

DEPARTMENT OF PUBLIC WORKS

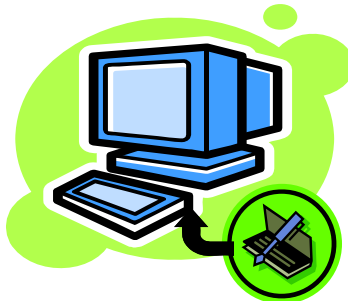
Utility customers can now pay by eCheck!

In addition to on-line banking, Utility customers now have the option of paying by credit card or by eCheck through the County's website.

Detailed instructions for using the eCheck option may be found at <http://www.aacounty.org/EAnneArundel/EChecks.cfm>. The information that will be needed to process an eCheck on line includes:

First and last name
Street address, City, State, Zip Code
Account type (checking/savings)
ABA/Routing number
Account number
Check number

Anne Arundel County has partnered with BankServ to provide this service. BankServ does assess a convenience fee of \$3.00 for each transaction processed. Anne Arundel County receives no money from the convenience fee.



eChecks that are returned as uncollected for any reason will be subject to the County's bad check processing fee of \$25.

The County continues to accept credit card payments (American Express, Mastercard and Discover) via the web as well. The convenience fee assessed for credit card payments is \$1.00 for transactions up to \$35.00 and 3% of the total transaction for payments over \$35.00. The County receives no money from the convenience fee.

The on-line service is real-time information that immediately reflects payments and adjustments on accounts. Through the web site you can view, pay and print out information resulting in quick and easy access for customers.

Understanding your utility bill...

Water and wastewater service is provided by the Bureau of Utility Operations in the Department of Public Works. Utility Operations is a self-supporting public enterprise system which means it receives no tax dollars to operate and must generate revenue to operate from usage fees and charges. Fees are based on the cost to operate and maintain the systems. Following are the basic fees that will appear on most residential bills:

Water and sewer charges are based on consumption as measured by the water meter and multiplied by the applicable rate. There is a flat rate for unmetered (sewer only) accounts. These fees must cover the costs to operate and maintain the public systems.

A 10% EPF (Environmental Protection Fee) is added as a separate line item. This fee reimburses the Utility fund for making environmentally beneficial upgrades to existing facilities, and for rehabilitation and maintenance of the existing infrastructure to maximize its useful life.

The account maintenance fee, another separate line item, pays for the cost to provide billing, meter reading and customer service. This fee is \$3.00 (unmetered accounts) or \$6.00 a quarter (metered accounts).

The State Bay Restoration Fee is \$7.50 per quarter.

This fee is collected for the state and is turned over to the state for Bay restoration and protection.

Further information on the Chesapeake Bay Restoration fee can be found at <http://www.mde.state.md.us/Water/CBWRF/index.asp>.

Information about other service fees can be found at <http://www.aacounty.org/DPW/Utilities/billingserviceFees.cfm>.

For questions about bills, call 410-222-1144, Monday thru Friday, 8:00 a.m. to 4:30 p.m. or Washington, DC line 410-970-8250, Ext.1144.

Sprinkler Systems Another common source of water waste is broken sprinkler heads and/or damaged underground water piping in sprinkler systems.



Sprinkler heads can be easily damaged by lawn mowers, vehicle tires, and wheelbarrows. Watch your system run periodically to check for wet depressions in the grass, sunken areas in the lawn or garden or other indications of excessive running water. Repair leaks quickly to save water and money!



Time for Spring Leak Checks



Leaks waste water and wasted water is money down the drain. Spring is a great time to check for water leaks inside and outside your home. The most common sources of water leaks include:

Toilets Toilet leaks often start slowly and can be silent and costly. Check toilets regularly. Put a couple drops of food coloring in the toilet tank. Don't flush. Wait at least 15 minutes, then check to see if the water in the bowl has changed color. If the color has moved into the bowl, the toilet is leaking. Toilet leaks are most often caused by water running into the overflow tube and/or a warped or cracked flapper. Handy homeowners often fix these types of leaks on their own with parts from a local home improvement center. If you do not know how to fix the leak, it is best to call a plumber.

Faucets Leaky faucets are also a common source of water waste. Check bathroom and kitchen faucets regularly for leaks - including sinks, tubs, showers and utility tubs. Check outside faucets also. Many faucet leaks can be repaired by replacing worn washers. Do-it-yourselfers can easily make this repair. Novices may want to call a plumber or handyman for assistance.

Helpful Telephone Numbers for The Department of Public Works

24-hour EMERGENCY service for water and wastewater (after 3:30 p.m.) ...	410-222-8400
South County...	410-451-4118

After 3:30 p.m., weekends and holiday EMERGENCY Service for stormdrains, roads, traffic lights/signs...	410-222-6120
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For weekday EMERGENCIES (between 7:00 a.m. and 3:30 p.m.) involving stormdrains, roads, or traffic lights/signs, please call the appropriate district office. If you do not know what district to call, please call any of these Customer Relations numbers...

Customer Relations...	410-222-7582
General Information...	410-222-7500
Billing Information...	410-222-1144
Bulk Item Trash Service, Recycling Information, Trash Collection...	410-222-6100
Northern Roads District...	410-222-6120
Southern Roads District...	410-222-1933
Central Roads District...	
Crownsville Yard...	410-222-7940
Central Roads District...	
Odenton Yard...	410-222-6126

During snow emergencies (4" or more) customers in all roads districts please call... 410-222-4040

Anne Arundel County
 Department of Public Works
 2662 Riva Road
 Annapolis, Md. 21401-7374
www.aacounty.org/dpw



Recycled Paper



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