

Welcome to Anne Arundel County Department of Public Works



Welcome to the family of customers at Anne Arundel County Department of Public Works. Our Bureau of Utility Operations is dedicated to providing you with safe, clean drinking water and to collecting and treating wastewater in the most environmentally safe way possible. We strive to provide responsive customer service and to respect the cost consciousness of our customers.

This brochure contains some frequently asked questions and answers that we have found to be helpful to new customers. We hope you find this information useful. You may also call us at the numbers provided. We will be glad to assist you...

How will I be billed?

Bills are sent to customers quarterly by the Billing Office which is a division of the Office of Finance. Payments may be made by mail or in person at one of the County Cashier offices listed below:

Main office: The Arundel Center
44 Calvert Street, Room 110
Annapolis, Maryland 21402

Glen Burnie office: Anne Arundel
County
Office Building
7320 Ritchie Hwy., 1st floor
Glen Burnie, Maryland 21061

Riva Road office: Heritage Complex
2664 Riva Road, Room 110
Annapolis, Maryland 21401

Pay by Mail:
A.A.Co. Water & Wastewater
P.O. Box 17063
Baltimore, Maryland 21297-0497

Your bill may also contain a newsletter entitled "Customer Update" or other informational material. Please take a few minutes to read this material as it may contain important information related to your water, wastewater or other Public Works delivered services.

How do you determine the amount of my bill?

Bills are determined by the amount of water that has passed through your meter since the last meter reading. Meters are read quarterly. Wastewater is not metered. The amount charged for wastewater is based on the amount of water that is delivered through the meter to your home. You may also notice that the charge for wastewater is higher than water. This is because it is more expensive to treat wastewater than to produce and distribute water. Rates are based on our costs to provide service.

What if I am connected to the public wastewater system, but not the public water system?

Customers with wastewater service only are billed quarterly at a flat rate. The charge is based on the average of 24,000 gallons per quarter for a family of three. If you have less than three people living in your home, only live on the property periodically, or believe you use less than 24,000 gallons of water per quarter, it may be cost effective for you to convert to a metered account. For a brochure explaining metered accounts, contact Customer Relations at 410-222-7582.

What is the environmental protection fee?

This fee, which is 20% of all wastewater charges, is used to cover the cost of building, expanding and maintaining water and wastewater treatment plants that service the existing connected customers.

If my payment is late, is there a late fee?

If payment is not received by the net due date, a 10% late fee is added to the bill.

What happens when you can't read the meter?

Sometimes our meter readers may not be able to read your meter. This happens for a number of reasons such as inclement weather, inaccessibility, or utility work. In these rare cases, the Office of Finance will estimate your consumption based on your history of usage. The estimate is based on last year's bill during the same time period. This is because usage tends to vary at different times of the year, but remain constant for the same time period from year to year. If you have an estimated bill it will be indicated on the bill by an "E" after the meter reading date.

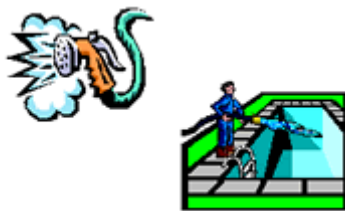
Meters are read approximately every 90 days. If you have an estimated bill, your next bill will reflect your actual consumption based on the next reading. We prefer not to estimate your bills and make every attempt to read your meter, however, circumstances sometimes make this difficult to accomplish. Your help in keeping your meter accessible is one way to help our meter readers keep estimated bills to a minimum.

If I water my lawn and gardens in the summer, how will it affect my bills?

If you water your landscape and gardens, be prepared for a higher than normal bill. Outdoor water use can add up quickly. Residents are often unaware of the large volume of water used, especially with an underground irrigation system.

The County recognizes that outdoor water use increases in the summer months and that some of the water used outdoors does not return to the public wastewater system. Therefore, the County instituted an "excess use credit" for residential users, which is applied to the first quarter usage (July, August, September).

The excess use credit is a deduction from the wastewater portion of the utility bill. When the water consumption in the first quarter of the fiscal year exceeds 120% of the average for the previous three quarters, the resident's wastewater charge is reduced by 50% of the amount over 120%.



What if I fill my swimming pool?

The wastewater portion of the can be adjusted when water is used to fill a swimming pool. Call the Billing Office Customer Service staff at 410.222.1144 and ask for a "Pool Credit Application". A field representative will verify size and volume as well as corresponding increase in consumption. One pool adjustment will be made annually. No additional adjustments will be made to top off pools or for refills due to leaks.

What do I do if I have a billing problem or question?

If you have lost your bill, have moved, cannot afford to pay your bill all at one time or your bills seems out of line compared to previous bills, contact the Billing Office's Customer Service Unit at 410.222.1144 for assistance. Thoroughly trained and experienced customer service representatives will be glad to assist you.

What if I have a problem with my water or wastewater service?

Call the Bureau of Utility Operations Emergency Services at 410.222.8400 (or 410.451.4118 in South County) before calling a plumber. Utility crews will be dispatched to investigate the situation and either take corrective action or recommend a course of action. Our service is available 24 hours a day. Calling us first could save you the unnecessary expense of a plumber.

What can I do to save money on my utility bill?

Water is a precious but limited resource. Although we have an abundant supply in Anne Arundel County, to insure that supply lasts well into the future, the Department of Public Works encourages everyone to be responsible consumers of water and to practice water conservation. Once of the largest water wasters are leaking plumbing such as toilets and spigots. Be leak conscious. Check for leaks often and repair leaks promptly. For more information on water conservation, contact Customer Relations at 410.222.7582.

Anne Arundel County
Department of Public Works
2662 Riva Road
Annapolis, Md. 21401

A Message from Customer Relations

We are proud to have the opportunity to serve you.

Our commitment to you:

- High quality drinking water that meets all federal standards.
- Environmentally sensitive collection and treatment of wastewater
- Cost consciousness
- Responsive customer service

To help us serve you better we have listed below important telephone numbers for your reference.

24 hour Emergency Service
410.222.8400
(South County) 410.451.4118

General Information
410.222.7500

Billing Information 410.222.1144

DPW Customer Relations
410.222.7582

For more information about water and wastewater service and other public works services, visit us at our website:
www.aacounty.org/dpw