

Water Emergencies

If there is a problem with the water distribution system, it may require Public Works to shut off a valve. Depending on the area, this could affect residential and commercial properties.

If you do not have water, please do not panic. You may contact the Department of Public Works by dialing 410-392-6636 to determine additional information (like an estimated time when the work will be completed). Public Works will post a notice on the doors of customers that are affected by the water shut-off. But like any emergency, the events are unpredictable. Fortunately, our experienced team in Public Works will do everything possible to rectify the situation as quickly as possible.

If an emergency occurs after normal working hours, such as major water leak or if you see water coming out of a manhole cover, please contact 911 who will contact the appropriate on-call DPW personnel.

Water that has been turned off for non-payment is not considered to be an emergency. Please call the Finance Office during normal business hours at (410) 398-4170 to pay your bill, and to make arrangements to have the water turned back on. Once the bill has been paid, DPW personnel will turn the water on by appointment between 2:30pm - 4:00pm, Monday - Friday. Someone must be home to answer the door at the scheduled time, or DPW will not reconnect service.

For further questions or concerns, feel free to email the Department of Public Works at public.works@elkton.org