

# ON TAP



MARCH 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](mailto: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](mailto: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  
[waterandsewage@calvertcountymd.gov](mailto:waterandsewage@calvertcountymd.gov)

[www.calvertcountymd.gov](http://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

## Billing

### Making Payments

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.

### 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
- 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](http://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.

### 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: XXXXXXXXXXXXX
- 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.

## ▪ 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.

### Water and Sewer Rates 2022 (FY 21/22)

*(rates shown do not include the Maryland Bay Restoration Fee)*

#### 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

## 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.'

## Coming Soon

### Calvert County Water Quality Reports

Starting July 1, 2022, you will be able to view the 2021 annual Calvert County water quality reports online at [www.calvert-countymd.gov/waterqualityreport](http://www.calvert-countymd.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.

## Doing work on your home? 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.