

NEW UTILITY BILL RATES EFFECTIVE JULY 1, 2024

Water Rate

\$3.45/1,000 gal

Wastewater Rate

\$6.06/1,000 gal

Capital Facility Connection Recoupment Fee:

\$4.00/1,000 gallons exceeding the 30,000 gallon maximum quarterly capital facility residential connection charge rate limit.

Unmetered Wastewater Usage Charge:

Billed quarterly

\$79.38

Environmental Protection Fee:

35% of all water charges

35% of all wastewater charges

Account Maintenance Fee:

(covers meter reading and billing services)

Metered Accounts

\$6.00/bill

Unmetered Accounts

\$3.00/bill

State Bay Restoration Fee:

Residential property

\$15.00/bill

Non-residential property

(billed quarterly)

\$15.00/EDU*

Non-residential property

(billed bi-monthly)

\$10.00/EDU*

**Equivalent Dwelling Unit*

Late Fee:

A 10% late fee is added to the bill if payment is not received by the net due date.

Turn Off/On Charges:

If payment is not received by due date and account is scheduled for turn off, a \$50 administrative fee is charged. ALL bills must be paid by cash, certified check or money order at the County Cashier's office in Glen Burnie, Annapolis, or the Heritage Complex on Riva Road in Parole. Payments can also be made by clicking view or pay my bill online at www.aacounty.org.

Meter readers and Emergency Services crews will not accept payments or make extensions.

Final Bills:

For property transfers and changes in tenancy, a final bill will be prepared for \$35.00.

Meter Reread Request Fee:

Request to reread and verify meter reading is \$35.00 per request. If reading is incorrect, the charge will be waived.

Returned Check Fee:

A \$25 fee will be rendered for any check returned by the bank unpaid.

Readings from Private Water Companies

In cases where the County provides wastewater service but water is provided by a private company, the wastewater charge is based on the water consumption as reported to the County by the private company.

Estimated Bills

Occasionally, it is not possible to read a meter at the scheduled time - usually due to weather conditions. In such cases, an estimated bill is rendered based on the average consumption for the prior year. These bills may be a little higher or lower if actual usage was abnormal, however, the next actual reading will automatically adjust for any variation in the estimate.

For more information...

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|---|--------------|
| Billing & Customer Service (Office of Finance) | 410-222-1144 |
| Monday-Friday 8 a.m.- 4:30 p.m. | |
| Email: custserv@aacounty.org | |
| Hearing and Speech Impaired | 711 |
| 24-Hour Emergency Services | 410-222-8400 |
| In South County | 410-451-4118 |

Emergency services will not restore service for accounts turned off for non-payment.

DPW Customer Relations

Monday-Friday 8 a.m. - 4:30 p.m.

Phone

410-222-7582

Email

pwcust00@aacounty.org



**DPW
& YOU**

Making a difference, together