



Calvert County News

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FOR IMMEDIATE RELEASE

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New Online Utility Portal Set to Streamline Billing for Calvert County Water & Sewer Customers

PRINCE FREDERICK, Md. – Jan. 10, 2025 – Calvert County has launched a new, user-friendly online billing portal designed to make account management easier. The new portal is now available to Water & Sewer customers.

The portal, designed for Calvert County’s more than 5,000 water and sewer customers, offers several new features that will make managing accounts simpler:

- Quick Pay to pay bills without logging in
- Submit service requests directly online
- Mobile-friendly design for easy access on any device
- Access to past bills and consumption history

“The new portal is part of our continued effort to improve service delivery for our customers,” said Public Works Director JR Cosgrove. “By offering greater convenience and improved access, we hope to make it easier for customers to manage their accounts and request service.”

In addition to the new portal, bills will have a new, easier-to-read format.

A new tiered billing structure took effect July 1, 2024. The tiered billing structure charges a lower rate for quantities of water typically needed to support the basic needs of most households, with a progressively higher rate as usage increases. The tiers are as follows:

- Tier 1: 0-4,500 gallons per quarter
- Tier 2: 4,501-18,000 gallons per quarter
- Tier 3: 18,001-108,000 gallons per quarter
- Tier 4: over 108,000 gallons per quarter

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These changes apply only to Calvert County Water & Sewer customers. Residents on municipal systems or those with private well and septic systems will not be impacted. Customers will also be provided detailed instructions and information about the new system in their December bill.

Calvert County has several resources to help Water & Sewer customers stay informed and engaged with news and updates:

- **Payment Center:** Access information about the new Utility Billing Portal at www.CalvertCountyMd.gov/UtilityBilling.
- **Sign Up for Alerts:** Stay updated on Water & Sewer news by signing up for notifications at www.calvertcountymd.gov/WSUpdates.
- **Online Billing Calculator:** Customers can estimate their bill at www.CalvertCountyMd.gov/RateCalculator.
- **Water Conservation Tips:** Learn how to save water and reduce bills at www.CalvertCountyMd.gov/SaveWater.
- **Tiered Billing FAQs:** Answers to commonly asked questions at www.calvertcountymd.gov/WSFAQs.
- **Payment Assistance:** Residents concerned about their ability to make utility payments may be eligible for assistance. The Department of Community Resources can help residents connect with available services: contact community.resources@calvertcountymd.gov or 410-535-1600, ext. 8803, or visit www.CalvertCountyMd.gov/CommunityResources.

For more information, contact the Water & Sewer Billing Office at 410-535-1600, ext. 2211 or email wsbilling@calvertcountymd.gov.

The Calvert County Department of Public Works is committed to providing essential services that maintain and improve the quality of life for residents, including water, sewer, road maintenance and public infrastructure projects.

Find information on Calvert County Government services online at www.CalvertCountyMd.gov. Stay connected with Calvert County Government through the mobile app, newsletters, social media and more at www.CalvertCountyMd.gov/StayInformed.

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