

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

## 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.

## Contact Information

### Billing/Customer Service

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

Community Resources Building, 30 Duke Street  
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.)

Community Resources Building, 30 Duke St.,  
Prince Frederick 20678  
410-535-1600, ext. 2554 or 2329  
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.



 **JUNE 2021**

## Billing and Service Information

For Calvert County Water and Sewer Customers



Sign up for  
emergency notifications.  
More info on back!

## To Our Customers

We understand that COVID-19 has required many of our customers to remain at home, and your usage may have increased which will result in a higher quarterly bill. Also note any unpaid balances from previous quarters will carry forward and accrue on your overall balance. *Gov. Hogan's State of Emergency ended June 30, 2021. Our policies regarding delinquent fees and shut-offs will be reinstated beginning July 1. Be sure to pay any monies due by the due date to avoid penalties or shut-offs.* Please contact the billing office with any questions regarding your bill.

## Welcome!

Join the Department of Public Works, Water and Sewerage Division in welcoming the following team members: Account Technician II, Lisa Kreps and Executive Administrative Aide, Summer Roen.

## Calvert County Water Quality Reports

**COMING SOON:** Starting July 1, 2021, you will be able to view the 2020 Annual Calvert County water quality reports online at [www.calvertcountymd.gov/waterqualityreport](http://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.

## Customer Payment Resources

Southern Maryland Tri-County Community Action Committee (SMTCCAC) has resources to help pay qualified applicants pay their utility bill. Please check out [www.smtccac.org/ohelp](http://www.smtccac.org/ohelp) or contact SMTCCAC at 301-274-4474.

Additionally, local help may be available for qualified applicants. Contact the following resources to inquire:

- [Calvertcountymd.gov/renthelp](http://Calvertcountymd.gov/renthelp) – 410-535-1600 ext. 2460
- Calvert County Department of Social Services – 443-550-6900
- Lifestyles of Maryland – 866-293-0623

## Call Before You Dig!

Did you know that some underground utilities are buried just a few inches below the surface? Hitting one of these lines – gas, electric, communications or public water and sewer – can result in disruption of service, injuries and/or costly repairs.

Miss Utility and 811 provide free line locating services for residential and commercial projects. A line locate request should be placed with Miss Utility or 811 at least two (2) days before the start of your project. The request will be distributed to all local utility providers who will mark the underground lines in the project area. Miss Utility and 811 will not mark privately owned underground lines such as invisible fencing, sprinkler systems, or water and sewer pipes from the meter to your home.

Whether a large-scale construction project or just planting a few trees, a quick call can potentially prevent utility or property damage. Please call or visit the websites below to find additional information or place a request:

Miss Utility 800-257-7777 <a href="http://www.missutility.net">www.missutility.net</a>	811 <a href="http://www.call811.com">www.call811.com</a>
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## Quick Ways to Improve Water Quality in Your Home

Below are a few quick and low to no-cost upgrades and improvements that can help improve the quality of your drinking water:

- Check your plumbing – pipes corrode as they age, if you live in an older home have your plumbing inspected for signs of corrosion.
- Clean or replace your faucet aerators and filters – buildup on aerators or filters can affect water quality, pressure and taste. Make sure to follow manufacturer's instructions for replacement.
- Drain your water heater – draining the water heater tank removes the accumulated metals, sediment and bacteria that can build up inside the tank and can also improve water pressure.
- Flush your pipes – water sitting in pipes can become stagnant. Run the water for a few minutes to flush out any debris or stagnant water.

## 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:

**The Highlands:** Water tower upgrades were completed in May. Upgrades include refinishing the interior and the exterior will be cleaned and repainted.

**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:** Water tower upgrades are scheduled for July and will continue into August. Upgrades include refinishing the interior and the exterior will be cleaned and repainted.

**Cross Point:** Water tower upgrades are scheduled for August and will continue into September. Upgrades include refinishing the interior and the exterior will be cleaned and repainted.

**Reminder:** During the completion of tower upgrades when the tower is drained, we place the fire hydrants out of service in the tower sections.

## Water and Sewer Rates

<b>Water &amp; Sewer Fund</b> <i>(rates shown do not include the Maryland Bay Restoration Fee)</i>	<b>2020</b> <b>FY 20/21</b>	<b>2021</b> <b>FY 21/22</b>	<b>Quarterly</b> <b>Rate</b> <b>Increase</b>
<b>Base plus Variable Rates</b>			
Base water rate per EDU	\$55.51	\$59.34	\$3.83
Variable water rate per 1k gal	\$2.74	\$2.92	\$.18
Base sewer rate per EDU	\$111.35	\$119.03	\$7.68
Variable sewer rate per 1k gal	\$5.91	\$6.32	\$.41
<b>Fixed Rate - Unmetered Sewer</b>			
Base rate per EDU	\$176.36	\$182.21	\$5.85
<b>Base plus Variable Rates - Water &amp; Sewer</b>			
Base rate per EDU	\$166.86	\$178.37	\$11.51
Variable rate per 1k gal	\$8.65	\$9.24	\$.59