

Water and Sewer Bill Payment Options

Make checks payable to: **Treasurer of Frederick County**

The Division of Water and Sewer Utilities (DWSU) offers several options to remit payment of your water and sewer bill. These are:

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

** Requires account registration. You must have your 9-digit account number and 6-digit customer ID number to register your account.

In Person

The DWSU 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 Water and Sewer Utilities
(DWSU) Building**
4520 Metropolitan Court
Frederick, MD 21704

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 DWSU Building. **PLEASE DO NOT PUT CASH IN THE PAYMENT BOX.**

- **DWSU Building** – address listed above. The payment box is located outside the DWSU 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.

[\[RETURN TO TOP\]](#)

By Mail

Our local mailing address is: Division of Water and Sewer Utilities <or> DWSU
4520 Metropolitan Court
Frederick, MD 21704

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

[\[RETURN TO TOP\]](#)

By Phone

Payments may now be made by phone through our new automated phone system. Please call (866) 919-2043 to make a payment. You will need your 9-digit account number and 6-digit customer ID number to make your payment.

Recurring Electronic Fund Transfer (REFT)

The DWSU 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 DWSU 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 DWSU, complete the application and return it to the DWSU.

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](#).

[\[RETURN TO TOP\]](#)

Online Payment through Your Personal Banking Bill Payment Service

The DWSU 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 **Treasurer of Frederick County**.
- 2) The mailing address must be **4520 Metropolitan Court, Frederick, MD 21704-8364**.
- 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.

Payment Plan

If you have difficulty making payment by the due date, please contact our Billing Supervisor at (301) 600-1025 to discuss possible arrangements to assist you in maintaining your service. All payment plans must be confirmed in writing by the DWSU prior to becoming effective. Payment arrangements may not be granted when the account reaches disconnection status. Your water service will not be discontinued for non-payment when a bill is in dispute, provided you have paid all undisputed charges and have made a written request to the DWSU for investigation of disputed charges.

[\[RETURN TO TOP\]](#)