



## QUEENSTOWN NEWS September 2017

**NEW LOOK TO WATER & SEWER BILLING:** Starting this month, you will notice a new look to your water and sewer bills. Within the next month or so, we hope to have our Customer Portal up and running. The Customer Portal provides you with the opportunity to access your account information and activity. You will be able to create your own portal account through self-registration, sign up for eBills, view or print your bills, view your billing, payment, adjustment and usage history, and pay your bills via electronic payment. Keep an eye out next month for more information.

**QUEENSTOWN VOL. FIRE DEPT. FAIR:** The QVFD will hold their annual fair this Friday and Saturday, September 8<sup>th</sup> & 9<sup>th</sup>, in the Town Center. Fireworks are scheduled for Friday night, with a live band playing Saturday from 6-10 p.m. Good food, games, music and raffle prizes await you as you support our local fire department!

**TRASH COLLECTION:** Please make sure that trash cans and toters are in good condition – handles in good shape and metal bars on toters are in place. This will help prevent damage to trash cans and toters by the contractor. All trash receptacles should have lids. Trash receptacles should be placed out to the street the day/night before collection, and removed by the end of the collection day. Please do not keep your trash receptacles on public sidewalks or streets every day. Your cooperation is appreciated.

**BOARD OF APPEALS HEARING:** The Board of Appeals held a public hearing on July 19, 2017 to hear a Special Exception request from Sean and Kellee Glass, 111 Bowlingly Circle, Queenstown, Md. The request was to allow use of their home for corporate meetings and retreats. Following testimony and public comments, the hearing was continued and is scheduled to resume at 7:00 p.m. on Wednesday, September 20, 2017 in Fellowship Hall at the Calvary United Methodist Church, Maryland Ave., Queenstown.

**WATER DISCONNECTION REMINDER:** With the passing of Resolution 17-102 in May, the Town Commissioners established a disconnection policy for delinquent water and sewer accounts **effective January 1, 2018. Any account that is not current and paid in full prior to December 31, 2017 will be disconnected on January 3, 2018.** Because this new policy could be an inconvenience and a hardship to some residents who have rather large past-due balances, the Town Commissioners elected to defer the implementation of the new policy until January 1, 2018 to give residents time to bring past due accounts current. Feel free to contact the Town Office with any questions regarding this policy or your account.

**STAY INFORMED:** If you want to stay on top of what is going on in your town, plan to attend a meeting. Town Commissioner meetings typically are the 2<sup>nd</sup> and 4<sup>th</sup> Wednesday's of each month at 4:00 p.m. and 7:00 p.m. respectively, unless otherwise noted. Planning Commission meetings are held the 1<sup>st</sup> Wednesday each month at 7:00 p.m. Agendas for all Town Commissioner and Planning Commission meetings, as well as other meetings and notices, are posted on our website at [www.queenstown-md.com](http://www.queenstown-md.com) at least 48 hours prior to the meeting. In addition to our website, legal notices required by law for public hearings are also posted in the Record Observer and/or the Star Democrat.



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