



Customer Service

Due to the Coronavirus issue

During the COVID-19 pandemic, Governor Hogan imposed a statewide moratorium that prevented termination of utility services for customers whose accounts were in arrears. While that moratorium currently remains in place, it is scheduled to be lifted on July 1.

For accountholders of delinquent City light, water, and/or wastewater bills, now is the time to contact the City of Hagerstown in order to set up a plan or arrangement to make payments with the goal of becoming current. Once the moratorium is lifted, cut-offs are likely to begin within two weeks of that date ... unless a plan or arrangement has been initiated by the accountholder. Two things are for certain: no outstanding utility bills will be forgiven and no utility account holder with a pandemic-related balance will have service terminated if a plan or arrangement has been set up. Currently, that can be accomplished by emailing customerservice@hagerstownmd.org, or by calling 301-790-4160. Starting Monday, June 29 when the first floor of City Hall reopens, payment arrangements can be made in person at 1 East Franklin Street.

Not only is the City of Hagerstown committed to working with and assisting customers through the payment-plan process, the [Washington County Community Action Council](#) (CAC) is available to help facilitate utility payment assistance for clients too, at 117 Summit Avenue. CAC is in the process of compiling amounts for client assistance through federal, state, and county grants. CAC may be reached by email at info@wccac.org, or by calling 301-797-4161.

Additional resources are available via [REACH of Washington County](#), the [Washington County Commission on Aging](#), [Valor Ministries](#), and the [Washington County Department of Social Services](#). Those in need of utility payment assistance are encouraged to apply immediately through each agency in order to ensure they are considered for as much relief funding as possible.

Receiving help, and preventing the real possibility of the termination of utility services, starts now by contacting the agencies above or the City of Hagerstown.

UTILITY CUSTOMER SERVICE - (301) 790-4160

This department is available to answer a wide range of questions concerning City Light and Water/Wastewater accounts. These include: charges, rates, moving into/out of the service area, payment plans, taking payments, and other issues regarding utility services. Online payment and account information retrieval is available through the Utility [ONLINE PAYMENT PORTAL](#).

TAX DEPARTMENT - (301) 739-8577, Ext 702

You may inquire / pay your real estate / personal property taxes in City Hall - 1st Floor during normal business hours (8:00 AM - 4:30 PM, Monday-Friday). You may also inquire / pay your bill online at [TAX PAYMENT PORTAL](#).

The function of the Customer & Support Services department is to provide accurate and timely meter reading and billing as well as courteous and efficient customer service to utility customers. This department is responsible for reading the meters and billing of 17,300 electric accounts and 24,250 water, sewer and landfill accounts.

Customer & Support Services is responsible for billing and collecting all tax accounts and the collection of utility and various payments submitted to the City. The Customer Service representatives in Treasury provide courteous and efficient customer service to the public to assist with payments and questions.

Functions of this department include preparing all bills for real estate and personal property taxes, as well as then providing a collection service for these taxes. The department also collects all incoming utility payments, miscellaneous receivables, miscellaneous fees and parking tickets. The Treasurer's office also has the responsibility of preparing deposits and bank and general ledger account reconciliations.

Our Customer Service Representatives support customers by phone or in person to assist with new service and other electric, water and sewer service-related questions. Customer Service Representatives also issue water and sewer service permits.

Customer & Support Services oversees the parking meter and parking deck operations. In addition, Support Services issues parking permits for monthly parking in various City of Hagerstown parking facilities.

Staff:

Beth Everhart, Support Services Manager
Ryan Grove, Support Services Supervisor

Phone:

Customer Service Representatives
301-790-4160 between 8:00 and 4:00 M-F
301-739-4028 fax

For Tax-related questions:

Phone: 301-797-6210 between 8:00 am - 4:00 pm, M-F
Fax: 301-739-4028

For Electric, Water and Sewer and other customer service-related questions:

Phone: 301-790-4160 between 8:00 am and 4:00 pm, M-F
Fax: 301-739-4028

Address:

City Hall
1 East Franklin Street, 1st floor
Hagerstown, MD 21740