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Alfred C. Wein, Jr.  
County Administrator

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## CECIL COUNTY GOVERNMENT

Department of Public Works

Office of the Director

200 Chesapeake Boulevard, Suite 2400, Elkton, MD 21921

### MEMORANDUM

TO: Cecil County Water Customers

CC: The Board of County Commissioners of Cecil County  
Mr. William M. Feehley, Cecil County Treasurer  
Mr. Alfred C. Wein, Jr., County Administrator  
Mr. Jeff Coale, Chief, Water & Wastewater Division, DPW  
Mr. Joseph DiNunzio, Executive Vice President, Artesian Resources, Inc.

FROM: W. Scott Flanigan, P.E. *W. Scott Flanigan*  
Director of Public Works

SUBJECT: Sale of County Water Systems to Artesian Water Maryland, Inc.

DATE: December 13, 2011

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1. The purpose of this memorandum is to inform you of an impending change regarding your water service.
  2. As you may know, the Board of County Commissioners (BOCC) of Cecil County has decided to privatize the County's water service by selling the County's Meadowview, Pine Hills, Harbor View, and Route 7 water systems to a private regulated utility, Artesian Water Maryland, Inc. (Artesian). (The Meadowview water system includes customers in the Meadowview, Highlands, West Creek Village, Persimmon Creek, and Winding Brook areas of the County. The Pine Hills water system includes customers in the Pine Hills, Arundel, and Mariners Cove areas. The Harbor View water system includes customers in the Harbor View area while the Route 7 water system includes customers in the area of the intersection of routes 40, 7, and 279 just west of the Elkton town limits.) If you are a County water customer, then this change applies to you.
  3. The sale of the water systems is scheduled to be finalized on December 21, 2011. That means that effective as of midnight that night, the Cecil County Department of Public Works (DPW) will cease to be your water service provider and Artesian will take over that responsibility.

4. As of December 22, 2011, questions or problems regarding your water service should be directed to Artesian's Customer Service Center at (443) 245-7777 or toll-free (800) 332-5114 during normal business hours. Emergencies such as water main breaks or leaks, no water, low water pressure, etc. should be reported to the Artesian Dispatch Operations Center at toll-free (800) 332-5114; the Dispatch Operations Center operates 24 hours per day, seven days per week. Additional information about Artesian is available at their corporate website,

[www.artesianwater.com](http://www.artesianwater.com).

5. In early January 2012, the Cecil County Treasurer's Office will send out water bills to all water customers for the October – December 2011 billing period. This final County water bill will include County charges from the beginning of the quarter to the closing date for the sale. After January 2012, billing for water service will be done by Artesian. Questions regarding the final County water bill should be directed to the Cecil County Treasurer's Office at (410) 996-5390 or (410) 658-4041. Questions regarding Artesian bills should be directed to the Artesian Customer Service Center.

6. At one time the BOCC had also planned to sell the County's Highlands, Meadowview, Cherry Hill, and Harbor View sewer systems to Artesian as well, but that sale has been cancelled. The BOCC's intent is that the County will continue to be the sewer service provider in those areas. If you are currently a County sewer customer, you will remain a County sewer customer.

7. On behalf of the staff of the Water & Wastewater Division and the rest of the Cecil County Department of Public Works, it has been our privilege to have been your water service provider up to this point. For our County sewer customers, our commitment to you remains unchanged: provide the best possible sewer service at the lowest possible cost.

8. Should you have additional questions or concerns regarding County sewer service and/or the sale of the water systems and the transition of water service to Artesian, please contact Water & Wastewater Division of the Cecil County Department of Public Works at (410) 996-6260. You can also send e-mail inquiries to Mr. Jeff Coale, Chief, Water & Wastewater Division, at [jcoale@ccgov.org](mailto:jcoale@ccgov.org).