

PLEASE NOTE: Due to the COVID-19 restrictions put in place by State and Local officials, our main building remains closed; however, effective June 22, 2020, payments will be accepted at the drive-thru window from 8am to 4pm, Monday-Friday, except holidays. You may also use our online credit card/e-check options, submit payment through your online banking, or mail payment to our local office.

Water and Sewer Bill Payment Options

Make checks payable to: **Frederick County DUSWM**

The Division of Utilities and Solid Waste Management (DUSWM) offers several options to remit payment of your water and sewer bill. These are:

- [In Person](#)
- [By Mail](#)
- [Recurring Electronic Fund Transfer \(REFT\)](#)
- Online Payment through Your [Personal Banking Bill Payment Service](#)
- [By Credit Card](#) (fee applies) **
- [By Electronic Check](#) (fee applies) **

** Requires account registration. You must have your 9-digit account number and 6-digit customer ID number to register your account. (These numbers appear on your first bill issued after July 1, 2015.)

In Person

The DUSWM offers two convenient locations to make water and sewer bill payments in person during regular business hours from 8:00 am – 4:00 pm, Monday through Friday:

Division of Utilities & Solid Waste Management (DUSWM) Building
4520 Metropolitan Court
Frederick, MD 21704 [[Directions](#)]

Frederick County Treasurer's Office
30 North Market Street
Frederick, MD 21701

After 4:00 pm on weekdays, on weekends or on holidays, our "Payment Drop Box" is available to accept payments at the DUSWM Building. **PLEASE DO NOT PUT CASH IN THE PAYMENT BOX.**

- **DUSWM Building** – address listed above. The payment box is located outside the DUSWM building on the left beside the "drive-thru" window. Payments dropped off here will be posted to your account on the morning of the next business day.

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By Mail

Our local mailing address is: Division of Utilities and Solid Waste Management <or> DUSWM
4520 Metropolitan Court
Frederick, MD 21704

Payments may be mailed to our lockbox using the bill payment stub located on the bottom of your bill and the envelope provided with your bill. **PLEASE DO NOT MAIL CASH.**

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Recurring Electronic Fund Transfer (REFT)

The DUSWM offers an alternative payment program that allows you to pay your bill automatically by having the payment electronically deducted from your checking or savings account.

By enrolling in this program, you:

- Save time by not writing a check for each bill
- Save money: no postage fees, no late payment fees and no disconnection fees
- No longer worry about paying your bill while you are busy at home or out of town on business or vacation
- Get the peace of mind of knowing your payments will always be on time

The DUSWM will continue to send you the quarterly bill statement by mail each billing period before your bill is due. You will know the exact amount of your payment and the exact date it will be deducted from your personal banking account.

To register in the REFT payment program with the DUSWM, complete the application and return it to the DUSWM.

Customers choosing to use REFT will have their direct debit arrangement confirmed on their water/sewer bill. When you receive your bill, look for a bill message that states the charges will be paid through direct debit. If the bill/bill stub does not reflect this message, the charges must be paid manually for that specific bill period.

For more information on the REFT rules and regulations and to obtain a copy of the REFT application, click on [RECURRING ELECTRONIC FUND TRANSFER](#).

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Online Payment through Your Personal Banking Bill Payment Service

The DUSWM is pleased to announce that we can receive Electronic Funds Transfers (EFTs) from all major online personal banking bill payment services. These payments will be converted to an electronic (ACH) payment.

To ensure your bank is able to make an EFT to us, please update your personal banking bill payment information to make sure all of the following conditions are met:

- 1) The payee must be **Frederick County DUSWM**.
- 2) The mailing address must be **4520 Metropolitan Court, Frederick, MD 21704**.
- 3) The account number and the customer ID number (combined as one 15-digit number) must be entered.

Please be aware that failure to meet ANY of the above three (3) requirements may cause your online bill payment service to issue a paper check to us, which may delay receipt and posting of your payment.

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