

ON TAP



DECEMBER 2021

Reminders

- The drop box that was previously behind the Calvert County Circuit Courthouse has been moved to the front. Be sure to place the 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. Hand 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

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 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. 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.

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.



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**

Upgrades have been completed.

- **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.

Water and Sewer Fund 2021 (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 & 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 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.

