

# ON TAP



## SEPTEMBER 2021

### Reminders

- If you are having difficulty paying your utility bill due to COVID-19, please contact the resources found in this brochure for assistance.
- Customers are responsible for providing access to water meters. Obstructions (flower beds, vehicles, etc.) must be cleared for meter reading.
- Customers are responsible for providing Water & Sewer employees access to indoor meters.
- Third and final delinquent notifications (shut-off notices) will be sent by mail.

### Contact Information

#### Billing/Customer Service

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

Community Resources Building  
30 Duke St., Prince Frederick 20678  
410-535-1600, ext. 2211  
WSBilling@calvertcountymd.gov

#### Outage/Service

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

Community Resources Building  
30 Duke St., Prince Frederick 20678  
410-535-1600, ext. 2554 or 2329  
waterandsewerage@calvertcountymd.gov  
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

### Billing

#### Making Payments

The Water & Sewer Office does not offer any payment plans; however, you can make payments towards your water/sewer bill prior to the payment due date. Prepayments are accepted by the Treasurer's office and 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.

Water & Sewer Fund		2021
<i>(rates shown do not include the Maryland Bay Restoration Fee)</i>		<i>(FY 21/22)</i>
<b>Base plus Variable Rates</b>		
Base water rate per EDU		\$59.34
Variable water rate per 1k gal		\$2.92
Base sewer rate per EDU		\$119.03
Variable sewer rate per 1k gal		\$6.32
<b>Fixed Rate - Unmetered Sewer</b>		
Base rate per EDU		\$182.21
<b>Base Plus Variable Rates - Water &amp; Sewer</b>		
Base rate per EDU		\$178.37
Variable rate per 1k gal		\$9.24

### Customer Payment Resources

Southern Maryland Tri-County Community Action Committee (SMTCCAC) has resources to help qualified applicants pay their utility bill. Please visit [www.smtccac.org](http://www.smtccac.org) or contact SMTCCAC at 301-274-4474. Additionally, local help may be available for qualified applicants. Contact the following resources to inquire:

- Calvert County Dept. of Community Resources - 410-535-1600, ext. 2460
- Calvert County Dept. of Social Services - 443-550-6900
- Lifestyles of Maryland - 866-293-0623

### 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 (there is a 3% fee to pay through the eGov portal).

To create an account, customers can visit [www.calvertcountymd.gov/billpay](http://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.



# Continuously Improving

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

- **Solomons Headworks Upgrades**

Sitework is underway for this project.

- **Chesapeake Heights/Dares Beach**

The Water Main Replacement and Water System Merge Projects are underway.

- **Industrial Park Upgrades**

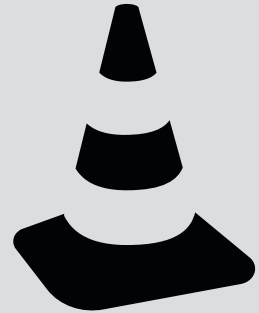
Completion of the Water Station Improvement Project is expected by the end of summer.

- **Windy Hill**

Water tower upgrades are scheduled to take place in September. Upgrades included refinishing the interior and cleaning and repainting the exterior.

- **Cross Point**

Water tower upgrades are scheduled to take place in September and will continue into October. Upgrades include refinishing the interior and cleaning and repainting the exterior. Reminder: Fire hydrants in the tower sections are placed out of service when the tower is drained during tower upgrades.



## 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](http://www.calvertcountymd.gov/alerts) and choose the 'Water Outages' option under 'Community Alerts.'

## Is your contact information up to date?

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.

