

Bureau of Utilities Rate Information

Carroll County's Bureau of Utilities operates as an Enterprise fund, a proprietary fund designed to report business-like activities and cover the costs of providing services through customer charges.

Water and Sewer Rates

Water and Sewer rates are calculated each year in order to fund the budget submitted by the Bureau of Utilities for operating expenditures. Upon completion of the review process, the recommended rates are presented to the Board of County Commissioners for consideration. The next step in the rate process is the advertisement of the proposed rates in a newspaper of general circulation. After advertisement, the Board of County Commissioners holds a public hearing for comment on the proposed rates. If the proposed rates are adopted, the rates become effective the first complete billing cycle after July 1st of each year.

Current Rates

The fiscal year 2017 proposed rates were presented to the Board on April 7, 2016, advertised on May 2, 2016, and included with the public hearing held on May 12, 2016. The rates were adopted on May 26, 2016.

WATER				
Meter Size	Base Charge per quarter	Usage per 1,000 gallons each quarter		
		1st 10,000 Gallons	10,001-30,000 Gallons	>30,000 Gallons
5/8"	\$9.14	\$6.74	\$6.87	\$7.02
3/4"	\$10.05	\$6.74	\$6.87	\$7.02
1"	\$12.80	\$6.74	\$6.87	\$7.02
1 1/2"	\$16.45	\$6.74	\$6.87	\$7.02
2"	\$26.51	\$6.74	\$6.87	\$7.02
3"	\$100.54	\$6.74	\$6.87	\$7.02
4"	\$127.96	\$6.74	\$6.87	\$7.02
6"	\$191.94	\$6.74	\$6.87	\$7.02
8"	\$265.06	\$6.74	\$6.87	\$7.02

SEWER				
Meter Size	Base Charge per quarter	Usage per 1,000 gallons each quarter		
		1st 10,000 Gallons	10,001-30,000 Gallons	>30,000 Gallons
5/8"	\$12.75	\$8.65	\$9.14	\$9.62
3/4"	\$14.03	\$8.65	\$9.14	\$9.62
1"	\$17.85	\$8.65	\$9.14	\$9.62
1 1/2"	\$22.95	\$8.65	\$9.14	\$9.62
2"	\$36.98	\$8.65	\$9.14	\$9.62
3"	\$140.25	\$8.65	\$9.14	\$9.62
4"	\$178.50	\$8.65	\$9.14	\$9.62
6"	\$267.75	\$8.65	\$9.14	\$9.62
8"	\$369.75	\$8.65	\$9.14	\$9.62

Bay Restoration Fee

The Maryland State Government enacted the Bay Restoration Fund in Senate Bill-320 during the spring of 2004. The purpose of the bill is to collect funds that will be used as grants and loans to upgrade the nutrient removal technology at certain wastewater treatment plants. During the 2012 legislative session, House Bill 446 doubled the fee for most users served by wastewater treatment plants to \$60.00 per year. This legislation requires the County to collect the fee (\$15.00 per quarter for a single residential dwelling) as a separate line item on the utility bill and remit the fee to the State of Maryland. House Bill 446 also requires the billing authorities to develop a financial hardship fee waiver plan for low income households.

Maintenance Fee

Effective, July 1, 2001, the County established an annual fee for the upkeep of the water and sewerage systems. The fee is collected annually on the property tax bill against all properties having a connection to the water and/or sewer system under the operation of the County and shall be a lien against the property.

The fee is based upon classification of the property by the County and is uniform throughout each system within each classification. However, no charge for the upkeep of the water and sewerage systems shall be made against any property in any year for which a property is subject to a front foot benefit assessment.

Payment Options

Payment for Water and Sewer bills:

In person Monday – Friday 7:30 am until 5:00 pm

Carroll County Government Collections Office
225 North Center Street
Westminster, Maryland 21157

Payments may be made at all branches of the Carroll County Public Library during normal business hours. The library will receive payments for current billings as a convenience to the users of the Carroll County Government Bureau of Utilities system. Please allow three days for processing.

On-line at <https://paybill.carrollcountymd.gov/> by selecting “Pay Your Bill”

A convenience fee will be charged.
Please allow three days for electronic processing.

Utility service termination procedure

If, by the payment due date shown on a utility bill or notice of rejection, the utility has not received complete payment of the amount(s) shown on the bill or the notice, the utility shall mail to, or personally serve upon the customer a notice of termination at least 3 days after the payment date. *Chapter 51, Section 51.22 E.(2)*

If, prior to the date of termination, the utility has not received complete payment of the amount shown on the notice of termination or the residential customer has not notified the utility that he/she disputes the correctness of all or part of the amount shown on the notice of termination, then the utility shall terminate utility service provided to the residential customer on the date of termination. *Chapter 51, Section 51.22 E.(4)*

Reinstatement of utility service

In the event of termination of utility service in accordance with the provisions of this article, the utility shall reinstate utility service to the residential customer within 24 hours of the utility's receipt of complete payment of the outstanding utility bill, plus a reinstatement charge in the amount of \$50.00. Such payment shall not be considered a timely payment for purposes of this article. *Chapter 51, Section 51.22 G.(1)*

Reinstatements are not required to be made on holidays, weekends or after 3:00 pm on any day, unless a reinstatement fee in the amount of \$90.00 is prepaid and staff is available. *Chapter 51, Section 51.22 G.(2)*