



St. Mary's County Metropolitan Commission

23121 Camden Way, California, MD 20619

Serving our customers since 1964

www.metcom.org

Potable Water Distribution - Wastewater Collection / Treatment

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23 March, 2020
California, MD.

MetCom's Critical Services Continue for Customers and Community

California, MD (March 23, 2020) - As COVID-19 progresses, its impact on each of you is different, and we want to assure our customers that the Metropolitan Commission will continue to provide water and sewer services to all of our customers without intentional interruption.

Clean water is a vital necessity at all times, but especially now as it is so critical for everyone to be able to wash their hands to help prevent the spread of the new coronavirus disease in our community. What this means is that unless there is a water main break or other related emergency, the St. Mary's County Metropolitan Commission will not be disconnecting water/sewer service to any customer who is delinquent in payment. If you find yourself experiencing financial hardship, visit us at www.metcom.org/payment-options for programs to assist you, payment plans and community resources that may be able to make a pledge on your behalf. With individuals and families spending a significant amount of time at home, you may experience higher water usage than normal. Please be aware that this can impact your monthly bill and consider implementing some water conservation practices during this time.

At present, our offices remain closed for walk-in customers, but if for any reason you have a water or sewer problem or emergency, please do not hesitate to call us at 301.737.7400. We will continue to send out crews to quickly and safely restore service as we always have.

If you have questions or concerns with your bill or need to request a payment plan, please email billing@metcom.org or call us at 301.737.7400, extension 201 between the hours of 9am – 3pm.

We take our responsibility of being a steward of critical infrastructure very seriously and recognize that while trying to keep your family safe, find childcare, and navigate

the quickly moving parts of this situation, the last thing customers need to worry about is the reliability of their public water supply and the disposal of waste water. We will maintain all our core critical functions at our treatment and water distribution facilities, labs and in our field maintenance operations, with social gathering and distancing protocols. Crews will continue to remain available and are always on stand-by to address emergencies 24/7.



We appreciate the understanding and support of our customers and thank you for your patience. Anyone having questions about COVID-19 may visit www.smchd.org/coronavirus for local updates and information or call the St. Mary's County COVID-19 Community Hotline, Monday through Saturday from 8:00 a.m. - 5:00 p.m. at (301) 475-4911.

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