



Anne Arundel County Department of Public Works

2662 Riva Road
Annapolis, MD 21401-7374
www.aacounty.org/dpw

Important Contacts:

(410) 222-8400
24-hour Emergency Service for
Utilities

(410) 222-0600
Office of Emergency
Management

(410) 222-2222
Constituent Services

(410) 222-8050
Police Department

(410) 222-8200
Fire Department

(410) 222-1144
Utilities Billing Information

DPW Water Operations crews prepared for emergencies

The County's 1,200 miles of water mains are most prone to water main breaks in the winter and spring when the ground is more likely to freeze and thaw. Extreme weather changes may result in ground shifts placing increased stress on water mains. Water main breaks can have serious consequences—leaving customers without service and impacting area roadways.

When an emergency event takes place, Water Operations is prepared to quickly respond to minimize disruption to service and any inconvenience to motorists.

- Emergency Service Dispatchers are prepared to take your calls 24 hours a day, 7 days a week. If you see water bubbling up from the ground, running down the roadway, or if you notice a loss of water pressure, contact Emergency Services at 410-222-8400. South County customers should call 410-451-4118 .
- Emergency Service workers will be dispatched immediately to assess the situation and contact the dispatchers to call out the appropriate work crews and equipment.
- More than 30 trained personnel are ready to respond and a fleet of heavy equipment is available to excavate and repair mains.
- When a break occurs, crews will work quickly to minimize the impact to customers and to restore service as soon as possible.
- CASSWORKS, Public Works' computerized work order system, helps Utility Operations track maintenance and repair work and therefore minimizing the need for emergency repairs.
- COUNTYVIEW is another highly technical software which utilizes Geographic Information System computer programming to help workers quickly locate affected infrastructure.



Anne Arundel County Executive
John R. Leopold



Setting realistic expectations...

- When a water main breaks, the water must usually be shut off to some customers to make the repair. Under normal conditions, Utility Operations will attempt to notify customers prior to disrupting service. However, due to the emergency nature of water main breaks, notification may not be possible.
- Workers may have to wait for Miss Utility before performing repair work. Emergency Service personnel respond first and assess the situation, then contact dispatchers to send out the appropriate work crews and equipment. These crews will respond as quickly as possible and can perform some preparation of the work site. However, the work crews cannot excavate to reach the affected infrastructure until Miss Utility has responded and marked other utilities in the area of the break.
- When sediment in the water mains is disturbed by a change in water pressure, some water discoloration may occur for several hours. It may be prudent to limit water usage during this time to avoid staining laundry and dishes. Running cold water for a short period should clear the water. If discoloration continues for an extended period of time, contact Emergency Services.

Please, proceed with caution!

Here are a few tips to stay safe around construction work:

- Be alert for traffic signs, signals and other traffic control devices.
- Watch for workers and equipment. Do not approach work area!
- Consider using alternative routes to avoid the work area.
- Slow down, stay back, be alert and be safe.

Winter tips to protect your home...

Keep your home and family safe and warm this winter by taking a few precautions. Follow these easy tips to protect your home from winter freezes:

- Disconnect hoses from outside faucets.
- Insulate exterior faucets and pipes.
- If your heat will be off any length of time, have DPW shut off your water meter. After the water is turned off, drain the water in the pipe by opening the highest and lowest cold water faucets.
- If your water meter freezes, or if you have a rupture in your pipes, turn off the hot water heater to ensure that the heating element does not burn out. If you cannot turn off your water right away, allow the cold water faucet to trickle to prevent the pipe from freezing.
- During extended freezes, allow the faucet at the highest elevation of your house to trickle. Keep kitchen and bathroom cabinet doors under sinks open to circulate warm air around the pipes.
- To insure proper drainage during winter thawing, keep inlets to storm drains clear so that melting water can enter.
- Keep meter box lids closed to prevent freezing of your water meter and for emergencies, call Emergency Services at 410-222-8400.

