

ON TAP



DECEMBER 2022

Reminders

- The drop box that was previously behind the Calvert County Circuit Courthouse has been moved to the front. Be sure to place payment in the box labeled "Treasurer's Office."
- To sign up for ACH (electronic) payments, email WSBilling@calvertcountymd.gov for a request form and instructions.
- Customers are responsible for providing access to water meters, whether indoor or outside. Obstructions (flower beds, vehicles, etc.) must be cleared for meter reading.
- Third and final delinquent notifications (shut-off notices) will continue being sent by mail. Hang tags will no longer be utilized.

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 20678

Please Note:

In the coming weeks, Calvert County Water & Sewer will be making updates to the service address of several customers so it correctly aligns with what Public Safety has. This may cause issues with the eGov Portal for some customers. If you have an eGov Portal account and are not able to log in, please contact the billing office. Making these updates now will ease the transition to the new billing software in the near future.

Billing

Making Payments (See back page for customer payment resources)

The Water and 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. Post dated checks will not be accepted; submitting a post dated check could result in a delay in payment being made and incur additional penalties and fees. Payments not posted by the due date will incur a penalty of 8% APR. **Any account with a balance as of the shut off date (noted on delinquent bills) will incur a fee of \$35, regardless of whether the water was shut off or not.**

View Your Bills Online

Set up an online account to view payment, billing and usage history and current balance due. 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. 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: XXXXXXXXXX-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 the billing office at 410-535-1600, ext. 2211 or wsbilling@calvertcountymd.gov.

Water and Sewer Rates (rates shown do not include the Maryland Bay Restoration Fee)	2022 (FY 21/22)
Base Plus Variable Rates	
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
Fixed Rate - Unmetered Sewer	
Base rate per EDU	\$182.21
Base Plus Variable Rates - Water and Sewer	
Base rate per EDU	\$178.37
Variable rate per 1k gal	\$9.24



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 for this project has been completed.

▪ 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.

▪ Cross Point

Water tower upgrades are scheduled to take place in the spring. 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.

▪ Solomons/Calvert Town

Relining of sections of the sewer system are underway in Solomons and Calvert Town.

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. Check window and door weather stripping

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 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

- The Low-Income Household Water Assistance Program (LIHWAP) is a new program available statewide that provides Maryland households with financial relief towards water and/or wastewater bills. Eligible households may receive up to \$2,000. LIHWAP funding is limited and applications will be accepted on a first come, first served basis.
- You can apply for LIHWAP assistance online using the consumer portal at mymdthink.maryland.gov. If you are unable to apply online, you may request an application be mailed to you through the service hotline at 1-800-332-6347 or by calling your local Department of Social Services or Office of Home Energy Programs office.

Need the water shut off?

Contact 410-535-1600, ext. 2554 to schedule a time for our meter technician to turn the water off for any plumbing or other reason. Customers (or plumbers, contractors, etc.) should NOT turn off the water; this must be done by a Water and Sewerage employee.

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.

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.'

Now Available Online - Calvert County Water Quality Reports

You can view the 2021 annual Calvert County water quality reports online at www.calvertcountymd.gov/waterqualityreport and select the report for your water system. The reports contain important information about the source and quality of your drinking water. Please call 410-535-1600, ext. 2554 if you would like a paper report delivered to your home.