



## How Do We notify our customers in the event of a water outage?

**Emergencies.** Depending on the amount of customers affected, we have different options. If less than 25 properties are affected, MetCom personnel will notify customers door to door (if they are not present at the residence, sometimes we place door tags on the front door of the residence or business). In all cases, we try to provide 24-hour notice, if possible. If over 25 properties are affected, a Code Red Reverse 911 phone notification is performed through the County's Emergency Operations Center upon approval by the Health Department. This process is a part of a cooperative *Memorandum of Understanding*. The reverse 911 notification will include the nature of the interruption in service, approximate location, the estimated time of occurrence and anticipated length of time (duration) until the service is restored. **NOTE:** A Reverse 911 notice can only be received, if customers sign up for Reverse 911 notifications (see County web site at <https://www.stmarysmd.com/emergencycoded.asp>).



**Planned outages.** If a planned non-emergency outage is scheduled for repairs or as part of a capital improvement project, MetCom utilizes an informational sign/message board which is placed in the area affected. If a planned outage is scheduled far enough in advance, MetCom can place a notice on our customer bills.

**Health Advisories.** If the break in the water main is determined by the Health Department to be a potential health issue (*ie. Boil Water Notices and Advisories*), MetCom will communicate any special instructions thru the media, (*Facebook, website, radio, etc.*).

**Water Turn-Offs.** If your water has been turned off due to non-payment, you will have been previously notified by letter. To have your water turned back on, please call us at (301)737-7400 and choose the Billing Department option to speak with a Customer Service Representative. If you are experiencing any problems or service outages , please call us anytime at (301)737-7400 and we will be glad to assist you.