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St. Mary's County Metropolitan Commission
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Serving St. Mary's County
Potable Water Distribution - Wastewater Collection / Treatment

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Turn Off/On Policy – Effective 1/1/12

A new policy is effective on 1/1/12 which affects all MetCom accounts turned off for any reason after that date. Any account turned off after 1/1/12 will continue to be responsible for all monthly fees associated with the account: service charges, system improvement charges, bay restoration fees, etc.

If a customer wishes to have the water turned off at their property they may do so subject to the new policy. The requirements are as follows:

- The account must be paid current.
- Turn Off/On Fee paid.
- Monthly fees associated with the account will continue.
- MetCom must be notified at least five days in advance of the date on which water service is to be restored.
- Someone must be present at the property when water service is restored.
- MetCom shall not be liable for any damage sustained to the property relating to the temporary discontinuance of water service.

The new policy recognizes the fact that MetCom must still make water service available to that property and the fact that the property is vacated for some period of time has little impact on MetCom's operating costs.