. Payments are due at the end of the billing month, by January 30, April 30, July 30 and October 30. Accounts not paid in full by the due date will be assessed late payment penalties.

Prepayment

Bill payment installments are welcomed. The account must be fully paid by the final due date to avoid interruption of service.

Automated Clearing House (ACH Payments)

The automated payment form located online allows the county to deduct your bill directly from your checking account each quarter.

Online Credit Card Payments

A credit card payment option is available for online payments only. For instructions, please visit www.calvertcountymd.gov/billpay and click the online portal link under Credit Card Payments.

Online Bill Pay

Online bill pay is available through many banks. Please check with your bank for details. Note that this form of payment may take longer than others. Allow two weeks from the online request date for the county to receive payment.

Delinquent Bills and Hang Tags

Delinquent bills are mailed within one week after payment is due. Door knob hang tags are distributed prior to termination of service for non-payment. Customers who do not receive a delinquent bill and/or hang tag are still responsible for making a payment to avoid service disruption.

Shut-offs

Service shut-offs will occur no sooner than two weeks after the bill due date. Accounts must be paid in full before service will be restored.

If payment is made and posted to the account before 2 p.m., service will be restored the same day. If payment is made after 2 p.m., service will be restored the following business day. Any account not paid by noon the business day prior to shut-offs will incur an additional \$35 fee.

Inaccessible Meters

Water meters must be accessible to county personnel. If a water meter is inaccessible, the property owner will be required to pay for relocating or uncovering the meter.

Property Lien

A lien is imposed by law upon a property to secure the past due payment. Water and/or sewer accounts that meet the following criteria will be subject to collection through the county's quarterly lien process beginning 45 days after the bill due date:

- Active water and/or sewer accounts with an unpaid balance of \$300 or more
- Closed water and/or sewer accounts with an unpaid balance of any amount

A \$15 lien release fee will be applied to the account. Property owners will be sent a copy of the lien advising them of the amount and the appropriate steps that must be taken to release the lien.

Did you know ...

- You can make weekly, bi-weekly or monthly payments on your account to avoid having to pay a larger quarterly bill.
- Leaky toilets can waste up to 6,000 gallons of water per month. Check your toilets occasionally by placing a small amount of food coloring or a Kool-Aid packet in the tank. Wait 15-20 minutes and check the bowl for color. If the color has moved into the bowl, you have a leak.

What Not to Flush

Did you know that whether waste goes down the kitchen sink or the toilet, it all goes into the sewer system? In order to keep our sewer system running as it should, there are a number of items that should not be flushed or sent down the drain such as diapers, cleaning/baby wipes (even those labeled "flushable"), paper towels, disposable contact lenses, cigarette butts, cat litter/animal waste, hair clippings, sand, small animals, chemicals, medication, dental floss, toothpicks, toys (or anything made of plastic) and cloths.

The only items that should be flushed down the toilet are human waste and toilet paper. Fats, oils and grease that travel down the drain and into the sewer system harden as they cool and cause blockages in sewer pipes. This can lead to sewage backups in your home, yard or neighborhood. These items are best disposed of by letting them harden in a container and putting them in your garbage.

Water and Sewer Division Recognized at June 4 Board of County Commissioners Meeting

Toni Zinn was recognized as Employee of the Month for May. Toni began as the executive administrative aide for WSD in July 2018 and immediately began implementing processes to improve office functionality and efficiency. Her work ethic and great attitude can be seen in the excellent service she provides daily to our customers.

The Team Excellence award was presented to nine employees who worked to repair a sewer main leak in Solomons on March 14, 2019. This team persevered through difficult and unpleasant conditions to repair the sewer leak while maintaining service to all WSD customers. Team members included Travis Bailey, Ryan Bowen, Mike Harrington, James Joachim, Aaron Junior, Brian Kontra, James Ritter, Stefon Ryan and Bobby Thomas.