

**OFFICIAL POLICY
TOWN WATER SERVICE**

The Town of St. Michaels offers municipal water service to customers located within the boundaries of the Town of St. Michaels and in select areas located outside the Town boundaries (i.e., Chester Park, Rio Vista, and Bentley Hay). The following policy governs connection and disconnection of water service.

- A) Any customer who wishes to have water connected at their property must fill out an application at the Town Office located at 300 Mill Street. A schedule of the fees for water service is available at the Town Office.
- B) Any customer who wishes to have water turned off must make an appointment in advance. If said appointment is made on Monday-Friday between the hours of 9:00 a.m. and 2:30 p.m., there is no cost in having the water turned off.
- C) Any customer needing water turned off for an emergency (i.e., leaking pipes, water main break) will pay no fee for the service.
- D) Any customer needing water turned off on the weekend in a non-emergency capacity must pay \$25.00 to the town for the service.
- E) Non-payment of service: Any customer whose balance for water service is at least two consecutive quarters (with late charges) past due will be considered a candidate for disconnection of water service.
- F) Once late charges have been added for the second consecutive quarter, letters will be sent to all delinquent customers giving them two weeks to pay any outstanding balances in full.
- G) If amount cannot be paid in full, customers must make partial payments until balance is paid in full.
- H) For customers making partial payments: if balance is not paid in full within three weeks of the original date set for disconnection of service, service will be disconnected.
- I) Returned checks: Checks that are returned to us by the bank must be paid in full in cash only, plus a \$5.00 returned check charge. A letter will be sent to any customer whose check is returned by the bank. If the amount of the returned check and \$5.00 charge is not paid in one week, water service will be immediately disconnected.
- J) Once service has been disconnected, a reconnection charge of \$15.00 must be paid in addition to the outstanding balance to restore water service.
- K) A minimum usage charge will apply to all available water connections.

**PLEASE CONTACT THE TOWN OFFICE AT (410) 745-9535
IF THERE ARE ANY QUESTIONS**