



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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FOR IMMEDIATE RELEASE

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25 March, 2020
California, MD.

Metropolitan Commission COVID-19 Operational Status - 03.25.2020

CALIFORNIA, MD (March 25, 2020) - The health of everyone in our community is of paramount concern to us. In an effort to help prevent the further spread of COVID-19, protect the health and safety of our employees, customers, and our community, the St. Mary's County Metropolitan Commission would like the public to be aware of the following:

- **Water Turn-offs.** Until further notice, no Metropolitan Commission customer will have water turned off due to lack of payment. Those, whose water was turned off prior, will be temporarily restored.
- **Bill Payment Options.** We encourage all customers to take advantage of the variety of options available to pay their water/sewer bill; the U.S. Mail, online, e-check/auto pay, night depository, and by phone. Find out more at www.metcom.org by selecting "Payment-Options" under the FISCAL draw down tab.
- **In-home Maintenance Requests.** All in-home, non-emergency requests, including meter readings, are cancelled and/or postponed.
- **Administrative Offices.** Metropolitan Commission administrative lobbies and offices remain closed to the public at this time.
- **Deliveries & Drop-offs.** MetCom's 23121 Camden Way, California, Maryland office has limited access for deliveries, plan review drop off, and has a drop box available for customer payments. Our 43990 Commerce Avenue, Hollywood, Maryland facility has maintained water meter pick-up services, upon request.
- **Public Events.** All bid openings and Commission Meetings will either be postponed or may be observed via our MetCom Connection live stream link found at www.metcom.org under Latest Announcements.
- **Capital Projects.** Unless, determined to be mission critical, all capital construction projects will be handled under a force majeure event and work may be temporarily suspended.
- **Inspection Services.** Construction inspection, plan/plat review services, and non-emergency Miss Utility locates have been scaled back, with only essential requests being processed on a priority basis. As always, emergency requests will be honored.
- **Acceptance of Septage.** Effective 3-23-2020, septage hauling operations at Marlay Taylor Water Reclamation Facility were be discontinued at noon, daily. In the event of an emergency, haulers may contact our Wastewater Superintendent at 240.298.4451. Weekend service will continue to be provided.
- **Teleworking.** All non-essential MetCom employees that can work from home are encouraged to situationally telework.
- **Core Functions.** We are maintaining 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. For emergencies, please contact us at 301.737.7400.

We appreciate the understanding and support of our customers and thank you for your patience. These were difficult decisions for our team, but ones we feel were both necessary and appropriate. Anyone with questions about COVID-19 may visit the SMCHD website, 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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