

View Your Bills Online!

Set up an online account to view payment, billing and usage history and current balance due online. Customers can also make payments with a credit card or through PayPal.

To create an account, customers can visit www.calvertcountymd.gov/billpay. Under Credit Card Payments, select the 'online portal' link then the 'activate your account here' link. Select 'Utility Bill' from the drop down.

Fill in the requested information:

- Account Number: XXXXXXXXXXX-XX
- Property Address: This is the 'service location' field on your bill, located below the mailing address (all capital letters, do not include city, state or zip)
- Customer Name: Located above the mailing address on your bill (last name first, all capital letters)

All information must be entered exactly as it appears on your bill!

Making Payments

Did you know that you can make payments towards your water/sewer bill? Pre-payments are accepted by the Treasurer's office and can be made weekly, bi-weekly or monthly. Pre-payments will be applied to your quarterly bill once it is generated. This is a great way to budget ahead for your quarterly bill. The quarterly bill must be paid in full by the payment due date to avoid late fees.

If you are having difficulty setting up the online bill payment feature, please contact billing/customer service at 410-535-1600, ext. 2211.

Contact Information

Billing/Customer Service

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

County Services Plaza, 150 Main St., Suite 205
Prince Frederick 20678
410-535-1600, ext. 2211
waterandsewerage@calvertcountymd.gov

Outage/Service

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

County Services Plaza, 150 Main St.,
Prince Frederick 20678
410-535-1600, ext. 2554 or 2329
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

Stay Informed of Emergency Service Disruptions

Calvert County's ALERT notification system alerts county residents of emergency and non-emergency information, including water and sewerage service disruptions. To sign up for water and sewerage alerts, please visit www.calvertcountymd.gov/alerts and choose the 'Water Outages' option under 'Community Alerts.'

IMPORTANT REMINDER: Is your contact information on file with us? We often need to contact customers who have high water usage or if a leak has been noticed on private property. Please contact the Water and Sewerage Division billing office to ensure the mailing address, phone number and email address on file are correct.



JULY 2020

Billing and Service Information

For Calvert County Water and Sewer Customers



Sign up for
emergency notifications.
More info on back!

Cost-Saving Measures

Recent maintenance and upgrades at the Solomons Wastewater Treatment Plant (SWWTP) resulted in energy and cost savings for Calvert County and its citizens. Rather than outsource the work, employees of the Calvert County Department of Public Works, Water and Sewerage Division cleaned, replaced and inspected equipment, including 758 air diffusers and removing 3 feet of accumulated grit from the reactor which treats wastewater to make it suitable for discharge.

Completing the project in-house, over a period of three weeks, saved the county and its citizens approximately \$120,000 in labor costs and provided employees with valuable equipment maintenance experience. The SWWTP, built in 1984, treats nearly 500,000 gallons of sewage per day.

Welcome!

Join the Department of Public Works, Water and Sewerage Division in welcoming Kerry Dull, the newly appointed director of Public Works. Welcome, Kerry!

To Our Customers

Calvert County's Department of Public Works, Water and Sewerage Division understands that COVID-19 has required many of our customers to shelter in place, and your usage may have increased which will result in a higher quarterly bill. Also note any unpaid balances from previous quarters will carry forward and accrue on your overall balance. Please contact the billing office with any questions regarding your bill.

2019 Annual Calvert County Water Quality Report

The annual Calvert County Water Quality Report will be available online beginning July 1, 2020. This report contains information about the source and quality of the drinking water supplied through Calvert County's public water systems.

To view the report, visit www.calvertcountymd.gov/waterqualityreport. To request a printed copy, please call 410-535-1600, ext. 2329 or 2554.

MDE's Water Supply Program Needs Your Help!

MDE's Water Supply Program strives to ensure safe and sustainable supplies of water for Maryland's 5.7 million residents. As part of this program, random Calvert County public water customers will receive a sampling kit left at their residence with instructions on how to collect and return the sample. Collected water samples will be tested for lead and copper and results will be included in Calvert County's annual Water Quality Report.

Quick Ways to Improve Water Quality in Your Home

Below are a few quick and low to no-cost upgrades and improvements that can help improve the quality of your drinking water:

- Check your plumbing – pipes corrode as they age, if you live in an older home have your plumbing inspected for signs of corrosion.
- Clean or replace your faucet aerators and filters – buildup on aerators or filters can affect water quality, pressure and taste. Make sure to follow manufacturer's instructions for replacement.
- Drain your water heater – draining the water heater tank removes the accumulated metals, sediment and bacteria that can build up inside the tank and can also improve water pressure.
- Flush your pipes – water sitting in pipes can become stagnant. Run the water for a few minutes to flush out any debris or stagnant water.



Way to go Calvert County! We have surpassed our 2010 Census self-response rate! The responses from this crucial count can impact a number of things in our county such as funding for schools, emergency services and health care.

It's never been easier to respond to the census, whether online at 2020census.gov, over the phone or by email. It's important, safe and confidential and it only takes a few minutes.

2020 Billing Schedule

Gov. Hogan issued an executive order on March 5, 2020 stating Maryland utility and service providers cannot terminate services or charge fees for late or untimely payments. In response to this order, your water service will not be turned off due to non-payment and late fees will not be applied while this order is in effect.

	Bill Delivery (first week of)	Payment Due Date	To avoid shut off, pymt must be recd by	Unpaid accounts will be shut off
Q1 Jan- March	April	April 30	May 22 noon*	Wk. of May 26
Q2 April - June	July	July 30	Aug. 21 noon*	Wk. of Aug. 24
Q3 July - Sept.	Oct.	Oct. 30	Nov. 13 noon*	Wk. of Nov. 16
Q4 Oct. - Dec.	Jan.	Jan. 30	Feb. 19 noon*	Wk. of Feb. 22

Late fees are assessed the day following payment due date.

** A \$35 reconnection fee is charged to accounts with a balance over \$35 after noon on this date.*

Accounts must be paid in full prior to service reconnection.

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

** Equivalent Dwelling Unit*

*** Twin Beaches only*