



**COUNTY SEWER SERVICE
FREQUENTLY ASKED QUESTIONS
(FAQ) (Updated 12/27/18)**

1. I'm moving into (or from) a residence which has County sewer service. How do I start (or stop) sewer service?

To initiate or terminate service/billing, call the Billing Coordinator in the Cecil County Finance Office at (410) 996-5390 between the hours of 8:00AM to 4:30PM, Monday thru Friday.

2. When will I receive my sewer bill?

Sewer bills are sent out by the Cecil County Finance Office quarterly. You should receive your bill in late January, April, July, and October.

3. How is my sewer bill calculated?

For customers connected to public water systems and connected to the Cecil County public sewer, sewer bills are based on the number of gallons of water consumed during the quarter. The number of gallons of water consumed is multiplied by the sewer rate (currently \$11.87/1000 gallons) to arrive at the billed amount, with a minimum charge of \$106.83 per quarter. The minimum charge is for 9,000 gallons usage per quarter. This is for metered usage from 0-100,000 gallons. For all gallons of usage over the 100,000 gallons, the rate increases to \$12.38/1000 gallons. For example usage of 150,000 gal would breakdown as follows: $100,000 \times \$11.87 = \1187.00 , $50,000 \times \$12.38 = \619.00 , Total for 150,000 = \$1806.00, Customers not connected to public water are billed at a non-metered flat rate (currently \$178.05) per quarter per ELU (equivalent living unit). The rate schedule is subject to change as approved by the Cecil County Council.

4. Who do I call if I have a question about my sewer bill?

Call the Billing Coordinator in the Cecil County Finance Office at (410) 996-5390 between the hours of 8:00AM to 4:30PM, Monday thru Friday.

5. What options are available for paying my sewer bill?

You can pay your sewer bill by mail, in person at the Cecil County Finance Office in the County Administration Building at 200 Chesapeake Boulevard in Elkton, at a kiosk in the lobby of the County Administration Building, or on-line thru the Cecil County Finance Office portion of the County website at www.ccgov.org.

6. What happens if I don't pay my sewer bill?

If sewer bills are not paid on time, they are subject to a 1% per month interest charge. If the sewer bill remains unpaid, then a lien will be placed against the property and it could ultimately be sold by the County at tax sale. If your sewer bill is in arrears, contact the Billing Coordinator in the Cecil County Finance Office at (410) 996-5390 to make payment arrangements.

7. Can I connect my sump pump, roof gutters, or other drains to the County sewer system?

No. The Cecil County Code prohibits the connection of such things as sump pumps, roof gutters, area drains, etc. The County's sanitary sewer system was not designed to accommodate the large volumes of stormwater that would be introduced to the system during rain events if such connections were permitted. The sewer system would likely be overwhelmed by stormwater, potentially resulting in sewer overflows which can threaten human health and the environment. Any such existing connections should be disconnected immediately and the stormwater managed in other, more environmentally-friendly ways such as rain barrels, rain gardens or dry wells. Stormwater Management Division of the Department of Public Works is available to provide technical assistance and advice to residents regarding management. The phone number is (410) 996-5265.

8. Who is responsible for maintaining the sewer lines?

Wastewater Division of the Cecil County Department of Public Works is responsible for maintaining sewer lines that lie in public streets or rights-of-way. Property owners are responsible for maintaining sewer lines on their property.

9. Who do I call and what do I do if I have a sewer back-up?

During normal work hours (Monday thru Friday from 8:00AM to 4:30PM) you should call the Cecil County Department of Public Works Wastewater Division at (410) 996-6260. Outside of those hours, you should call the Cecil County Department of Emergency Services dispatch center at (410) 996-5588. Wastewater Division staff will go to your residence or place of business as rapidly as possible to attempt to determine the nature and location of the sewer clog which is causing the back-up. If the clog is in the section of pipe for which the County is responsible, then Wastewater Division staff will take action to remove the clog and fix the problem. If the clog is in a section of pipe for which the property owner is responsible, then they will advise the property owner to contact a licensed plumber or other professional to remove the clog; such work would be at the property owner's expense.

10. Who is responsible for the cost of cleaning up a sewer back-up?

Cleanup and damages are generally the responsibility of the property owner. If you believe that the County is responsible, however, you may contact the County Risk Manager at (410) 996-5250 for instructions on how to file a claim.

11. Is insurance coverage available to cover the cost of damages resulting from a sewer back-up?

Yes. Most regular homeowner's insurance policies do not cover damage from floods or water or sewer back-up. Special coverage is required. Maryland state law requires private insurers that sell homeowners' insurance policies in Maryland to offer water and sewer backup coverage. The Department of Public Works recommends that property owners consider the purchase of a policy or rider to provide water and sewer backup coverage. Contact your insurance company for additional information.

12. What can I do to help prevent sewer back-ups?

Be careful what you put down the drain. Items that should NOT be put down the drain include diapers, rags, paper towels, trash, cigarette butts, grease, household chemicals or other items that will not dissolve.

13. Can I dispose of unwanted, unneeded, or expired medications by flushing them down the toilet?

The Cecil County Department of Public Works asks that residents NOT flush medications down the toilet or other drain. Current wastewater treatment plants do not remove pharmaceuticals from the wastewater stream which means that they will pass thru the wastewater treatment plant and be discharged into receiving bodies of water where they may negatively affect aquatic life and/or enter the drinking water supply. Instead, we ask that residents turn in their unwanted, unneeded, or expired medications for proper disposal at Household Hazardous Waste Day events conducted at the Cecil County Central Landfill, typically every April and October. Residents can call the Solid Waste Management Division of the Department of Public Works at (410) 996-6275 for the date of upcoming collection events. In addition, many area police departments have drug take-back boxes on-site where residents can dispose of unwanted, unneeded, or expired medications.