



# Getting to know your water bill

## Anne Arundel County Department of Public Works

2662 Riva Road  
Annapolis, MD 21401-7374  
[www.aacounty.org/dpw](http://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

If you have public water and wastewater service, your bill is determined by the amount of water that has passed through your meter since the last meter reading. Meters are read quarterly. The charge for wastewater is also based on the amount of water that is delivered through the meter to your home. If you only have wastewater service, then your bill is a flat rate charge based on an average use of 24,000 gallons per quarter.

### Your bill may also include the following fees:

#### ***Environmental Protection Fee:***

The Environmental Protection Fee is added to all usage charges (except for accounts in the Mayo Service Area) for both water and wastewater service to recover costs associated with construction, expansion, or improvement to facilities serving existing connected customers.

#### ***Penalty for Late Payment:***

A penalty charge of 10% is assessed on all water and wastewater service charges that are not paid within 30 days of the billed date.

#### ***Account Maintenance Charge***

The Account Maintenance Charge is to cover the cost of meter reading and usage billing.

- For each usage bill based on metered service, the charge is \$6.00.
- each usage bill based on unmetered service, the charge is \$3.00.

#### ***Paying your bill is as simple as a click of the mouse***

Anne Arundel County makes it easy for customers to monitor and pay your utility bills online at [www.aacounty.org](http://www.aacounty.org).

follow us on  
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**The Anne Arundel  
County Department of  
Public Works has found  
a new way to support  
our messages. DPW  
news and updates can  
be found at  
[www.twitter.com/  
AACoDPW](http://www.twitter.com/AACoDPW).**



Anne Arundel County Executive  
John R. Leopold



## Getting to know your water bill continued...

### Bay Restoration Fee

The County collects the Bay Restoration Fund Fee from water or wastewater customers and from improved properties served by on-site septic systems and wells. The fee is paid to the State of Maryland. The funds are used by the State for programs to improve the water quality of the Chesapeake Bay. Additional information on the Bay Restoration Program can be obtained by calling the Maryland Department of the Environment at 410-537-3119 or by accessing the State's website at: [www.mde.state.md.us/](http://www.mde.state.md.us/).

For a residential property with an individual usage account, the charge is \$7.50 per quarter.

### "My usage bill is extremely high. Who do I contact to have it checked?"

Contact Customer Service at 410-222-1144 to have a work order processed for a meter reading verification. Specially trained Customer Service Representatives will be glad to offer their assistance. Questions about DPW's delivered services can be directed to Public Works Customer Relations Unit at 410-222-7582.

## Partnering to improve the health of the Chesapeake Bay...

Homeowners and communities throughout the County are taking action to reduce polluted runoff and prevent it from reaching our waterways. RainScaping techniques include a number of innovative approaches that protect our waterways. These techniques range from simple measures that include installing rain gardens and rain barrels, planting native trees, and replacing hard surfaces with permeable surfaces-to more sophisticated measures such as larger bioretention and green roofs installations. By using these techniques and planting native plants that don't require fertilizers and pesticides, we will improve water quality in our streams, rivers, and the Chesapeake Bay, while creating habitats full of beauty and life where local birds and butterflies will thrive!



## Will you spend \$10 on your home to protect the Chesapeake Bay?

If a downspout from your gutter aims rain water from your roof down your driveway, you can make a simple change for significant improvement of the health of local waterways and the Bay! The water flowing from your driveway runs off into the street -- picking up automobile petroleum products and heavy metals, lawn fertilizers and chemicals, pet waste and trash -- then into the storm drain and unfiltered to your local waterway and to the Bay. The rain water flows down stream, eroding banks and adding sediment to runoff, destroying habitat and creating "dead zones" in the Bay. The amount of rain water you retain on your property -- as nature intended -- is the measure of what you are doing at home to help waterways and the Bay.

You can solve the downspout problem by buying a flexible downspout extension for about \$10. at the hardware store. Attach the extension to the end of the downspout and aim rainwater away from your driveway to trees, shrubs, flower beds, and rain gardens where rain water can soak into the ground and be filtered naturally.

For example, in Crofton, the downspout program "A Turn for the Better" will help reduce roof/driveway runoff for 57 % of the homes, as estimated by a recent survey. A small step with large results for a hour of work. County homeowners can take "A Turn for the Better" to clean up our waterways and the Bay! For more information on RainScaping techniques, visit: [RainScaping.org](http://RainScaping.org).