

*Anne Arundel County  
Department of Public Works*



**Customer Update  
Fall 2000**

**County Places 3rd Nationally in  
Water Top Ops Competition!**

For the second year in a row, County water operators places 3rd nationally in the American Water Works Association (AWWA) Top Ops competition.

The competition was held at AWWA's national convention in Denver, Colorado in June. Contestants are representative teams of water operations personnel from various sections of AWWA. The County team qualified by winning the AWWA's Chesapeake section competition last fall in Ocean City, Maryland.

The Top Ops competition is similar to a college bowl contest. Teams are quizzed with questions about all aspects of drinking water treatment and supply. Points are awarded to the first team with the correct answer.

The County Top Ops team consists of two senior water plant operators, Ed Cope and Scott Harmon and water Operations Supervisor Willie Mayes.

**County Water Wins "Taste  
Challenge"**

Water produced by the County's Water Division won first place for best tasting water at the spring meeting of the Chesapeake Section of the American Water Works Association (AWWA) which was held at the Naval Academy on June 2, 2000.

Water taken from the Crofton Meadows II Water Treatment Plant was entered into the groundwater category and captured the coveted prize.

The Chesapeake Section of the AWWA is comprised of over 70 water utilities in the mid Atlantic region.

**Wastewater Treatment Plants Win  
Gold!**

The Association of the Metropolitan Sewage Agencies (AMSA) has recognized all six of the major treatment plants operated by the Department of Public Works, Bureau of Utility Operations for their anti-pollution efforts.

All six plants have been honored with the Gold Award, which recognizes plants that have achieved 100 percent compliance with their national pollutant discharge permit for the entire calendar year 1999.

Treatment plants receiving the honor include: Cox Creek, Patuxent, Maryland City, Broadwater, Broadneck and Annapolis. The only other plant operated by the County, the Mayo plant, was too small to be considered for recognition.

Of the over 700 AMSA member plants nationwide, only 167 received the gold awarded. The Department of Public Works provides public sewer service to about 75 percent of county households, or 300,000 residents. Congratulations to the employees of the Wastewater Division for a great job!

**Coming Soon.. DPW Kids Discovery  
Club**

DPW will soon be launching the Kid's Discovery Club on the DPW website. This link designed to be both fun and informative, will initially include water conservation tips for children, a tour of the water cycle conducted by Daisy Drop, a coloring page, a water word search and information of the Junior Smart Water Saver Program. This initial stage of the children's section of the DPW site primarily focuses on teaching children about the water cycle and the importance of water conservation. However, stay tuned as plans to expand the Kid's Discovery Club are ready underway!

**Sewer Surcharge Program to Begin**

A new program will begin soon which is designed to recover the additional cost of treating high strength wastewater discharged to the public system. The Sewer Surcharge Program will affect between 750 and 800 commercial and industrial customers, mostly restaurants.

As a self-supporting enterprise, the County's utility system is paid for by user fees and charges. Current wastewater charges are based on the cost to treat residential strength wastewater. To make the user charges and fees more equitable this program is intended to recover the additional expense of treating

the higher strength wastewater produced by some commercial and industrial customers. Affected customers have been notified by mail and public meetings were held in August to explain the program and answer questions. For more information, contact Customer Relations at 410-222-7582.

**Engineers Win National Award**

Congratulations to DPW's Bureau of Engineering for winning the American Public Works Association's *Public Works Project of the Year* for 2000. The winning project is the new Anne Arundel County Circuit Courthouse in Annapolis. DPW representatives accepted the award at the APWA's annual Awards Recognition Ceremony held in conjunction with the 2000 International Public Works Congress and Exposition in Louisville, Kentucky on September 11.

**Dredging Project Update**

The Bureau of Engineering has announced the completion of four dredging projects in FY2000. The projects include: White's Cove, which is a tributary of Rock Creek in Pasadena. Dredging was performed near the headwaters of the cove. Whitehall Canal, which is a man-made canal, is a tributary of Whitehall Creek and Whitehall Bay in the St. Margaret's area. Larkington Cove in the Mayo area is a tributary of Brewer Creek and the South River. Dredging was performed at the mouth of the cove. At Oyster Harbor, material was removed from the mouth of Oyster Creek where it discharges to the Chesapeake Bay. DPW Engineers manage several dredging projects every year throughout the County.

**Chesapeake Bay Environmental Enforcement Coalition...**

The United States Attorney's Office for the District of Maryland and other Federal, State and Local environmental law enforcement agencies view environmental violations as serious threats to the public health and natural resources of the State of Maryland. CBEEC's top priority is protecting the Chesapeake Bay, its tributaries and associated natural resources. If you witness or obtain information concerning a violation of the environmental laws, contact CBEEC at the hotline number 24 hours a day, seven days a week. Emergency calls will be forwarded to a 24 hour manned operations center. Please be as specific as possible about the location and nature of the violation.

Report Environmental Violations to the Hotline

1-800-377-5879

**Helpful Telephone Numbers for The Department of Public Work**

24-hour EMERGENCY service for water, solid and wastewater 410-22

After 3:30 p.m., weekends and holiday EMER Service for stormdrains, roads, traffic lights/s 410-22

For weekday EMERGENCIES (between 7:00 3:30 p.m.) involving stormdrains, roads, or tr. lights/signs, please call the appropriate district. If you do not know what district to call, please call these Customer Relations numbers.

Customer Relations 410-22

General Information 410-22

Billing Information 410-22

Bulk Item Trash Service, Recycling Informatic Collection 410-22

Northern Roads District 410-22

Southern Roads District 410-22

Central Roads District  
Crownsville Yard 410-22

Central Roads District  
Odenton Yard 410-22

**ATTENTION**

For Customers who are connected to the public sewer system to public water, the Department's Metered Sewer Account may be able to save you money. Call Customer Relations 222-7582 if you would like more information.

**Anne Arundel County  
 Department of Public Work  
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