

## 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.

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!

## Making Payments

Did you know that you can make payments towards your water/sewer bill? Pre-payments are accepted by the Treasurer's office and can be made weekly, bi-weekly or monthly. Pre-payments 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.

**If you are having difficulty setting up the online bill payment feature, please contact billing/customer service at 410-535-1600, ext. 2211.**

## Contact Information

### Billing/Customer Service

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

County Services Plaza, 150 Main St., Suite 205  
Prince Frederick 20678  
410-535-1600, ext. 2211  
[waterandsewerage@calvertcountymd.gov](mailto:waterandsewerage@calvertcountymd.gov)

### Outage/Service

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

County Services Plaza, 150 Main St.,  
Prince Frederick 20678  
410-535-1600, ext. 2329 or 2554  
Fax: 410-414-2498  
[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

## 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.'

**IMPORTANT REMINDER:** Is your contact information on file with us? 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.



**APRIL 2020**

## Billing and Service Information

For Calvert County Water and Sewer Customers



Sign up for  
emergency notifications.  
More info on back!

## Improving for Our Customers

The Water and Sewerage Division recently acquired a HURCO VAC300. This hydro excavation tool will allow Water and Sewerage Division technicians to quickly clean debris and mud from valve boxes and meter vaults. It also makes an easy task of excavation for replacement of these boxes and vaults. The VAC300 allows Water and Sewerage technicians to perform work effectively and efficiently while minimizing disturbance to lawns and grassy areas.



## Congratulations!

Water and Sewerage Division wishes Wayne Raither, former Water and Sewerage Division Chief many years of happiness in his retirement. Thank you for all your years of service!

Water and Sewerage Division welcomes James Ritter, former Water and Sewerage Division Operations Superintendent, as the new Division Chief. James brings a wealth of knowledge and experience to his new position. Congratulations, James and Wayne!

## Protecting Our Customers

Water and Sewerage Division is keeping a close eye on water and wastewater issues with regards to the coronavirus. Current information, provided by the American Water Works Association, indicates the virus does not pose a contamination threat to drinking water.

May 3-9, 2020, is National Drinking Water Week! Visit [www.AWWA.org/Events-Education/Drinking-Water-Week](http://www.AWWA.org/Events-Education/Drinking-Water-Week) to learn more.

## April is National Safe Digging Month

Call 811 before beginning your outdoor spring planting or home improvement project. By calling 811, you will be connected to a local call center that will dispatch utility locators to your site to mark underground utilities. Visit [www.call811.com](http://www.call811.com) for additional information.

## Shape Your Future: Starting with the 2020 Census

The 2020 Census will count all residents, of every age, where they live and sleep most of the time on April 1, 2020. Your personal information is private, secure and protected by law, which makes participating in the census an easy, safe and important way to help provide vital resources for our community for the next decade.

For each adult, child and baby not counted, we miss out on about \$18,250 per person in federal funding over the next 10 years. Ensuring that everyone is counted once, only once and in the right place is vital to planning for public health and safety, schools, transportation projects, funding public programs and ensuring equal representation in Congress.

The 2020 Census will ask how many people are living or staying at your home on April 1, 2020; whether the home is owned or rented; your telephone number; the sex, age and race of each person in your home; whether a person in your home is of Hispanic, Latino or Spanish origin; and the relationship of each person in your home. Look for your invitation to be counted and respond online, by phone or by mail. Learn more at [www.CalvertCountyMd.gov/Census](http://www.CalvertCountyMd.gov/Census).



## 2020 Billing Schedule

	Bill Delivery (first week of)	Payment Due Date	To avoid shut off, pymt must be recd by	Unpaid accounts will be shut off
Q1 Jan-March	April	April 30	May 22 noon*	Wk. of May 26
Q2 April - June	July	July 30	Aug. 21 noon*	Wk. of Aug. 24
Q3 July - Sept.	Oct.	Oct. 30	Nov. 13 noon*	Wk. of Nov. 16
Q4 Oct. - Dec.	Jan.	Jan. 30	Feb. 19 noon*	Wk. of Feb. 22

Late fees are assessed the day following payment due date.

\* A \$35 reconnection fee is charged to accounts with a balance over \$35 after noon on this date.

Accounts must be paid in full prior to service reconnection.

## Water and Sewer Rates

Quarterly rates adopted by the Board of County Commissioners, effective Jan. 1, 2018, are still in effect.

Bay Restoration Fee	\$15
Base Water Rate	\$55.51 per EDU*
Base Sewer Rate	\$111.35 per EDU*
Variable Water Rate	\$2.74/1,000 gallons
Variable Sewer Rate	\$5.91/1,000 gallons
Fixed Sewer Rate**	\$176.36

\* Equivalent Dwelling Unit only

\*\* Twin Beaches