



St. Mary's County Metropolitan Commission

43990 Commerce Avenue, Hollywood, Maryland 20636

Potable Water Distribution - Wastewater Collection / Treatment

www.metcom.org

Frequently Asked Questions

Water Service

Where does my water come from?

Your water comes from confined aquifers hundreds of feet underground.

Are there any chemicals added to my water?

Yes. Chlorine is added to your water to ensure that the water remains bacteria-free to your tap. There are no other chemicals added to your water.

Is there fluoride in my water?

Yes. There is a small amount of naturally-occurring fluoride in your water system. We periodically measure the amount of fluoride in each water system. This information is available on our website at www.metcom.org or by calling our Operations Customer Service at (301) 373-4733, extension 101. It is also recommended that you consult your dentist to determine if supplemental fluoride is necessary.

What parts of the water service is my responsibility?

Depending on your particular situation, your responsibility can vary. However, in general the following would apply:

MetCom jurisdiction stops at your property line, unless you have an outside water meter, in which case MetCom maintains up to and including the water meter.

What should I do if I lose water pressure?

First, check all your faucets and plumbing within your home to make sure there is not a problem. You can call the MetCom 24 hour emergency service line at (301) 373-5305.

Who should I call if I see water or wastewater bubbling up from the ground?

Immediately call the MetCom 24 hour emergency service line at (301) 373-5305. MetCom staff will respond and assess the leak

What should I do if I have cold water but not hot water?

First, check the circuit breaker for the water heater. A plumber may need to be contacted to fix the problem.