

Somerset County Sanitary District Inc.

PO Box 326

Princess Anne, MD 21853

410-651-3831

Fax: 410-651-5420

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## F.A.Q.'S

[Q] What are your office hours?

[A] 8:30am to 4:30pm Monday through Friday, excluding Holidays.

[Q] Where are you located?

[A] We are located in the Somerset County Complex Office at 11916 Somerset Ave, Room 216, Princess Anne, MD 21853.

[Q] How often do you send out water and sewer bills?

[A] The Somerset County Sanitary District bills w/s quarterly. The bills are printed and mailed out on or about March 31, June 30, September 30 and December 31.

[Q] When is my w/s bill due?

[A] The bills are always due 30 days after they are mailed out. For example: March 31 bill would be due April 30. If you have received a revised bill, the bill would be due 30 days after it was mailed. So there is no confusion, our bills print an exact due date. Service is subject to suspension 15 days after the due date.

[Q] Please explain what the WA, SW, MC, RS, DS and XR charges mean on my bill?

[A] WA=Water-Charges for water

SW= Sewer-Charges for sewer

MC= Miscellaneous-Charges for service trips made to your property are the usual charges

RS= Ready to Serve-Meter Charge (replacement), which varies by meter size

DS= Debt Service-Share of the payment for amortizing construction bonds or loans

XR= Flush Tax – The State of Maryland, Bay Restoration Fee

[Q] How often do you send out Front Foot Assessment bills and when is it due?

[A] FFA is billed once a year in January and due by February 28.

[Q] Do you accept credit cards?

[A] No, we only accept cash, check or money orders.

[Q] What do I do if I have had a leak?

[A] Once you have had your leak fixed, you will need to submit the plumbers statement to our office. You will need to include your name, physical address, what type of leak you had, when the leak started, and when the leak was fixed. Once you submit this statement our billing clerk will determine if your leak is eligible for a credit. Water only accounts are not eligible for leak credits.

[Q] How do I know if a property is served by water and/or sewer?

[A] Call the office (410-651-3831) and provide the 911 address number or tax map and parcel number if address is not available. Please note that the staff may have to perform further verification and contact you later with the information.

[Q] I can't afford to pay my entire bill by the due date, Can I pay installments?

[A] We can arrange for a payment schedule in most cases. You will need to contact the office (410-651-3831) and ask to speak to the person that arranges these agreements.

[Q] Can I give my payment to one of your staff or service employees?

[A] No, for security and safety we do not allow our personnel to accept payments outside of the office.

[Q] If I am going to rent my house, Can I have the bill sent to the renter?

[A] The property owner is responsible for all invoices as collections by tax sale is the method used to collect outstanding invoices. There is a procedure whereby the person occupying your home can be mailed a bill. You will need to contact the office (410-651-3831) to have this form mailed to you. This form is also available on our website under downloadable form, just click Alternative Address Agreement or you can pick it up in our office.