

Customer Payment Assistance

Southern Maryland Tri-County Community Action Committee (SMTRCCAC) has resources to help pay qualified applicants pay their utility bill. Please check out www.smtccac.org/ohcp or contact SMTRCCAC at 301-274-4474.

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

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.

Contact Information

Billing/Customer Service

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

Community Resources Building, 30 Duke Street
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.'

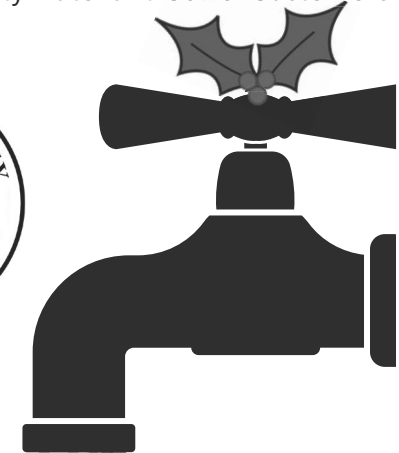
IMPORTANT REMINDER: Is your contact information on file with us? We often need to contact customers who have high water usage or if a leak has been noticed on private property. Please contact the Water and Sewerage Division billing office to ensure the mailing address, phone number and email address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



DECEMBER 2020

Billing and Service Information

For Calvert County Water and Sewer Customers



Sign up for
emergency notifications.
More info on back!

To Our Customers

We approach holiday celebrations this year in unusual circumstances. Our traditional family and community gatherings may look a bit different due to the pandemic. Calvert County's Department of Public Works, Water and Sewerage Division wishes our customers a safe and joyous holiday season and a happy new year.

We understand that COVID-19 has required many of our customers to remain at home, 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.

Welcome!

Join the Department of Public Works, Water and Sewerage Division in welcoming Operations Superintendent Christopher Hall and Utility Billing and Compliance Manager Toni Zinn. Welcome, Christopher and Toni!

2019 Annual Calvert County Water Quality Report

The annual Calvert County Water Quality Report is available online. 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.

Tips to Get Ready for Winter

1. Prepare for freezing pipes if you are traveling
2. Turn off exterior faucets
3. Seal gaps and cracks
4. Window and door weather stripping



Call Before You Dig!

Did you know that some underground utilities are buried just a few inches below the surface? Hitting one of these lines – gas, electric, communications or public water and sewer – can result in disruption of service, injuries and/or costly repairs.

Miss Utility and 811 provide free line locating services for residential and commercial projects. A line locate request should be placed with Miss Utility or 811 at least two (2) days before the start of your project. The request will be distributed to all local utility providers who will mark the underground lines in the project area. Miss Utility and 811 will not mark privately owned underground lines such as invisible fencing, sprinkler systems, or water and sewer pipes from the meter to your home.

Whether a large-scale construction project or just planting a few trees, a quick call can potentially prevent utility or property damage. Please call or visit the websites below to find additional information or place a request:

Miss Utility
800-257-7777
www.missutility.net

811
www.call811.com

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.

Continuously Improving

The Water and Sewer Division continually works to make improvements and upgrades to the county's public water and sewer system. Two recent projects are highlighted below:

Chesapeake Heights

The Chesapeake Heights water tower is in the process of being upgraded. The interior is being refinished and the exterior will be cleaned and repainted. This project will continue until the end of January, weather dependent.

The Highlands

Plans to upgrade the Highlands water tower are scheduled to begin in February 2021. The upgrade plans are to refinish the interior. The exterior will be cleaned and repainted. This project will continue until the end of March, weather dependent.

Effective January 1, 2021

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.

Water & Sewer Fund <i>(rates shown do not include the Maryland Bay Restoration Fee)</i>	2020 FY 20/21	2021 FY 21/22	Quarterly Rate Increase
Base plus Variable Rates			
Base water rate per EDU	\$55.51	\$59.34	\$3.83
Variable water rate per 1k gal	\$2.74	\$2.92	\$.18
Base sewer rate per EDU	\$111.35	\$119.03	\$7.68
Variable sewer rate per 1k gal	\$5.91	\$6.32	\$.41
Fixed Rate - Unmetered Sewer			
Base rate per EDU	\$176.36	\$182.21	\$5.85
Base plus Variable Rates - Water & Sewer			
Base rate per EDU	\$166.86	\$178.37	\$11.51
Variable rate per 1k gal	\$8.65	\$9.24	\$.59