



St. Mary's County Metropolitan Commission

23121 Camden Way, California, MD 20619

Serving our customers since 1964

www.metcom.org

Potable Water Distribution - Wastewater Collection / Treatment

Phone: 301-737-7400

New AutoPay Program Announcement

Dear MetCom Customers,

The St. Mary's County Metropolitan Commission (MetCom) is happy to announce that we have launched a new AutoPay program that includes new features such as recurring monthly payments by debit or credit card while still accepting checking/saving accounts. **Customers currently enrolled in AutoPay must re-enroll in this new program as the information will not be carried over to the new system. To be enrolled in AutoPay for October 2023, customers must enroll/re-enroll by October 16, 2023.** Below we have included some important information about the program below and how to enroll.

Important Information about AutoPay and How to Enroll:

- Must be registered in Account Enrollment (Customer Portal) www.metcom.org and opt into AutoPay via Online Account.
- Four Easy Steps: Create Account, Add Billing Account, Add Payment Method, and Enroll in AutoPay.
- Autopay withdrawals are processed on the 22nd of each month. Customers are responsible for ensuring sufficient funds are available on the debit date. If funds are unavailable at the time of the debit, a \$25 return payment fee will be applied.
- One week prior to the payment being processed, customers will receive an email which will include a payment reference number. The amount of your bill is automatically deducted from your checking, savings, debit or credit card account.
- Customers are responsible for updating and maintaining their payment method. Changes must be made at least one week prior to the scheduled payment. This includes account closures, credit or debit cards expiring, or any other issue affecting the ability to debit your balance due. MetCom reserves the right to terminate any AutoPay account after numerous returns.
- To cancel AutoPay, customers will have to opt out in account enrollment at least one week prior to the scheduled payment. Once an email is generated informing a customer that a payment is being processed, it's too late to make any changes for that month.

If you have any questions, concerns, or difficulties enrolling please contact the Billing Office at (301) 737-7400 or billing@metcom.org. We hope you will find this new program convenient and user friendly!