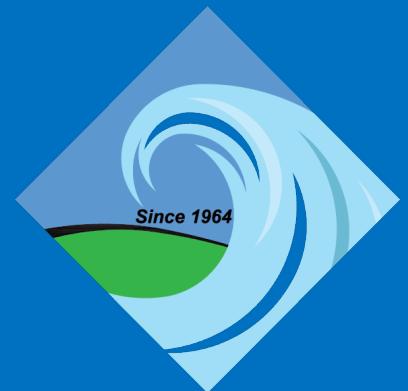




ST. MARY'S COUNTY
METROPOLITAN
COMMISSION

ANNUAL REPORT



**FISCAL
YEAR 2025**

REPORTING PERIOD:

**JULY 1, 2024 TO
JUNE 30, 2025**

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ST. MARY'S COUNTY METROPOLITAN COMMISSION

The St. Mary's County Metropolitan Commission (MetCom) was created by the State Legislature in 1957 as a quasi-governmental, non-profit body, to supply water and sewer service to St. Mary's County and has been providing those services since 1964. MetCom is committed to providing quality, reliable services to St. Mary's County as we celebrate our continued service to the community. While fulfilling our mission, we strive to:

- *Conserve and protect our reliable, high quality water supply for present and future generations;*
- *Meet or surpass public health standards, environmental standards, and support fire protection;*
- *Operate, maintain, improve, and manage our water and wastewater infrastructure in a cost-effective manner;*
- *Manage finances to support Commission needs and maintain reasonable water and wastewater rates;*
- *Maintain an adequate, safe, and professional workforce; and*
- *Understand and respond to customers' expectations for service.*

The Commission completed its **60th year of service** to the community having successfully managed the direct fiscal impacts associated with the prior year's unprecedented increases in costs resulting from escalation, inflation and supply chain shortages.

The Commission and its management team tactfully prepared an operating budget that included funding of a Rate Study to re-evaluation our service charges to customers; implementation of fleet telemetry for improved operational efficiency and emergency response capability; funding of an on-going oyster revitalization environmental stewardship program; implementation of a capital contribution incentive program for new water connections with current level of reserves; incentivizing the correction of identified inflow and infiltration for customers with financial hardship; updating of the market survey / analysis portion of the prior salary and compensation study; fully funding the paid Internship Program; reclassifying existing vacant positions to create three (3) new positions; and deferring additional borrowing / debt service to ensure the completion of current capital projects.

As we look back upon the events of the last year, there was progress on several noteworthy capital improvement projects including completion of an EPA mandated lead and copper service line inventory; receiving an environmental Governor's Citation for a supplemental oyster planting project; initiation of an Advanced Metering Infrastructure (AMI) technology pilot project for the 28 public water systems; construction of the new Bay Ridge Well, Greenbrier and King Kennedy Water Stations; construction awards for FDR Boulevard Phase 3B, St. Clements Shores Wastewater Treatment Plant Upgrade; and design awards for Breton Bay Phase 2 Water System Upgrade and other important infrastructure projects. You will read about these projects and other efforts throughout the pages of this Report.

Other non-capital accomplishments in FY 2025 included receiving the Water and Waste Operators of MD, DE & DC (WWOA) Service Award for Distinguished Service in Wastewater Collections; obtaining the highest rating possible on an independent audit of our financial statements; development of a new performance dashboard (see page 42); achieving an excellent overall financial scorecard on all our Debt Policy performance measures; completing a cybersecurity assessment; embracing multifactor authentication; maintaining our scholarship and local partnership programs; and most importantly, celebrating numerous in-house promotions.

Our staff takes great pride in providing outstanding customer service, while maintaining extremely high standards of environmental compliance and resource management. We are an accountable and transparent organization and fully comply with the St. Mary's County Open Meetings Act. As the Metropolitan Commission looks forward to another year serving you, we will strive to find ways to continue to better meet the needs of our customers as effectively as possible. ***"MetCom is people -- hard working public servants...they do it day in and day out—and I'm proud to be working with them!"***



George A. Erichsen, P.E.,
Executive Director



The Operations Office of the Commission, which includes the Operations and Maintenance Departments, is located at 43990 Commerce Avenue, Hollywood, Maryland 20636. Office hours: 7:30 a.m. to 4:30 p.m., Monday through Friday.



The Administrative Office of the Commission, which includes the Billing, Fiscal, Procurement, Information Technology and Human Resources Departments, is located in the First Colony Commercial Center at 23121 Camden Way, California, Maryland 20619. Office hours: 8:00 a.m. to 4:30 p.m., Monday through Thursday and 8:00 a.m. to 4:00 p.m. on Friday.



The Engineering Office of the Commission, which includes the Engineering, Construction and Permits Departments, is located at 23123 Camden Way, California, Maryland 20619. Office hours: 7:30 a.m. to 4:30 p.m., Monday through Friday.

Telephone: (301) 737-7400 / Website: <https://www.metcom.org> / Facebook: @SMCMetCoM

GENERAL OVERVIEW

MISSION STATEMENT

To construct, operate and maintain public water supply and public wastewater conveyance and treatment systems in a manner that is sustainable, reliable, economical and safe for the Commission's employees, the environment, and the citizens of St. Mary's County; and to ensure that construction is timely and in accordance with the St. Mary's County Comprehensive (Land Use) Plan.

BOARD MEMBERS

MetCom is governed by a Board of Commissioners consisting of seven voting members, and one non-voting member. Voting members represent the Election Districts of St. Mary's County and are appointed by the St. Mary's Board of County Commissioners to serve three-year staggered terms. The eighth and non-voting member of the Commission is the Commanding Officer of the Naval Air Station Patuxent River, or his designated representative. Learn more about us at <https://www.metcom.org/about-us>.

The Board Members during FY 2025, ending June 30, 2025, were:

Commissioners

Gerald E. Meyerman, Chairman*

Ronald L. Hafner
1st Election District

Roy H. Alvey, Chairman & Vice Chairman
2nd & 9th Election Districts

Joseph I. Russell**
John E. Pleisse
3rd Election District

Dale Antosh
4th & 5th Election Districts

Keith S. Dugan
6th Election District

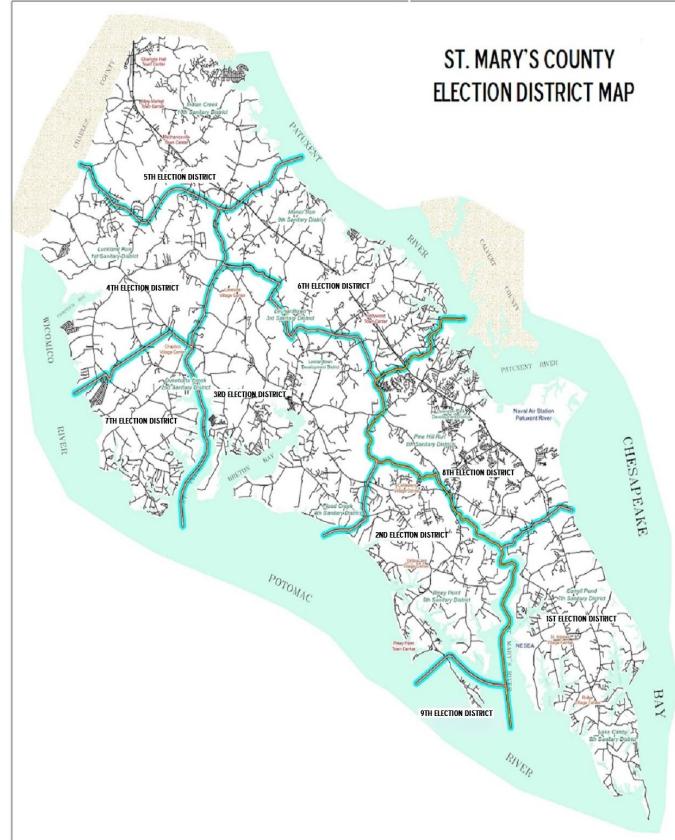
Joseph R. Mattingly, III
7th Election District

Joseph M. Gould, Vice Chairman
8th Election District

Captain Douglas Burfield, USN
Patuxent River Naval Air Station

* Resigned 02/28/2025

** Term ended 09/30/2024



KEY STAFF

The administrative leadership of the Commission is comprised of an Executive Director and five (5) Department Heads, as follows:

George A. Erichsen, P.E., Executive Director
Patricia Stiegman, Chief Financial Officer
M. Christy Hollander, P.E., Chief Engineering Officer
Edward F. Hogan, Chief Facilities and Operations Officer
Anne Mary B. Cullins, P.H.R., SHRM-CP, Chief Human Resources Officer
James "Rick" Harding, Chief Information Technology Officer

Additional information about MetCom and its staff can be obtained at www.metcom.org.



Pictured above (*front row*) Patricia Stiegman, George A. Erichsen, P.E. and Anne Mary B. Cullins, P.H.R., SHRM-CP; (*back row*) James "Rick" Harding, M. Christy Hollander, P.E. and Edward F. Hogan

While fulfilling our corporate vision, we strive to:

- Be responsible and accountable to the County's citizens;
- Provide high quality, cost effective and efficient services;
- Preserve the County's environment, heritage, and rural character; and
- Foster opportunities for present and future generations.

FACILITIES OVERVIEW

WASTEWATER FACILITIES

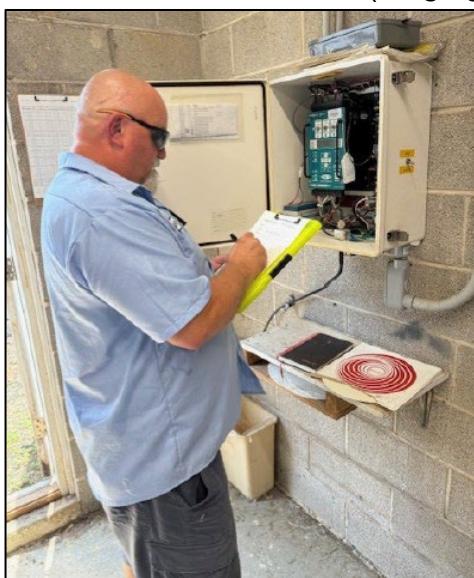
The Metropolitan Commission owns or operates seven (7) wastewater treatment plants in the county, treating a combined flow of approximately 1.60 billion gallons a year. The largest advanced wastewater treatment facility is the Marlay-Taylor Water Reclamation facility, which was first constructed in the late 1960's. By utilizing state-of-the-art treatment technologies, the plant is able to treat an average daily wastewater flow of 3.5 million gallons. The Marlay-Taylor Water Reclamation Facility serves a majority of MetCom's wastewater customers. Other treatment facilities serve Wicomico Shores, St. Clements Shores, Airedale Road, the Forrest Farms neighborhood and parts of Charlotte Hall. All facilities are permitted through the Maryland Department of the Environment and are operated by licensed Operators



Operations personnel are on call and available 24 hours a day, 7 days a week, 365 days a year to handle emergencies and customer calls.

WATER DISTRIBUTION FACILITIES

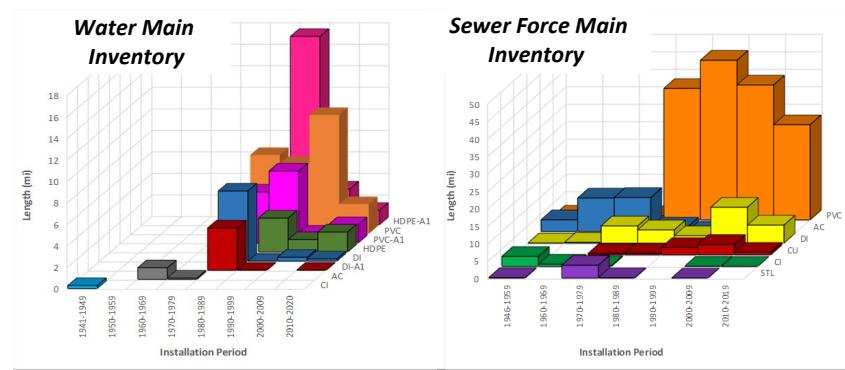
The Commission operates 28 water systems throughout the County, delivering drinking water to over 16,000 customers. The public water system is comprised of over 250 miles of water distribution lines (*ranging in size from ¾ inch all the way up to 16 inches*) and over 15,000 water meters. Each water system has state issued Appropriations Permits. These Permits are effective for a ten-year period and have withdrawal allocations granted that limits the amount of water that is withdrawn from each well. The allocations are limited in two ways; a daily average (*based on a yearly average*) and daily maximum average (*based on the month of maximum use*). The water systems include 52 well sites, 55 water pumping stations and 18 water towers. All public water systems that the Commission operate draw water from wells of various sizes (6" to 12") and depths (350' to 1,020'). Source water is pulled from the Aquia and Upper Patapsco aquifers. Our laboratory performs over 25,000 analytical tests a year. These range from nutrient testing to fecal coliform sampling.



Highly trained and state certified staff are required to operate our facilities and supply clean water to our community.

OPERATIONS AND MAINTENANCE

The sanitary sewer system watershed is comprised of ten (10) Sanitary Sewer District drainage basins. The structural integrity, reliability and overall performance of the conveyance and treatment systems has considerable ramifications to the water quality of the Chesapeake Bay watershed, the largest estuary in the world. The sanitary sewer collection and conveyance system consists of approximately 290 miles of gravity and pressure sanitary sewer lines and 70 wastewater pumping stations servicing various neighborhoods. Within the system, there are 167 miles of gravity line and 124 miles of pressure main, 3,700 manholes and 1,800 grinder pumps. The average age for all the pipes in the sewer force main's service system is 27.7 years and 31.3 years in the sewer gravity main system. The average age for all the pipes in the water service system is 21.7 years (see *figures below*). There are no combined stormwater and sanitary sewers in our system. The gravity sewer mains range in size from 6 inches to 42 inches and vary in depth from 2 feet to over 30 feet. The materials used include vitrified clay pipe, transite pipe and polyvinyl chloride (PVC) pipe. As new sewer infrastructure is being added, all information is updated within our GIS system.

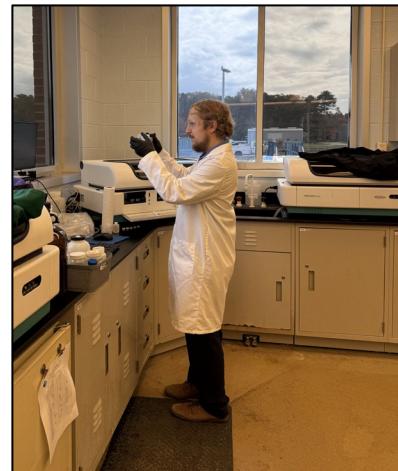


Water & Sewer Facilities Plan inventories of pipe lengths, installation periods and material type(s).

LABORATORIES

Drinking water samples are collected and analyzed for compliance with the federal Safe Drinking Water Act. MetCom maintains a Maryland Department of the Environment state certified drinking water laboratory where over 1,000 samples per year are analyzed for bacteria (*coliform*) levels by in-house operations staff. A third-party laboratory also collects over 300 samples per year and tests water quality parameters such as arsenic, lead / copper (*triennially*), pH, fluoride, nitrates, metals and disinfection byproducts.

In addition to drinking water sampling, approximately 25,500 wastewater analyses are conducted in our state-of-the-art wastewater laboratory for each of the seven (7) wastewater treatment plants that MetCom either owns or operates to determine compliance with the federal Clean Water Act.



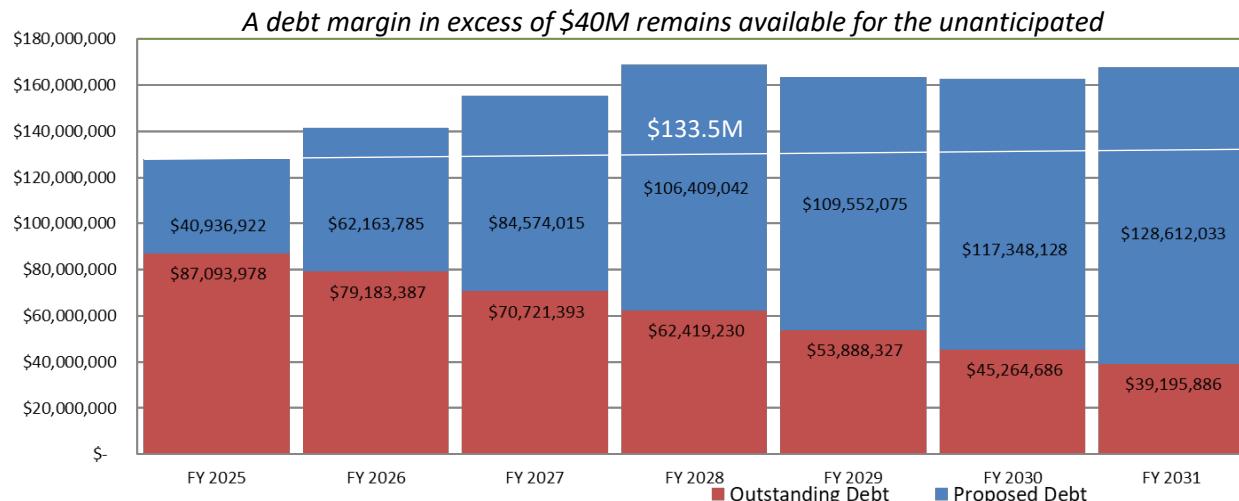
Lab staff analyze many samples every day to ensure permit compliance and safe drinking water.

Water quality tests are performed on water entering and leaving each treatment process at the plants and throughout the Commission's distribution system. These analyses consist of parameters such as bacteria (*coliform*), bio-chemical oxygen demand, nitrogen, phosphorus, suspended solids, pH, dissolved oxygen, acids, alkalinity and chlorine concentrations. The state and federal testing and analyses requirements under the National Pollutant Discharge Elimination System (NPDES) permits help ensure the quality of the effluent being released into receiving surface waters.

FINANCIAL OVERVIEW AND USER CHARGES

DEBT SERVICE

MetCom is retiring its debt at an average of \$7.9M per year. Since the FY 2018 budget cycle, the Commission has made a conscious decision to manage debt by establishing an informal combined debt ceiling of \$120M-\$140M. MetCom was able to reduce its projected outstanding debt as a percentage of assessable base over the next six years to below 1% for the period of Fiscal Years 2026 - 2031, below the legislated legal debt limit of 2%. The average actual debt anticipated over this timeframe is \$133.5M.



NOTE: The debt incurred by the Commission to fund its water and sewer infrastructure improvement projects is derived primarily from financial assistance in the form of low interest loans secured from two sources: The Department of Housing and Community Development (DHCD) and the Maryland Water Infrastructure Financing Administration (WIFA).

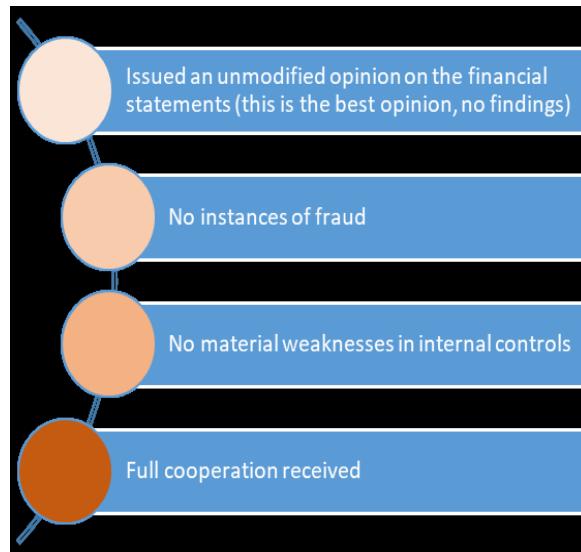
RESERVES

As a matter of practice, the Commission maintains \$5M in restricted reserves and \$3.5M plus one-half the operating budget (*excluding depreciation*) in unrestricted reserves. The FY 2025 audited values were \$13.7M and \$20.7M, respectively. The Commission plans to utilize approximately \$4.1M in restricted reserves to fund several FY 2026 programmed capital improvement projects to avoid incurring additional debt, interest payments and increasing charges to its customers. For more information on these reserves, please visit our website at <https://www.metcom.org/charges-and-reserves-explained>.

FY 2025 AUDIT

Each year, the Metropolitan Commission is audited by an independent third party. In FY 2025, it was the opinion of SB & Company, LLC, that the MetCom financial statements were presented fairly in accordance with accounting principles generally accepted in the United States of America. MetCom received an unmodified opinion, which is the highest rating attainable. The financial highlights from the Report are shown below:

- ✓ MetCom's total net position increased by \$5.8 million and \$9.6 million, or 3.9% and 6.8%, as a result of operations in FY 2025 and 2024, respectively.
- ✓ During the current year, MetCom's revenue from operations was \$18.3 million, representing an increase of 1.8% over the prior year. The current year's increase is mostly due to an increase in rates, an increase in usage, and new customers.
- ✓ MetCom's operating expenses excluding depreciation were \$18.5 million during FY 2025 and \$18.2 million in FY 2024.
- ✓ Depreciation Expense totaled \$8.2 million and \$7.7 million for the years ending June 30, 2025, and 2024.
- ✓ MetCom's non-operating revenue was \$12.7 and \$13.2 million for the years ending June 30, 2025, and 2024, respectively. The decrease of 3% was a result of a decrease in debt service charges.
- ✓ MetCom's total net position increased by approximately \$5.8 million and \$9.6 million during the years ended June 30, 2025 and 2024, respectively. The increase for FY2025 was a result of a decrease in long-term debt outstanding. The increase for FY2024 was a result of investments in capital assets.
- ✓ The FY 2026 budget reflects a healthy revenue balance which supports the tiered rate structure. The budget includes a 2.10% rate increase in water service rates, and a 2.70% increase in sewer service rates.



To review audited Financial Statements from FY 2012-FY 2025 please visit the Financial Report section of our website at <https://www.metcom.org/financial-reports> or scan the QR Code (at left).

FY 2025 BUDGET

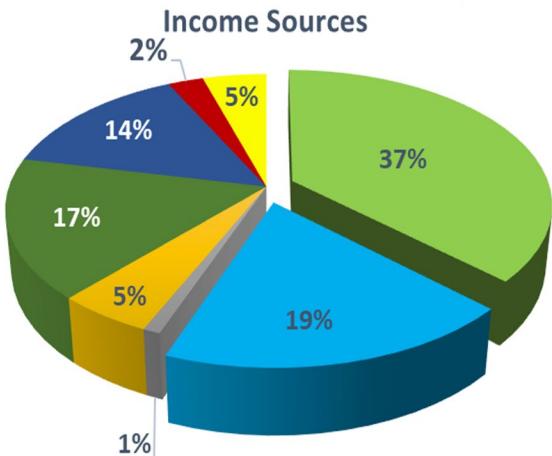
FY25 Income & Expenses

	Sewer Income	
	Water Income	
	Engineering Income	
	Other Income	
	Sewer System Improvement Charges	
	Water System Improvement Charges	
	Sewer Capital Contribution Charges	
	Water Capital Contribution Charges	
Total Budget Income		

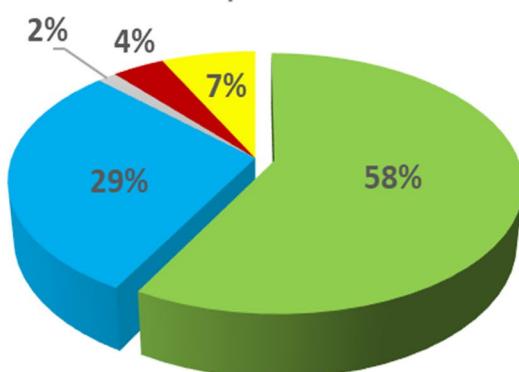
FY25 Audited Actuals

	Sewer Income	\$11,966,998
	Water Income	6,018,851
	Engineering Income	301,340
	Other Income	1,648,601
	Sewer System Improvement Charges	5,408,279
	Water System Improvement Charges	4,626,530
	Sewer Capital Contribution Charges	831,557
	Water Capital Contribution Charges	<u>1,500,954</u>
Total Budget Income		\$32,303,110

Income Sources



Expenses



Sufficiency of Fees. In accordance with the Code of St. Mary's County, the Metropolitan Commission is required to set reasonable connection charges, service rates and system improvement charges to cover all costs of operations.

USER CHARGES

The St. Mary's County Metropolitan Commission does not receive funding from St. Mary's County Government, or any other tax revenue. MetCom's operating and capital budgets are funded from the revenues collected from user service charges and debt service charges. The three primary charges authorized by Chapter 113 of the St. Mary's County Code are Service Charges; System Improvement Charges; and Capital Contribution Charges, as described below.

Service Charges cover the daily operation and maintenance costs of MetCom facilities. These charges are billed monthly, on a per meter or EDU basis, to all MetCom customers who are either connected to, or required to be connected to, a MetCom water and/or sewer system. On July 1, 2015, MetCom implemented a new rate structure, and customers began being billed on their actual consumption for both water and sewer. The water usage fees are calculated based on meter size and actual usage, in accordance with a tiered structure. On July 1, 2016, two additional changes were made, which included the billing for sewer usage at a maximum cap of 10,000 gallons per month for residential customers with a 5/8" meter. The new rate structure was implemented to help encourage water conservation. The approved Water and Sewer Service Rates for Fiscal Year 2025 were:

Water Service Charges

Ready to Serve Charges for Water Meters and Irrigation Meters	
Meter Size	Flat Monthly Rate
5/8"	\$ 10.60
1"	\$ 26.48
1 1/2"	\$ 52.96
2"	\$ 84.71
3"	\$ 169.46
4"	\$ 264.77
6"	\$ 529.55
8"	\$ 847.25
10"	\$ 1,217.95

NOTE: No Ready-to-Serve Charge for Residential Deduct Irrigation Meters

Metered Water Usage Charges per 1,000 Gallons Used			
Meter Size	Tier 1	Tier 2	Tier 3
5/8"	0 - 5,000	5,001 - 20,000	20,000 +
1"	0 - 12,500	12,501 - 50,000	50,000 +
1 1/2"	0 - 25,000	25,001 - 100,000	100,000 +
2"	0 - 40,000	40,001 - 160,000	160,000 +
3"	0 - 80,000	80,001 - 320,000	320,000 +
4"	0 - 125,000	125,001 - 500,000	500,000 +
6"	0 - 250,000	250,001 - 1,000,000	1,000,000 +
8"	0 - 400,000	400,001 - 1,600,000	1,600,000 +
10"	0 - 575,000	575,001 - 2,300,000	2,300,000 +
Rate per 1,000 Gallons Used	\$1.90	\$3.81	\$7.62

Irrigation Meter Water Usage Charges per 1,000 Gallons Used		
Meter Size	Tier 1	Tier 2
5/8"	0 - 15,000	15,000 +
1"	0 - 37,500	37,500 +
1 1/2"	0 - 75,000	75,000 +
2"	0 - 120,000	120,000 +
3"	0 - 240,000	240,000 +
4"	0 - 375,000	375,000 +
6"	0 - 750,000	750,000 +
8"	0 - 1,200,000	1,200,000 +
10"	0 - 1,725,000	1,725,000 +
Rate per 1,000 Gallons Used	\$3.81	\$7.62

Sewer Service Charges

Ready to Serve Charges for Sewer	
Meter Size	Flat Monthly Rate
5/8"	\$ 20.58
1"	\$ 51.46
1 1/2"	\$ 102.92
2"	\$ 164.68
3"	\$ 329.30
4"	\$ 514.55
6"	\$ 1,029.11
8"	\$ 1,646.54
10"	\$ 2,368.15

Navy Rate for Sewer Usage Charges per 1,000 Gallons Used	
Rate per 1,000 Gallons Used (per Service Contract)	\$ 4.08

Septage Hauler Rates	
Holding Tank Waste	\$ 18.39/K gal
Septic Tank Waste	\$ 78.57/K gal
Portable Toilet Waste	\$ 99.01/K gal
Grease Trap Waste	\$ 155.67/K gal

Tiered Rate Structure

The tiered rate structure provides affordability for low/average users and promotes water conservation. Below is a brief description of each tier.

First tier: Essential domestic requirements for typical residence (lowest rate)

Second tier: Reasonable amount of irrigation for typical residence (higher rate)

Third tier: All remaining usage (highest rate)

System Improvement Charges cover the debt service costs associated with upgrading and replacing existing water and sewer systems and the costs associated with upgrading wastewater treatment plants to serve current customers. Each class of customers pays the same System Improvement Charge per Equivalent Dwelling Unit (EDU). All properties abutting a public water line and/or sewer line, and that have been allocated capacity on any such line, are required to pay this charge, even if a property is not yet connected to a public water or sewer system. This charge can be revised annually and replaces the former Benefit Assessment charges. Reserves have been designated to partially subsidize our rates in order to help maintain reasonable levels for our customers.

The approved System Improvement Charges for FY 2025 were:

<u>Water:</u>	<u>FY 2025</u>
Residential / EDU / month	\$ 15.11
Commercial / EDU / month	\$ 18.13
<u>Sewer:</u>	
Residential / EDU / month	\$ 16.11
Commercial / EDU / month	\$ 19.33

STABILIZING RATES

Due to sound capital project management and fiscal practices, sewer charges were able to be maintained at the FY 2020 levels., and water charges saw an increase of less than \$1.

Capital Contribution Charges fund the debt service costs associated with the expansion of existing facilities to serve new customers and the addition of new facilities to accommodate growth. This one-time charge is required to be paid at the time a property owner makes an application or otherwise is required to connect to a public water or sewer system. Capital Contribution Charges are calculated on a per EDU basis.

The approved Capital Contribution Charges for FY 2025 were:

<u>Water:</u>	<u>FY 2025</u>
Residential / EDU / Connection	\$ 10,955.87
Commercial / EDU / Connection	\$ 13,147.04
<u>Sewer:</u>	
Residential / EDU / Connection	\$ 8,924.64
Commercial / EDU / Connection	\$ 10,709.56

NEW DEVELOPMENT

Charges were able to be maintained at the prior approved FY 2020 levels, which provides affordability and predictability. Customers may now defer 50% of this charge for new sewer connections.

In addition to the above-referenced charges, **Bay Restoration Fees** are also collected at a rate of \$5.00 per month per EDU, as mandated by the State of Maryland. MetCom remits these payments directly to the State.

ENGINEERING OVERVIEW

The Commission's Engineering Department manages an array of tasks that include construction inspection, capital improvement budget development, permit issuance, construction plan / plat / easement reviews, capital project design, construction management, maintenance of the Commission's Design Manual and Specifications and the management of MetCom's GIS infrastructure database. General GIS information is available through the County's GIS mapping tool, which is available to the public at www.stmarysmd.com/it/gis/. In addition, this powerful tool is used for infrastructure analysis, miss utility locating and information for field staff to help identify locations of the Commission's infrastructure.

The Department evaluates new and redevelopment projects submitted for connection to the public water and sewer systems as part of the County's Technical Evaluation Committee (TEC) review and permitting processes. In order to protect the integrity of the water and sewer systems, projects must comply with all applicable rules, regulations and standards including the Commission's Design Manual.



Completed Greenbrier Water Station.

Engineering staff reviews all new developer driven projects for the Commission. This year, approximately 266 development and capital plans and plats were reviewed, ranging from large-scale subdivisions to site plans for single family homes. Additionally, these projects are routinely monitored and inspected by staff to confirm adherence to MetCom standards and quality of workmanship. Approximately \$11.6M in surety bonds remained in place during FY 2025 to ensure contract completion in the event of contractor default for developer funded projects.

The Engineering Department also manages the Commission's capital improvement projects funded as a part of the multi-year Capital Improvement Budget and Plan. This includes budget formulation, estimating, planning, scheduling, design management, permitting, land acquisition, construction management, inspection services, and technical assistance on grants and loans. The approved FY 2025 capital improvement budget included funding for six (6) water and twelve (12) sewer projects budgeted at \$1,601,498 and \$14,070,153, respectively. The capital projects are all designed to better serve our customers with reliable public water and sewer systems.

The capital improvement projects are divided into water and sewer categories for purposes of funding and calculating annual rates and charges as follows:

WATER – includes water line renewal, rehabilitation and extensions; well repair and replacement; advanced metering technology; and the installation of water storage tanks and elevated water towers.

SEWER – includes sewer main renewal and replacement; Inflow / Infiltration abatement; wastewater pump station improvements; manhole rehabilitation; wastewater treatment plant upgrades; service area expansions; and grinder pump replacements.

System Integrity. As a part of its responsibilities, the Engineering Department oversees Miss Utility locating services which help protect the public water/sewer system from potential damage during construction by other entities. The services have been privatized (Maryland Broadband Cooperative Inc.) in order to allow the inspections staff to fully allocate their time to the inspections of capital and developer projects, provide a higher level of contractor management, and performance monitoring and help ensure that all new work is completed in accordance with MetCom standards.

Leadership Southern Maryland Emerging Leaders Program (LEAP). The Engineering Department also participates in an Emerging Leaders Program which provides a six-month immersive and experiential program for early- to mid-career professionals to refine individual leadership skills. The sessions focus on regional topics and community engagement. Whether you are a born leader or self-made,

the LEAP program builds teamwork skills, fosters collaboration and helps build a regional network.



*Electrical Conduit Installation
At the Bay Ridge Well Site.*



*MetCom's Professional Engineer Josh Woodburn
(back row, 4th from the right).*

HUMAN RESOURCES OVERVIEW

Human Resources is responsible for Employment, Recruiting, Compensation Administration, Benefits, Wellness, Training and Development, Safety and Risk Management, Employee Relations and Regulatory Compliance of all Metropolitan Commission Staff. During FY 2025, the Human Resources Department:

- Received and processed 554 applications; and
- Posted 169 employment notices; and
- Filled 26 vacant positions.

STAFFING

As of June 30, 2025, MetCom employed 99 employees, as follows:

	<u>Male</u>	<u>Female</u>
Full Time	72	27
Part Time	0	0
Intern	0	0
Contract	0	0
TOTAL	72	27

INTERNAL PROMOTIONS

MetCom has a long history of attracting and retaining a talented and diverse workforce. We are proud of our team and their dedication to both the Commission and our customers. Last year, we were able to promote twelve (12) employees and transfer four (4) employees from within the organization.

As of June 30, 2025, MetCom's full time employees, classified by years of service, were as follows, with 70% serving nine (9) years or less with the Commission. Length of Service awards celebrate the length of time an employee has been with us. A milestone celebration like this is a wonderful way to show appreciation for your most loyal team members and really honor those who have remained committed to MetCom for a significant time.

<u>Service Years</u>	<u># Employees</u>
40 years +	1
30-39 years	1
25-29 years	5
20-24 years	6
15-19 years	7
10-14 years	10
5-9 years	20
<5 years	49



Length of Service Award recipients are recognized by the Commissioners and co-workers at our Board Meetings.

BENEFITS MANAGEMENT

The Human Resources staff attended several virtual seminars, and online-classes and training events throughout the year to keep abreast of the ever-changing compliance issues with regard to employee benefits and to stay current with benefit strategies.

The following tabulation highlights several benefits-related activities that Human Resources has facilitated this year:

Activity	Statistics
<ul style="list-style-type: none">• 1 Retirement• 4 Worker's Compensation Claims• 17 Family Medical Leave Applications• Open Enrollment Information Session• Several Employee Well-being Webinars 	<ul style="list-style-type: none">• 76% of employees participate in MetCom's medical insurance.• 80% of employees participate in MetCom's dental insurance• 81% of employees participate in MetCom's vision insurance• 49% of employees participate in the 457B Retirement Plan• 44% of employees are enrolled in the Short Term Disability.• 34% of employees have additional life insurance.• 12% of employees have ancillary insurance (AFLAC).• 3 BECA Scholarship Recipients• 41% of employees participate in the Flexible Spending Account (FSA).• 100% of employees participate in the State Retirement System (mandatory).

TRAINING & DEVELOPMENT

MetCom's training program includes in-house, virtual and external in-person training. MetCom works diligently to meet all legal requirements for training as well as provide training that will enhance levels of service to our customers, limit our liability, and improve their respective skill sets. Human Resources (HR) helps facilitate and track all required classes for water/wastewater operator and Superintendent Licenses. HR further tracks all Commercial Driver's Licenses and physicals associated with such licenses. We currently have 26 employees who hold a Commercial Driver's License. We also have 39 licensed employees, with 66 individual licenses and certifications.

MetCom participates in the CDL Clearinghouse mandated by the Federal Motor Carrier Safety Administration, which provides MetCom with a secure on-line database that tracks drug and alcohol program violations.



Employee participating in forklift training.

As of June 30, 2025, MetCom had three (3) Professional Engineers on staff, one (1) Professional Human Resources, two (2) Society for Human Resource Management (SHRM) – Certified Professionals, one (1) Certified Professional Public Buyers (CPPB), one (1) Certified Procurement Professional, and one (1) Certified Professional Public Officer (UPPCO).



Employees participating in CPR training.

In Fiscal Year 2025, employees participated in 88 safety classes and received 1,365 hours of training.



Employees participating in confined space training.

INTERNSHIP PROGRAM

The Metropolitan Commission maintains a paid internship program to assist college students. These programs help students gain industry knowledge they may not learn elsewhere; provides students with real, meaningful work that can be captured on their resumes; brings fresh, new ideas and perspectives; helps the staffing needs of the organization; and could lead to their hiring as a full-time employee with the organization.

Here is what one of our interns had to say: *“Working as an intern with MetCom was an excellent experience that helped me navigate my transition between college and the ‘real world.’ I was able to learn more about public water utilities than I ever would have imagined, met great coworkers, and the professional setting was beneficial in preparing me for my next career step.”*

This program is beneficial to both the students and the Metropolitan Commission. Over the years we have hired ten (10) interns into full-time employment. We did not employ any interns during FY 2025. To learn more about the MetCom internship program, please visit our website at www.metcom.org and select the Human Resources tab.

QUALITY ON TAP AWARD

On behalf of the Commission, the Executive Director awarded the 2025 Quality on Tap Award to Judy Gilman, our Risk Manager and Safety Officer, in appreciation and recognition of her outstanding service, dedication to duty, and level of commitment to the organization. Judy has set a standard of excellence that is a direct reflection of her professionalism and is in keeping with the highest traditions of MetCom. The results of her advocacy for all the safety programs and training in just the last five (5) years has set us apart from other organizations in so many ways.



RISK MANAGEMENT



Risk Management is a collaborative effort between the Human Resources (HR) Department and the Operations Department. HR staff and the Chief Facilities and Operations Officer work together to promote safety and protect MetCom employees and its property. Several programs are in place to help us with that objective, including a workers' compensation program, drug and alcohol testing program, fully insured liability program and a risk management program. In FY 2025, there were four (4) work related injuries reported with workers' compensation claims totaling \$878.99 and seven (7) lost workdays.

The Chief Human Resources Officer and the Safety Officer also coordinate MetCom's Drug and Alcohol Testing Program, which includes pre-employment, random, reasonable suspicion, post-accident, return-to-duty and follow-up testing. The program involves coordination with Deer Oaks, MetCom's Employee Assistance Program provider, for substance abuse counseling when needed.

INFORMATION TECHNOLOGY OVERVIEW

The Information Technology (IT) Department remains committed to delivering high-quality technology services to support MetCom operations. Supporting a county-wide network across five main sites, IT manages all aspects of the Commission's technological systems including: network infrastructure, technical support, functionality, and information security. Critical systems maintained by the IT department include:

- Supervisory Control and Data Acquisition (SCADA),
- Enterprise Resource Planning (ERP),
- Public asset management,
- Geographical Information Systems (GIS),
- Meter data collection,
- Network infrastructure and security,
- Data storage,
- Data backup/recovery,
- Cybersecurity,
- Website development,
- Document retention/archiving, and
- Collaboration.



The IT team remains committed to modernizing enterprise services and increasing system dependability and performance through continuous monitoring of the network, deploying new technologies, employing advanced scanning & reporting techniques, enforcing security measures, maintaining verified backups of critical data, and offering ongoing training programs to our users. Technology is constantly evolving. MetCom's IT staff is focused on delivering innovative products and promoting efficiency while striving to safeguard our networks and critical infrastructure.

FISCAL YEAR 2025 ACCOMPLISHMENTS

CAPITAL IMPROVEMENTS

- **FDR Boulevard Water Main Phase 3B.** With Phase 3A construction complete (*from Chancellors Run Rd to Buck Hewitt Rd*), our focus has proceeded to Phase 3B. This next phase of the project includes infrastructure improvements in conjunction with the St. Mary's County Department of Public Works & Transportation's (DPW&T's) FDR Boulevard Neighborhood Connector Roadway Project. The MetCom portion of the improvements will include the installation of approximately 1,200 linear feet of new water lines for looping, relocation of existing water lines, and the installation of fire hydrants along FDR Boulevard between Victory Wood Way and Pegg Road. This project was designed, bid and will be constructed concurrently with DPW&T's roadway extension project.



Exhibit showing the FDR BLVD Phase 3B.

This project was bid as a joint solicitation with St. Mary's County Government in accordance with the May 21, 2019 Memorandum of Agreement (MOA) between the Commissioners of St. Mary's County (CSMC) and the St. Mary's County Metropolitan Commission. Joint solicitations help streamline projects by eliminating the need for separate solicitations and by reducing potential conflicts between separate contractors (*i.e., engineering and construction*). The project is expected to be completed in 600 calendar days.

Construction began in October of 2024 with clearing and grading behind Exploration Drive in preparation for the new roadway. Pending any major changes or weather delays, FDR Boulevard should be completed by June 16, 2026.

- **St. Clements Shores Wastewater Treatment Plant Expansion.** MetCom staff worked extensively with the St. Mary's County Health Department, the Department of Land Use and Growth Management (LUGM), and the Maryland Department of the Environment (MDE) during the planning of this project. Priority Funding Area Exemption designation, Planning Commission concurrence, Smart Growth Coordination Committee approval, Comprehensive Land Use Plan and CWSP

Amendments, review by the Maryland Departments of Planning and Environment and establishment of a new Sewer Service Area resulted in the adoption of Resolution No. 2021-01 by the CSMC on January 5, 2021. The required Preliminary Engineering Report (PER) was submitted to MDE for review and approval in June 2021. This \$22M project resolves an ongoing issue of failing private septic systems within the existing 140 developed lots and includes an upgrade of both treatment and disposal systems. Once completed, additional public sewer service will be available to an additional 100 undeveloped lots with future expansion capability.



SCS WWTP Pre-bid site visit held June 10, 2025.

The design plans were completed and received final approvals in the fall of 2024, with the bid advertised in May of 2025. It is projected that the MetCom Board will provide tentative award in the Fall with the bid package submitted to MDE and the State Board of Public Works for final approval by the summer of 2026. The construction award includes a duration of two (2) years, which places the completion of construction in the summer of 2028.

- **Bay Ridge Well.** The Bay Ridge Well Project was designed to provide a new production well and well house to improve system performance and integration in the Lexington Park service area. The new well will balance production in the public water system and will draw from the Patapsco Aquifer at a rate of 700 gallons per minute. Site work will include upgraded access, stormwater management, perimeter fencing and a new diesel generator. The balance of the construction work will include the drilling of a new well, a well house, pump controls, a disinfection system, pipe work, telemetry equipment, and control integration.



Bay Ridge Control Building Slab being poured.

The \$3.1M construction contract was bid in June 2023 and awarded on August 24, 2023. Construction of the new production well is now complete, and the site work is progressing well (see photo at right). It is anticipated that the construction will be completed by July 2026.

- **Breton Bay Water System Phase 2.** The design for the second phase of this three phase project is underway. This project will replace the existing public water system located on the eastern side of Society Hill Road and the south side of the Society Hill Road / Potomac View Drive intersection. This system was originally built in the 1960s, serves approximately 200 customers and is not up to current MetCom specifications. The facilities to be replaced are comprised primarily of transite (asbestos-cement) and galvanized materials and are beyond their anticipated 40- to 50-year useful life. The existing mains are also undersized and the residential area is not adequately served by fire hydrants. This lack of fire flow capacity and fire protection capability will be addressed once this project is completed. MetCom's Operations and Maintenance Department has responded to 26 water main / service line breaks since 2015 which have caused frequent service interruptions to our customers. Phase 1 design is nearing completion and anticipated to start construction following a loan application in the winter of 2026/2027. Phase 2 construction is programmed for funding the following year.
- **King Kennedy Water Station Phase 2.** The King Kennedy Water System is a stand-alone independent system consisting of two wells, a hydro-pneumatic tank, 6,350 linear feet of water mains (*2 to 8 inches in diameter*) and has no operational fire hydrants. The water system was originally installed in several phases under private ownership circa 1970, and was later annexed by MetCom. Phase 1 of the King Kennedy project was operationally accepted on March 18, 2020 and included the replacement of Well #1 that was originally constructed in the 1970's and subsequently abandoned in 2015. Phase 2 of this project was completed in September 2024 and provides a new 40,000-gallon ground storage tank, a 6,768 gallon hydropneumatic storage tank, a new well house with controls, an emergency generator and an upgrade to 3-phase electric service. These improvements will increase reliability and provide a source for fire protection / suppression for our customers.



The newly constructed King Kennedy Water Station.

The service area benefitting from this project includes the Loveville Acres and King & Kennedy Estates residential developments. These two developments consist of 67 single family homes which are located approximately one mile west-southwest of the intersection of Three Notch Road (MD Route 235) and Loveville Road (MD Route 247). The water mains and hydrants are planned to be addressed under a separately planned MD247 Loveville Road Water Main Replacement project.

- **Greenbrier Water Storage Tank.** This project was necessary to provide an adequate water storage tank to meet the capacity requirements for the 426 home Greenbrier Subdivision that is served by a stand-alone water system. Construction began in January 2023 and was completed in September 2024. The new storage tank replaced the prior 8,000 gallon hydropneumatic tank that had been installed in the early 1990's that no longer met both the domestic demand and fire flow needs of the community. The completed project includes a 500 gallon per minute (GPM) booster pumping station with new piping and valves, a new 200,000 gallon ground storage tank, electrical and SCADA upgrades (see page 33), yard piping and state-of-the art storm water management. These improvements will increase reliability and provide increased fire protection / suppression for the customers dependent on this water system.
- **MD247 Loveville Road Water Main Replacement Phase 1 .** This project is the first of two phases that will replace the existing undersized water lines that were built in the 1970's as an independent stand-alone water system. The project includes; the installation of 3,150 linear feet of 8" water main, 6 fire hydrants, 23 residential house connections, and multiples valves along Loveville Road (MD 247) and Independence Avenue in the King Kennedy Subdivision. These upgrades will address inoperable hydrants, increase fire protection, correct undersized water main conditions, improve water service and replace lines that have experienced ongoing maintenance issues. The proposed water mains will be tied directly into the new King Kennedy Water Station & Storage Tank which is under construction and scheduled to be completed by Winter 2025. Construction on this phase began in July 2024 and was completed January 2025. Phase 2 is under design and anticipated to begin construction in the fall of 2026.



*Loveville Road Water Main Replacement
Phase 1 Water Main Installation.*

- **Water Distribution Service Saddle Replacement.** The Wicomico Shores area was developed in the late 1990s. Since 2014, there have been 24 reported water leaks along Golf Course Drive which have caused customer service interruptions and unscheduled emergency reapsirs by MetCom's Construction Division staff. Corrosion of the exisitng saddle bolts was determined to have resulted from the use of improper fill dirt during the initial construction (*by developers*) and the presence of existing corrosive soils, both of which contributed to premature failure of the waterline. Corrective measures were planned and budgetd which included: the

replacement of approximately 88 water saddles along Golf Course Drive (see *photo at left*); relocation of existing water meter vaults out of the ditch lines to reduce the possibility of contamination of the water system due to flooding or damage; the installation of several in-line valves to help isolate areas during future planned

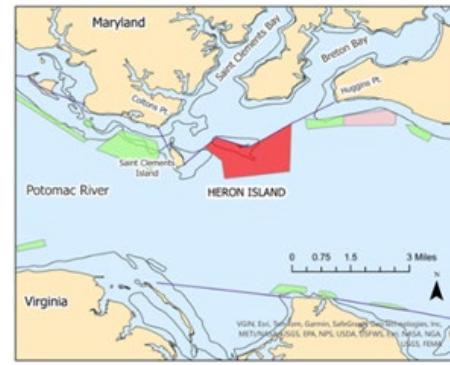
maintenance projects; and improved maintenance access. The proposed project will utilize epoxy coated service saddles with double stainless-steel straps to protect against future corrosion. Construction on the replacements began in January 2025 and the work is anticipated to be complete in the summer of 2025.



Golf Course Drive project limits.

- **Oyster Revitalization Project.** After receiving a Governor's Citation for its oyster revitalization initiatives, MetCom entered into a Memorandum of Understanding the Maryland Department of the Environment and the Potomac River Fisheries Commission (PRFC) implement an Oyster supplemental environmental project.

The Final Closeout Report indicated that the oyster restoration project is now completed. A total of **9,635 bushels** of James River wild diploid oyster seed was planted on a 15-acre site on the Heron Island oyster bar (see *map at right*). Seed counts ranged from 700-850 seed per bushel. The MetCom-funded planting project has been a great success so far and the site will continue to be monitored annually throughout the next three years by the Maryland Department of Natural Resources.



Heron Island Oyster Bar.

MetCom is proud of the completion of this project which enhances the health of local ecosystems and is a demonstration of our environmental stewardship in both the operation and maintenance of our public wastewater conveyance and treatment systems.

DEVELOPMENT REVIEW

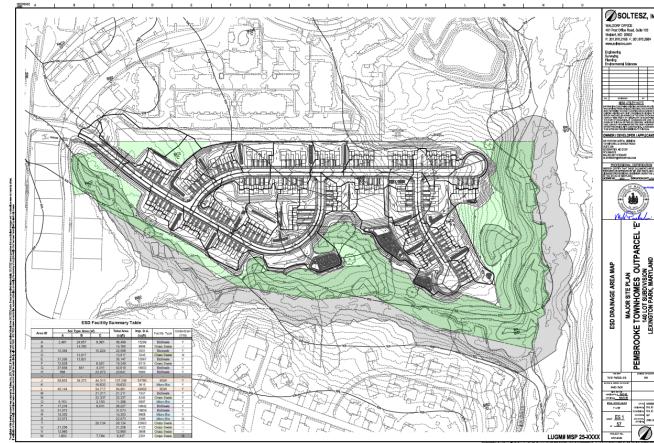
- **Royal Farms Lexington Park.** Royal Farms Lexington Park sits on the land where Linda's Dinner was previously located on the corner of Great Mills Road and Three Notch. Just South of the Pax River Village site. This project demoed all the existing strip mall units that were previously located on this site. This project includes a 4,300 square foot convenience store building, 4 fuel pumps and a future car wash. This site is served by both water and sewer which will be pulled to the site from South Coral Drive. This site includes 17 EDUs. Construction began in the fall of 2024 and is anticipated to be completed in the summer of 2025.

- **Weis Charlotte Hall.** The home of the County's newest Weis is located within the Charlotte Hall Station development located on the corner of Three Notch and Golden Beach Road. This development includes several buildings and businesses that will be served by the Charlotte Hall public water and sewer facilities. The development includes a proposed gas station, retail, offices, and restaurant pad sites in addition to the main building which will house a 60,100 square foot Weis Grocery Store. This site is currently under construction and is expected to be completed in the summer of 2025.



Charlotte Hall site location under construction.

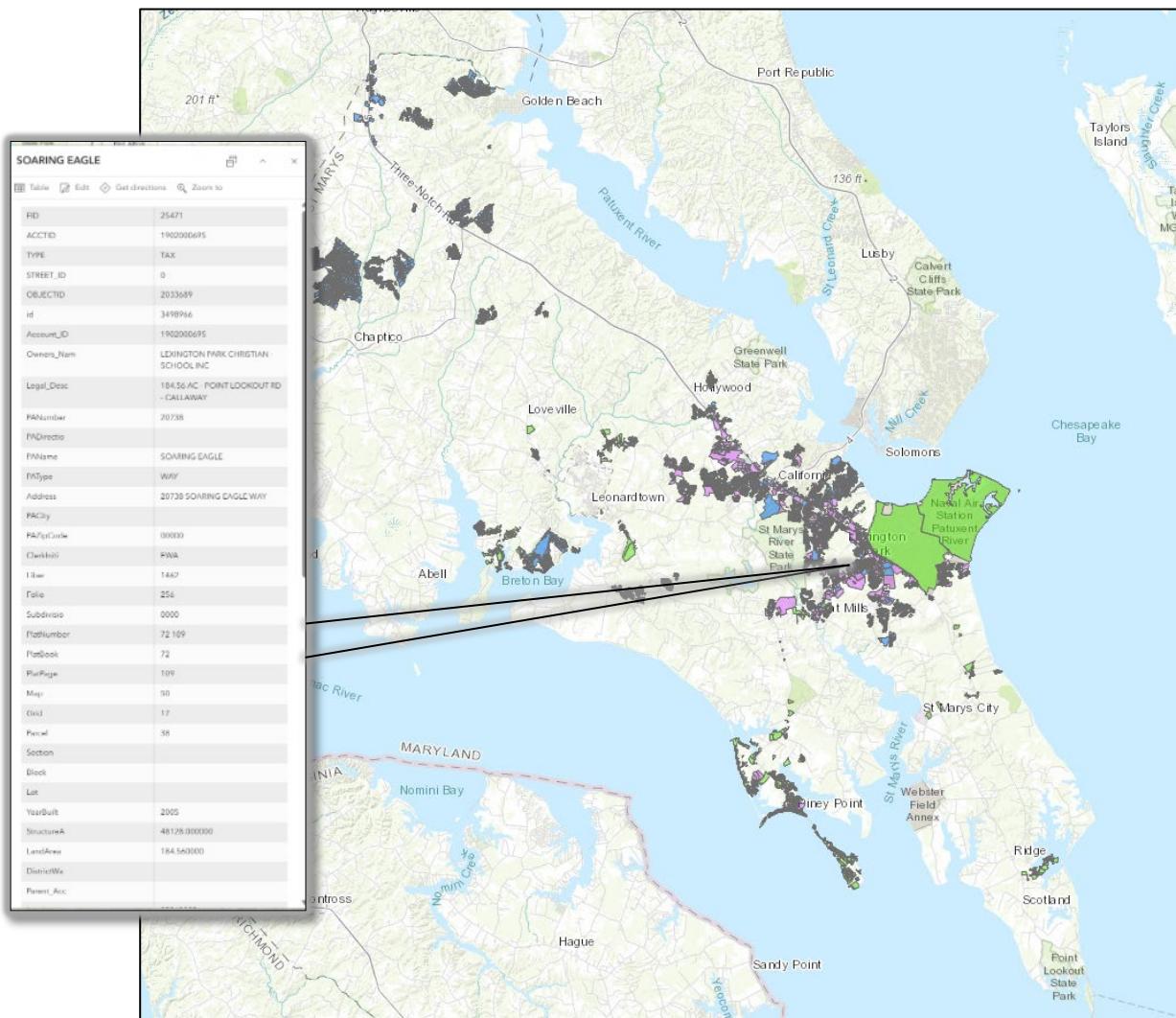
- **Home Depot (Oak Crest Center).** Concept plan approval was granted for the County's first Home Depot location in the winter of 2024-2025. This store is proposed to be located In the Oak Crest development situated behind the new Chipotle. The site plan includes a 107,600 square foot home center with an attached 29,000 square foot garden center. This site will be served by both public water and sewer. This site will be served by the new permanent pump station that is just beginning construction. This pump station will have to be complete before the Home Depot is constructed.
- **Oak Crest Permanent Pump Station.** The preconstruction meeting for this project was held March 2025. Construction is expected to begin in the spring 2025. The work will include rehabilitation of the existing wet well, new pumps, valve vault, controls, SCADA, control building and connection to the existing force main that runs from the Woods at Myrtle Point to the gravity system located along 235. This work is anticipated to take a year to complete. This station will serve the Oak Crest development and once complete the interim pump station will be taken out of service.
- **Pembroke Townhomes.** This newly proposed development was granted conceptual approval in August of 2024 from MetCom and received approved by the County's Planning Commission in February 2025. This development is located off of Willows Road and situated between the Pembroke Subdivision and the Abberly Crest Apartments. This proposed site includes 140 dwelling units and is proposed to be served by public water and sewer.



GIS UPDATES

The modernization of the way MetCom views and utilizes its GIS mapping continued this year. The endless effort of facilities mapping continued making progress toward a more complete and comprehensive information station for all that are using it daily. This includes efforts to incorporate all water and sewer house connections that the Commission owns and maintains along with grinder pumps and various other facilities. As new facilities are complete and come online or are replaced the GIS mapping is also updated to incorporate these changes.

Newly added information includes a newly created layer showing the properties which are served by water and/or sewer by the Commission. This information was also shared with the County to help with overall planning and updates to the County's Comprehensive Plan, Zoning Ordinance and Comprehensive Water and Sewer Plan (CWSP) which are expected to be completed by the County next year.



GIS mapping showing water and sewer customers throughout the County.

OPERATIONS & MAINTENANCE

Career Day at Esperanza Middle School.

The Commission staff participated with the Career Day at Esperanza Middle School, entitled "Test Driving Your Future." The goal was to share with students the various work that involves trucks or vehicles. This event allowed students to ask questions and learn about what some of MetCom's vehicles do. The event was a success with lots of questions and participation from students.



MetCom vehicles on display during Career Day.

Public outreach is an essential part of our job. Time spent educating the public regarding the work we do and the challenges we face, such as increasing regulations and emerging contaminants, are important and beneficial.

National Night Out. Again, this year, the Commission staff participated with the Wildwood Community Homeowners Association and the Office of the Sheriff in the 38th Annual National Night Out event held on August 6, 2024. We appreciate the support from our community partners in helping make the evening a huge success. We were able to share information regarding public water and sewer services, water conservation, leak detection, the Adopt-A-Hydrant program, and some fun facts about water. We were also able to display some of our equipment.

Lead Service Line Inventory. MetCom has evaluated 16,930 water service lines throughout the County to comply with mandated U.S. Environmental Protection Agency federal rules aimed at decreasing lead exposure in domestic water supplies. None of the water service lines examined were found to be made of lead. Of those inspected, none were found to have lead services lines. In addition, although the 290 miles of public-owned water supply lines are not constructed of lead materials, there may be some small lead pigtails and gooseneck connections still in the system, and while these are not considered by the EPA as lead service lines that will be programmed for replacement.



Propagation Study. In November 2024, a propagation study / coverage analysis was performed to determine the feasibility of adding new technology atop existing elevated water storage towers that could more efficiently collect and retrieve radio signal data from

our water meters. New technologies can provide real time data, enhance meter reading efficiency, improved customer service processes (portal and notifications), decreases non-revenue water consumption and streamlines the billing process. After successful completion of this study, a pilot project was planned to be implemented in the Wildwood (yellow) and Great Mills (red) areas with Hickory Hills being identified as the next subsequent phase (orange).



Propagation Study area map.

Response Protocol for Sanitary Sewer Overflows. In conjunction with the County Health Officer and the Department of Emergency Services, the Commission updated the public notification procedures in accordance with the Code of Maryland Regulations (COMAR). Public notifications are intended to advise the public of any potential health hazards associated with sewer overflows within 24 hours of being made aware of an incident. Notifications may include Code Red Reverse 911, Facebook posts, website notices, on site postings, County public informational releases, door-to-door communication door tags, media releases or other media social platforms.



Advanced Metering Infrastructure (AMI). A multi-phased project was approved by the Board to upgrade / enhance / retrofit the existing outdated Automatic Meter Reading (AMR) technology with current Advanced Metering Infrastructure (AMI) for the 28 public water systems. The current AMR system requires the dispatch of meter technicians on multiple routes (16) to perform the monthly billing cycle. Due to this process, information regarding usage lags by approximately two months and does not provide the Commission's Billing Department or our customers with timely data notifications (i.e., excessive use, leaks, property transfer billing). The new AMI system will not require personnel to collect data and automatically transmits data directly at predetermined intervals. The new AMI system will also improve water preservation and assist the Operations Department by efficiently accounting for water usage, in accordance with groundwater appropriation permits and Maryland Department of the Environment Water Audits. To help expedite the project, the Board authorized the purchase of three (3) Gateway meter reading devices (see Propagation Study on Page 26) on March 27, 2025,. Future enhancements of the new system may also include temperature / pressure monitoring, remote turn-off capability and improved customer service processes.

Cross Connection Control and Backflow Prevention. The Commission has continued the Cross Connection Control and Backflow Prevention program this year. The purpose of the program is to provide initial and periodic site surveys of MetCom's commercial water accounts in order to determine the degree of backflow hazard associated based on the occupancy of the building, type of water use fixtures and hazardous substances used in the building. The surveys also identify and inventory the containment backflow devices used and, depending on the degree of hazard and backflow assemblies used, determine the testing frequency of the assemblies. Residential water meters are not included in this program as the existing water meters currently have backflow prevention. Keeping our water and wastewater system resilient for our community is crucial. As of June 30, 2025, there are 794 commercial water accounts that are tracked within the Commissions' public water systems. Of these, 124 are identified as high-hazard accounts. “**High Hazard**” is defined as an actual threat of contamination that presents a danger to the public health or to the integrity of the water system (such as laboratories, medical facilities, tall buildings, car washes or automotive repair facilities).



Installation of an emergency power generator to ensure operations in critical times.

Excessive Water Use. In order to conserve, protect, and use water resources within the State, it is necessary to control the appropriation or use of surface and underground waters. The Maryland Department of the Environment issues Water Appropriations Permits for the withdrawal of ground water for every water system that MetCom operates. As a result, the Commission maintains an active Policy that establishes notification and enforcement procedures to limit excessive water use during droughts, natural disasters, planned or unplanned potable water shortages or when deemed a waste of water. These procedures are intended to help protect the public water supply and the Commission reserves the right to implement further mandatory rules and regulations to reduce the amount of water used in the County.

Fleet Telemetry. On January 23, 2025, the Commission received a grant award from the Local Government Insurance trust (LGIT) that would provide the initial funding for the implementation of fleet telemetry and telematics into its vehicles. Fleet telemetry will provide increased safety and security by helping quickly locate vehicles and non-motorized assets in case of theft, and emergency or coordinated response / recovery efforts in the event of a disaster, help reduce accident rates, better assess incident claims and promote improved driving habits. Features such as collision detection and emergency alert buttons will provide an additional layer of protection for our drivers.



Chairman Meyerman
accepting LGIT grant award.

Wastewater Collections and Maintenance. Conveying and pumping wastewater is a challenging endeavor. From sanitary sewer overflows to operations and maintenance, it is a challenge to our staff to stay on top of everything. Inflow and Infiltration (I&I) continues to be a major problem. Repair and rehabilitation work is ongoing across all the sanitary sewer



collections systems that the Commission operates. Identifying and eliminating sources of I&I is an ongoing effort of the Collections and Maintenance staff. Attention has been given to all areas of the system, such as manholes and gravity sewer lines. Rehabilitating and repairing sanitary sewer manholes and gravity sewer lines can significantly reduce in the collections system.

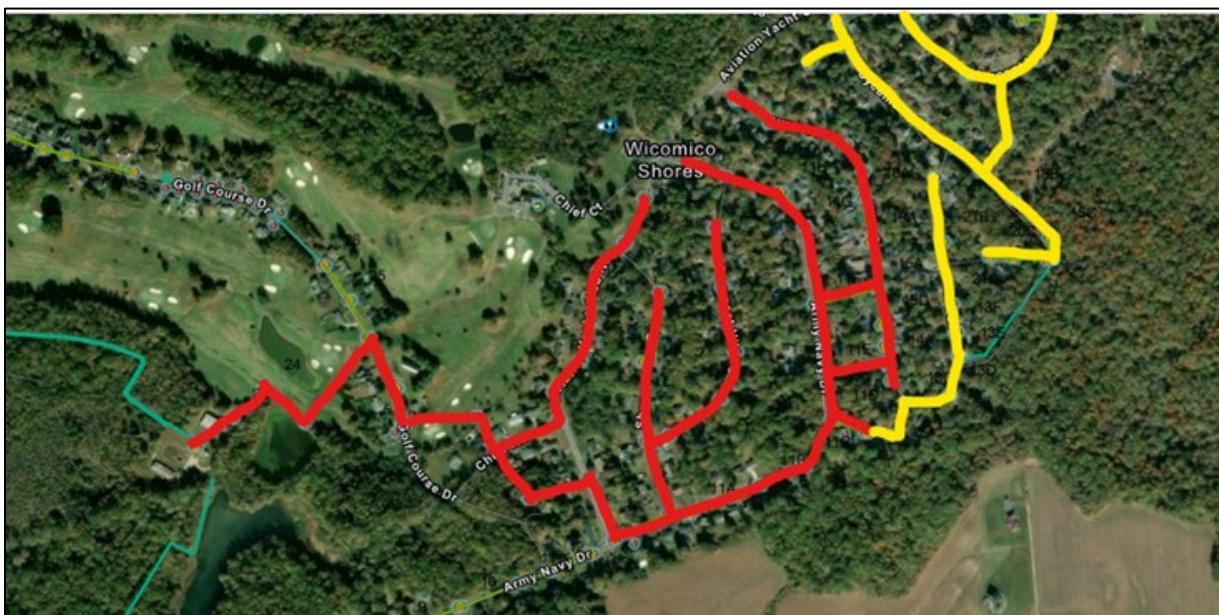


Sanitary sewer manhole
rehabilitation and smoke
testing.

By restoring and rehabilitating these structures to like new condition, we extend the life of the asset while reducing any extraneous water from entering our system, thereby reducing costs to our customers. Other I&I abatement efforts include smoke testing and visually inspecting these fixtures out in the field. Our maintenance staff is committed to working to keep our system reliable and efficient throughout the year. There has been a tremendous amount of work completed throughout the system including an ongoing grinder pump replacement project, installing new pumps at various wastewater stations and upgrading controls and SCADA at other stations.

Distinguished Service in Wastewater Collections. Congratulations to our own Eric Pool who received the Water and Waste Operators of MD, DE & DC (WWOA) Service Award for his "Distinguished Service in Wastewater Collections." The award was presented at the 2024 Tri-Association Conference ("Tri-Con") which was held at the Roland E. Powell Convention Center, Ocean City, Maryland. There have been only 5 recipients of this honor since 2013.

Inflow and Infiltration (I&I) Sewer Replacement, Rehabilitation. This recurring upgrade project focuses on areas with infrastructure in need of rehabilitation. Areas are chosen to be rehabbed through the CCTV inspection process which utilizes remotely operated sewer inspection equipment. This year, the Wicomico Shores and Great Mills Road areas were found to be in the most need of rehabilitation. Approximately 2,870 linear feet of 18" sewer gravity interceptor with root intrusion, fractured or cracked pipe sections, will receive a Cured-in-Place liner. Cured-in-place pipe (CIPP) pipe lining is one of several methods used to repair existing pipelines that do not require excavation of existing pipes. Since 2013, approximately 77,500 linear feet of sewer mains in MetCom's sanitary sewer systems have been rehabilitated using the CIPP (cured-in-place pipe) process.

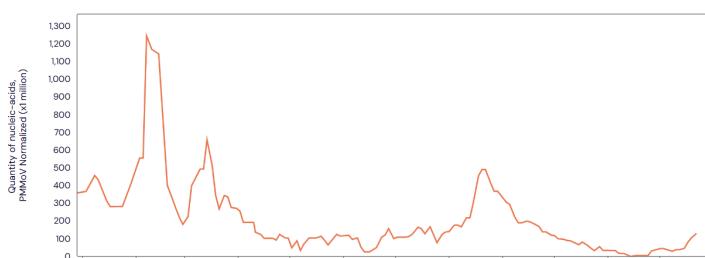


Warranty Program for Emergency Repairs. Again, this year, MetCom continues to stress to its customers how important it is to protect their homes from the unexpected expense and inconvenience of emergency repairs. The Commission partnered with Service Line Warranties of America (SLWA), a premier provider of home emergency repair programs to homeowners nationwide, to offer Exterior Water Service Line and Exterior Sewer/Septic Coverage. As of June 30, 2025, there have been 272 claims completed: 85 external water line claims (\$197,623), 114 external sewer line claims (\$264,208), and 73 interior plumbing and drainage claims (\$49,945), saving residents \$511,776 in repair/replacement costs. The Commission receives \$0.50 per month per policy to help support operations and maintenance of the public water and sewer system.

LABORATORY: WATER QUALITY TESTING & ANALYSIS

Viral Outbreak Testing. The Commission, in an ongoing effort to stay on top of and at the forefront of any emerging health threats, will be participating in screening our raw wastewater for various substances and infectious diseases. WastewaterSCAN is a national effort to spread a leading approach for monitoring diseases through municipal wastewater systems to inform public health responses locally and nationally. Scientists at Stanford University and Emory University, the life sciences company Verily, and local wastewater and public health officials partner to produce actionable data about COVID-19 and other pathogens.

WastewaterSCAN's long-term goal is to seed a national sentinel system using wastewater that informs public health measures for SARS-CoV-2, measles, flu, respiratory syncytial virus (RSV), West Nile Virus, Hepatitis A, Norovirus, Enterovirus, Influenza A and B, and Mpox, as well as establish durable infrastructure to help prepare us for future pandemics.



Concentration of SARS-CoV-2 in wastewater at the Marley-Taylor Wastewater Treatment Facility. More data is available at www.data.wastewaterscan.org

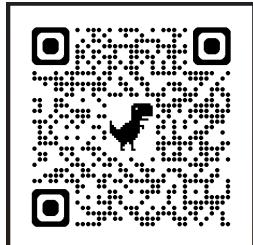
The data will be shared to the National Wastewater Surveillance System (NWSS) database established by the Centers for Disease Control and Prevention (CDC). Wastewater samples continued to be collected as part of a collaborative initiative by the St. Mary's County Metropolitan Commission and the St. Mary's County Health Department.

National Institute on Drug Abuse. Along with viral screening, MetCom has partnered with the Health Department in a new National Institute on Drug Abuse (NIDA) Wastewater Surveillance Program, a groundbreaking initiative aimed at evaluating drug usage on a national level. We are screening for various high risk substances and illicit drugs. These include Alprazolam, Cocaine, Fentanyl, Ketamine, Medetomidine, Methamphetamine, Nicotine and Xylazine.

The NIDA Wastewater Surveillance Program is a vital step forward in our collective efforts to address substance abuse and its impact on public health and safety. By participating in this program, St. Mary's County Metropolitan Commission played a crucial role in providing valuable data that can inform proactive and effective public health interventions.



Consumer Confidence Reports. The Federal Safe Drinking Water Act (SDWA) requires community water systems to deliver a Consumer Confidence Report (CCR), also known as an Annual Drinking Water Quality Report. The 2024 Consumer Confidence Reports for MetCom's 28 water systems are published on our MetCom website. Each Water Quality Report contains useful information such as conservation tips, a description of potential contaminants, as well as information regarding the source of the water and water quality results.



Water Quality (Consumer Confidence) Reports

MetCom is proud to present the following Water Quality Reports, to keep you informed about the safety and quality of the drinking water we provide. Our Water Quality Reports, which are also known as our Consumer Confidence Reports (CCRs), are published every year in accordance with the U.S. Environmental Protection Agency's July 1 deadline. The Consumer Confidence Reports (CCRs) provide consumers information about the quality of drinking water in an easy to read format. This report is also known as an annual water quality report or drinking water quality report. The CCR includes information about the water system, water sources, definitions, levels of detected contaminants, water quality compliance/violations, and some educational information.

2024

2023

2022

MDE PFAS Testing

The St. Mary's County Metropolitan Commission's (MetCom's) state certified Water Quality Laboratory performs or manages the testing required by state and federal regulations. The drinking water that MetCom supplies meets or exceeds all 120 U.S. EPA standards for drinking water. In addition to regulatory testing, many other analyses are performed to monitor the water quality of the Commission's raw sources (wells), water within the treatment process, as well as within the distribution system. Water undergoing treatment is monitored pH and disinfectant residuals through a variety of means. The majority of the regulatory and water quality testing performed (which include organic, inorganic, metals, and bacteriological testing) are conducted at MetCom's laboratory using sophisticated instrumentation. Results for much of this testing are posted on this page.

INFORMATION TECHNOLOGY (IT)

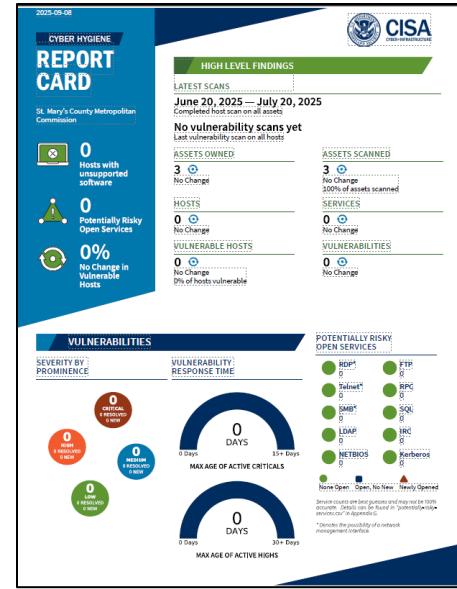
The IT Department maintains MetCom's information systems including routine maintenance, software/hardware upgrades, system patching, new installations, and training. This year marked significant progress in modernizing our technology infrastructure and enhancing operational efficiency across multiple domains. One of the most impactful initiatives was the successful migration of our legacy on-premise phone system to a cloud-based solution. This transition eliminated hardware dependencies, reduced maintenance costs, and introduced advanced features, including seamless remote connectivity, improved call management, and enhanced disaster recovery capabilities. Careful planning, phased deployment, and user training ensured minimal disruption, resulting in a more resilient and adaptable communication environment aligned with our long-term strategies.

Multi-Factor Authentication (MFA). Another significant achievement was implementing an MFA solution across both remote access and in-office systems. This initiative significantly strengthened our security posture by adding an extra layer of protection beyond traditional passwords. With the growing threat landscape and increased reliance on remote work, MFA has become a cornerstone of modern cybersecurity. The rollout involved careful integration with existing systems, user education, and thorough testing to ensure a smooth transition. Today, employees benefit from a secure yet user-friendly authentication process, and the organization is better positioned to defend against credential-based attacks and meet compliance requirements. This project reflects our commitment to proactive security measures and safeguarding organizational assets.



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Cybersecurity. MetCom continues to use the assessment services provided by the Cybersecurity & Infrastructure Security Agency (CISA). These services, the Cyber Hygiene Vulnerability Service and the Web Application Scanning service provide continuous scanning of our public-facing interfaces and web applications. Cyber Hygiene Assessment Report Cards are provided monthly (*see image at right*). CISA's Cyber Hygiene Services are provided by highly trained information security experts equipped with top-of-the-line tools for detecting potential security vulnerabilities. The IT team implemented a CISA-sponsored log management solution called Logging Made Easy to maintain a centralized repository of system logs and to receive real-time threat alerts. In addition to this log management system, the team has implemented a logging system solely focused on recording traffic and alerts from our perimeter firewalls. These systems allow MetCom to proactively detect and respond to potential malicious activity, ensuring the privacy and security of our valuable information.



MetCom is a member of the Multi-State Information Sharing and Analysis Center (MS-ISAC). MS-ISAC membership affords MetCom valuable cybersecurity resources including 24x7x365 threat intelligence, detection and response assistance, cybersecurity tools and resources, important advisories and notifications, weekly malicious domains/IP reports, and Malicious Domain Blocking and Reporting (MDBR).

Geographical Information Systems (GIS). The GIS team delivered several key projects to improve data accuracy, field operations, and public transparency. The introduction of Field Maps replaced outdated ESRI Explorer, enabling real-time asset updates and mobile data collection in the field. Paired with Meter Tech Routing, these tools optimized technician routes, reduced wasted time, and improved GPS accuracy for meter locations. The deployment of GIS Dashboards provided visual snapshots of critical data, including water mains, hydrants, and meters, and prepared a Capital Project Dashboard for future use. These innovations streamlined workflows and improved decision-making across departments.

Further GIS initiatives focused on infrastructure reliability and customer communication. A Grinder Pump Analysis enhanced system accuracy in flood-prone areas, while Right-of-Way Maps became permanent references, saving weeks of annual preparation time. The Fire Hydrant Audit integrated GIS data for color-coded flow rates, ensuring compliance and readiness for emergency response, and confirmed all serviced properties are within 500 feet of a hydrant. Continued file audits advanced data integrity across sanitary districts, and the Service Interruption Map provided a public-facing tool to notify customers of outages, reducing call volume and improving transparency. Collectively, these efforts demonstrate our commitment to leveraging technology for efficiency, security, and service excellence.

Supervisory Control and Data Acquisition (SCADA). In September, the SCADA department began a project to raise existing towers at remote sites. Increasing the height of antennas improves the strength and reliability of signals. This leads to better communication, improved polling loop times, and a decrease in offline alarms. Along with raising the towers, the team replaced aging antennas and cable. Throughout the 2025 fiscal year we were able to raise a total of five (5) remote sites.

Another significant achievement was the start of the Northern Treatment Facilities SCADA Project which aims to bring these manually operated facilities under full SCADA capability.

We started this project by implementing new telemetry control units at the Charlotte Hall Wastewater Treatment Plant. With this addition, operators can see the status of equipment, levels of wastewater wells, and receive equipment specific alarms. One major advantage of these changes is that the collection station that pumps to the treatment plant can be controlled by the flow coming into the treatment plant. If the treatment plant becomes overwhelmed, the collection station goes into a standby mode allowing the treatment plant to catch up. This helps prevent accidental overflows and allows the disparate systems to work together through SCADA communications.

Polling Times. The amount of time our SCADA system takes to acquire telemetry data from the many stations that provide us with critical operating system performance data is called “polling time.” Polling our stations using SCADA allows MetCom to continuously monitor and control critical parameters, maintain performance of our systems, and detect issues in timely manner. Our SCADA team has worked hard to make the polling of our systems more efficient. In 2016, our polling times were almost 6 minutes for wastewater and 3 minutes for water. In 2023, the Telemetry Control Units (TCUs) were upgraded to newer high-speed units to begin reducing the sewer polling times. With this year’s upgrades, the SCADA Department is proud to announce sub two-minute polling loops for both wastewater and water systems. Following these recent upgrades and resultant improved polling times, the MetCom can be significantly more responsive to changing conditions in the system and will be able to act on potential outages and overflows much sooner.



Staff performing SCADA equipment maintenance.

LEGISLATION

House Bill 491 was signed by the Governor during the legislative session and was made effective on 10-1-2025. The minor text amendments within the Bill will help provide additional relief for our customers impacted by accidental, manmade, or natural disasters: ensure language consistency within the Chapter; and enable the Commission to recoup the actual costs of damage to public water and sewer infrastructure by third parties.

FISCAL

Rate Stabilization for our Customers. As a part of the FY 2020 budget process, the Commission adopted a new rate model structure recommended by staff and presented by a rate study consultant. In FY 2025, the rate of increase was lowered to 2.1% and 2.70% for water and sewer, respectively. The Commission agreed to fund an updated Rate Study to evaluate the current rate structure to ensure that it would be sustainable to cover revenue requirements throughout the upcoming ten-year planning horizon.

Customer Service Enhancements. Several initiatives were undertaken to help enhance our customer's interaction and experience:

- **AutoPay with credit/debit card.** The number of customers enrolled has increased from 4,670 to over 5,200. Additional site enhancements have made it easier for customers to enroll in AutoPay.
- **Customer service forms updated.** Numerous customer service forms were reviewed and updated to simplify the process for our customers.
- **Capital Contribution Connection incentive program.** Established an incentive program of up to \$25,000 per home to encourage new water connections that is limited to financial hardship applications.
- **Inflow & Infiltration Mitigation Fund Loan Program.** Established a program to incentivize residential corrective measures for identified Inflow and infiltration on the private service line for customers experiencing financial hardship(s).

Responsible Debt Management. One of the keys to sound financial management is the development and adoption of a debt policy. A debt policy establishes the parameters for issuing debt and managing the debt portfolio and provides guidance to decision makers. It provides guidance to MetCom regarding purposes for which debt may be issued, types and amounts of permissible debt and in management of debt. The Commission adopted a Policy, effective July 1, 2019, that provides performance measures that demonstrate our commitment to long-term financial planning and measures the financial health of the Commission. It will be used annually in conjunction with the Capital Improvement Budget/Plan (CIB/P). The Debt Policy includes four (4) specific performance measures that were established based on a prior Debt Policy Study prepared by Davenport & Company. The Study further points out that we have recently implemented many best practices that have better aligned project timing with future borrowing and limited the amount of new debt to help reduce rate pressure on customers. Our internal threshold has a total debt limit of \$120 Million. This threshold is reviewed annually as part of the Capital Improvement Budget.



The following represents our performance in FY 2025:

- **Debt Service Coverage**

St. Mary's County Metropolitan Commission Debt Service Ratio	
Debt Service Coverage Ratio = (Total Revenue - Total O&M / Total Debt Service)	Audit FY25
Total Operating Revenues	\$ 30,654,509
Total Operating Expenses	\$ 18,482,226
Net Revenues	\$ 12,172,283
Total Debt Service	\$ 9,091,971
Debt Service Coverage Ratio	1.34
Target Debt Service Coverage Ratio * AWWA Benchmark Performance Indicator (median)	1.25-1.50 1.30

This ratio measures MetCom's ability to meet its annual debt service requirements after all operational expenses.

This means MetCom can fund its debt service requirement 1.34 times after all operational expenses.



- **MetCom's Sufficient Operational Reserves**

St. Mary's County Metropolitan Commission Sufficient Operational Reserves	
Days Cash on Hand = Undesignated Cash Reserves / Total O&M Costs	Audit FY25
Unrestricted Reserves	
General Fund Reserves	\$ 18,448,251
Obligated Unrestricted Reserves	\$ 9,049,813
Other Unrestricted Reserves	\$ 2,285,950
Total Unrestricted Reserves	\$ 29,784,014
Restricted Reserves	\$ 13,758,482
Total Reserves	\$ 43,542,496
Total Operating Expenses	\$ 18,482,226
Operating Expenses Per Day	50,636
Days Cash on Hand	69
General Fund Capital Liquidity	254
General Fund Remaining Operational	45
Other Unrestricted	
Total Unrestricted Reserves	368
Target Unrestricted Reserves - Days Cash On Hand * AWWA Benchmark Performance indicator	90-180 152-271

This ratio is a measurement of liquidity, which gauges flexibility to pay near term obligations.

Operational reserves should be maintained between 90 and 180 days.

FY 2025 measured at 368 days. Exceeding the target allows for operational leeway in future budgeting.



- Outstanding Debt vs. Operating & Debt Service Revenues

St. Mary's County Metropolitan Commission Debt to Revenue	
A Measure of the outstanding debt compared to the ability to pay it	Audit FY25
Total Debt Drawn & Undrawn	\$ 87,861,545
Total Operating & Debt Service Revenues	\$ 30,654,509
Outstanding Debt (Drawn & Undrawn) to Operating & Debt Service Revenues * 2.87 X	
Target - 5X or Below	5X or Below

This ratio provides an indication of a system's overall leverage and fixed costs.

MetCom's target is to not exceed five (5) times the operating and debt service revenues in any given year.



- Annual combined Customer Bill vs. Median Household Income

Performance Range Target = 1.27 (top quartile) - 1.59 (median)		FY25 Approved Budget
Water		5,000 Gallons/Month
Ready-To-Serve Charge	\$ 10.60	
Water Usage	9.50	
System Improvement Charge	15.11	
Water - Estimated Monthly Service Charge	\$ 35.21	
Sewer		
Ready-To-Serve Charge	\$ 20.58	
Sewer Usage	28.00	
System Improvement Charge	16.11	
Sewer - Estimated Monthly Service Charge	\$ 64.69	
Bay Restoration Fee	\$ 5.00	
Total Estimated Monthly Service Charge	\$ 104.90	
Bill at Prior Approved Fiscal Year Rates	\$ 101.12	
St. Mary's County Median Household Income 2015-2019 US Census Bureau (American Community Survey)	\$ 113,717	
MetCom Annual Bill % of Annual MHI	1.11%	
Adopted Target Annual Bill % of Annual MHI	1.50%	
AWWA Benchmark Performance Indicator (median)	1.59%	
Lexington Park Median Household Income 2011-2015 US Census Bureau 2015-2019 US Census Bureau (American Community Survey)	\$ 86,944	
MetCom Annual Bill % of Annual MHI in Lexington Park	1.45%	
Annual Combined Bill % of MHI: National Median, All Credits (1) National 'A' Median National 'AA' Median National 'AAA' Median	1.90% 2.90% 2.00% 1.40%	

This ratio indicates the annual burden for cost of service and bill affordability for ratepayers.

The measurement is made on an average usage of 5,000 gallons of water per month for a typical customer.

The average bill is measuring less, at 1.11% for 5,000 gallons, which is below the target benchmark of 1.50%.

NOTE: Service affordability provides a measure of the affordability of water and sewer service as a percentage of Median Household Income (MHI). Approximately 66% of our customers use 0-5000 gallons per month.



Policy & Procedure Adoption and Updates. In FY 2025, staff focused on reviewing and updating Departmental Policy & Procedures. Several of the updates (*described below*) have incorporated modern trends, best practices, enhanced internal controls and are customer focused.

- Property Tax Sale/Third Party Collections. Updated terminology, collections procedures, and outlined the tax sale process.

2025 Tax Sale. Per The Code of St. Mary's County, Maryland, Chapter 113-12(D), MetCom service charges, system improvement charges, capital contribution charges and late charges and penalties are a first lien against the property against which it is assessed until paid. Such properties may be sold at the same time and in the same manner as properties are sold for County taxes. The table below reflects the 2025 Tax Sale data.

Total Accounts At Tax Sale 3/7/2025	Accumulated Past Due Plus Deposit & Fee's through June, 2025	Bank Owned or in Foreclosure	Total Accounts Sold at Tax Sale	Total Amount Paid at Auction
10 Residential	\$ 27,624.48	0 Residential	10 Residential	\$ 1,410,552.94
0 Commercial	\$.00	0 Commercial	0 Commercial	\$ 0
10 Total	\$ 27,624.48	0 Total	10 Total	\$ 1,410,552.94

Other Post-Employment Benefits Liability. MetCom provides health, prescription, dental and vision care insurance benefits to eligible retirees, eligible retirees' family members and the family members of deceased employees. MetCom pays a percentage of premiums based on the date of hire and number of years of service. These benefits are referred to as Other Post-Employment Benefits (OPEB). The total OPEB liability was determined by an actuarial valuation as of June 30, 2022, rolled forward to June 30, 2025. The audited OPEB liability is \$1,651,744.

Financial Statements. The independent audit of the June 30, 2025, financial statements (see Page 8) concluded the following:

- Audit Adjustments. There were no recorded or unadjusted audit adjustments identified.
- Fraud and Illegal Acts. There were no instances of fraud or illegal acts involving senior management or other employees identified.
- Material Weaknesses in Internal Control. There were no significant deficiencies in MetCom's system of internal controls identified.

HUMAN RESOURCES

- **Scholarship Program.** Our Scholarship program is funded through the generous donations of Commissioner Mr. Keith Fairfax, and is independently administered through the Business, Education and Community Alliance (BECA). No customer/rate payer's monies are being utilized to establish or supplement the Scholarship. Employees also have the opportunity to personally contribute to the Scholarship fund through payroll deductions. The Scholarship consists of a total award of \$2,500, shared among up to five applicants, not less than \$500 per applicant with a maximum of \$1,000 awarded per applicant. Eligible applicants include high school seniors, high school graduates or current college students who have earned a minimum 2.5 cumulative high school or college GPA and plan to enroll full time in an accredited college or in an accredited vocational training program. A Scholarship Committee was established to ensure that implementation is conducted in a fair and consistent manner and to serve as a liaison between the Commission and BECA. We were able to award three students \$2,000 each. The winners were Lynn Alvey, daughter of employee Jennifer Alvey, Allison Quinn, daughter of employee Kevin Quinn, and Fiona Insley, granddaughter of employee Frederick Swann. All of the recipients of the scholarship have received it the previous year as well. To learn more about the MetCom scholarship program, please visit our website at www.metcom.org and select the Human Resources tab.



*FY 2025 Scholarship Recipients (from L to R)
Lynn Alvey, Fiona Insley & Alison Quinn,
along with George Erichsen, MetCom
Executive Director*

- **Safety Matters.** MetCom continues to build customized workplace health and safety programs in an effort to reduce the frequency and severity of workplace accidents. MetCom's commitment to providing proper training and safety equipment to our workforce has helped ensure an overall safer work environment. In fact, our 5-year combined loss ratio, a key metric used in the insurance industry, has been well below 25%, which is considered very low.

- **Children's National Medical Center of Washington.** Each year, MetCom employees conduct a Toy Drive for Children's National Medical Center of Washington. The toys are delivered to the Medical Center on Christmas Eve by MetCom employees, George Warring and Mike Stroud, who organize and facilitate the drive. MetCom employees are extremely generous each year with donated toys for this great cause. For more information on becoming involved in programs like this visit <https://childrensnational.org/giving/get-involved>.



*Warring and Stroud family members
delivering Toy Drive items to
Children's National Medical Center.*

- **Hurricane Relief Team.** Annually, MetCom employees unite to select a local charity to support during the Christmas season. Throughout the year, fundraising initiatives and events are organized, culminating in the holiday potluck luncheon. This year's fundraising events supported the Southern Maryland Hurricane Relief efforts. We were able to raise \$2,400, which directly benefited those who were in need of assistance as they recovered from the impacts of Hurricane Helene. \$1,240 of the \$2,400 funds raised was distributed to the Avery County Hurricane Relief effort. Specifically, to the Cook family (*Cody and Hailey*) who lost everything when flood waters reached the second story of their home. MetCom also held a "Fuels and Tools" fundraising event and as a result, was able to purchase \$958 worth of sought after tools that were so desperately needed in the recovery efforts from the impact of Hurricane Helene. These contributions reflect our collective commitment to giving back to the community.



*Hurricane Helene Relief
Donations bound for North
Carolina*

- **Countywide Science Fair.** The Metropolitan Commission continued its annual partnership with the St. Mary's County Board of Education and provided several staff members as volunteer judges during the St. Mary's County Science and Engineering Fair, held on January 17, 2025. It was with great pleasure that MetCom's 2025 volunteer Judging Team presented this year's **Environmental Excellence Awards** to our junior level winner Nathan Nilsson (Oyster Shells: Is Bigger Better?) representing Spring Ridge Middle School and senior level winner Lily Mitchell (Microplastic Open Water Filter using Ferrofluid) representing Dr. James A. Forrest Career and Technology Center in recognition of their outstanding projects. Each project was selected for its ability to demonstrate outstanding academic excellence and its applicability to water resources and / or wastewater treatment as it relates to the environment. We were impressed by the quality of their work, their understanding of the subject matter, and the level of effort put forth. Both also ended up as overall winners in the Fair, with Lily representing the Environmental Engineering category and Nathan, the Earth and Environmental Sciences category.



*Nathan Nilsson, Junior Level
Environmental Excellence
Award Winner.*

Regional Science Fair. After winning MetCom's 2025 Environmental Excellence Award at the 65th Annual St. Mary's County Science and Engineering Fair, Nathan Nilsson advanced to the Prince George's Regional Science and Engineering Fair, where his project was presented on March 15, 2025. As a result, Nathan won 1st place in the Earth and Environmental Sciences category and earned a 1st place Grand Award in the Junior Division. Along with the Environmental Excellence Award plaque, Nathan Nilsson received a \$100 cash award gift card and Lily Mathews received a \$250 cash award gift card. We hope they will consider pursuing similar related research as a part of their future studies and possibly expand that experience into a career here at MetCom.

- **Affirmative Action Plan Training.** Under Executive Order 11246 and Section 503 of the Rehabilitation Act of 1973, federal contractors with 50 or more employees must develop an Affirmative Action Program (AAP). Annually, the HR department compiles data that describes the steps taken to ensure the right of all persons to advance on the basis of merit and ability without regard to race, color, religion, sex, national origin, age, disability, genetic information, veteran's status or other factors which cannot lawfully be the basis of employment actions. On December 3, 2024, supervisors completed a mandatory sixty-minute training course to satisfy the annual AAP requirements. Each year supervisors are reminded of the rules and expectations surrounding interviewing, hiring, promoting, terminating, and general legal ramifications for discrimination.
- **Citizens Academy.** On October 22, 2024, Metropolitan Commission staff participated in its' third Citizens Academy along with several other community partners, including the Health Department, Libraries, Sheriff's Office and the Department of Social Services. The St. Mary's County Government's Citizens Academy provides an overview of county programs and services. Participants also gain a better understanding of county government operations by learning from directors and staff from County Administration



CITIZENS ACADEMY

St. Mary's County Government Community Outreach Program



Citizens Academy Graduating Class.

(Finance/IT/Legal/PIO), the Departments of Aging and Human Services, Economic Development, Land Use and Growth Management, Recreation and Parks, Public Works & Transportation and Emergency Services. On November 19, 2024, the Citizens Academy members graduated and received their certificates from the County Commissioners.

- **Employee Service Awards Program.** The Metropolitan Commission has long-standing traditions of honoring employee achievements through certificates and service pins. These tokens have served as a testament to the dedication and commitment displayed by each employee. This year, we announced the addition of a monetary bonus to our Employee Service Awards Program. This bonus will be awarded at the Commission Meeting during the month of the employees' anniversary, every five years of service.
- **Total Rewards Statements.** The Human Resources Department has compiled a detailed, personalized summary of each employee's total compensation, encompassing both direct pay and the comprehensive benefits package. We understand that it's crucial for employees to fully grasp the value and coverage of each benefit component. This information empowers employees to make informed decisions about their financial well-being and to appreciate how these benefits contribute to their overall financial protection and security, both now and in the years to come.

- **Human Resources SOP.** To establish a standardized framework for job duties within the Human Resources Department, we have developed Standard Operating Procedures (SOPs) for all assignments. These SOPs include detailed written instructions that outline the step-by-step process for completing routine tasks. Clearly articulated SOPs are invaluable in ensuring consistency and eliminating ambiguity regarding task completion. In the event of employee absences due to extended leave or vacancies, these SOPs will serve as a reliable guide for maintaining continuity of operations and ensuring that all necessary tasks are executed effectively.
- **Ethics Training.** Historically, our Onboarding process has included mandatory virtual ethics training. Given the evolving professional landscape and the introduction of new policies and procedures, it is imperative to reinforce employees' understanding of ethical considerations in the workplace.

This year, the Human Resources department mandated that all employees complete a comprehensive refresher course on Ethics in the Workplace. The training encompassed fundamental aspects of our business practices, including an overview of business ethics, conflicts of interest, gift acceptance policies, the handling of non-public information, data privacy guidelines, the appropriate use of business resources, fostering a civil and respectful work environment, and the importance of raising concerns. To ensure ongoing ethical awareness, we intend to integrate this training into our Onboarding process for all new employees.

- **bswift Implementation.** bswift is a cloud-based benefits administration software that offers a comprehensive suite of features, including employee enrollment, compliance management, reporting, and analytics, all within a secure platform. The company provides online enrollment capabilities, interactive decision support tools, Affordable Care Act (ACA) compliance reporting, and employee engagement initiatives.

The Metropolitan Commission adopted the bswift platform last year to facilitate employee benefits enrollment and monitoring. During the Onboarding and Open Enrollment processes, bswift has proven to be an invaluable asset, streamlining operations and enhancing efficiency.

- **Volunteer Boards and Commissions.** On February 11, 2025, Roy Alvey and John Pleisse represented the Metropolitan Commission Board at the County Commissioners' Boards, Committees and Commissions Volunteer Recognition Ceremony. Our Board members volunteer their time and bring their unique knowledge, energy, and expertise to the table, which ultimately benefits the organization. Their volunteer efforts and genuine interest in MetCom is appreciated by staff and customers alike.



PERFORMANCE DASHBOARD

METCOM PERFORMANCE DASHBOARD			
BENCHMARK	TARGET RANGE	SCORE	CATEGORY
O&M Cost of Water Services per account	293 - 386 - 486	\$325	Operational Efficiency
Total O&M Costs for Potable Water Services / 100 miles of pipe	\$2,465,122 - \$2,665,204 - \$2,707,727	\$1,530,627	
O&M Cost of Wastewater Services per account	501 - 539 - 814	\$634	
Total O&M Costs for Wastewater Services / 100 miles of pipe	\$3,705,893 - \$4,468,740 - \$4,548,895	\$3,703,904	
Daily Water Demand (mgd) / # Water FTEs	0.29 - 0.21 - 0.16	0.12	Personnel / Workforce
Water Staffing Levels (#FTEs)	41-54-72	30	
Wastewater Staffing Levels (#FTEs)	36 -56 - 81	69	
Average Employee Tenure (years)	11.5 - 10.3 - 8.9	8.1	
Reportable Incident Rate (OSHA reported)	6.4 - 7.8 - 9.2	2.4	
Employee Turnover Rate as a % of total employees	2.8% - 6.9% - 14.0%	10%	
Pipe breaks / leaks per 100 miles of water line	7.6 - 13.3 - 44.0	15.4	System Integrity & Reliability
Line breaks per 100 total miles of sewer	1.3 - 1.70 - 5.3	1.59	
Fire Hydrants Out-Of-Service Rate (%)	0.10 - 0.50 - 1.20	0.80%	
ADA Polling time for water (minutes)	1.50 - 2.50 - 3.50	1.39	
ADA Polling time for sewer (minutes)	1.50 - 2.50 - 3.50	2.37	
Target Annual Water Bill % of Annual MHI (Countywide @ 5,000 gallons)	0.52 - 0.72 -1.03	0.389	Consumer Affordability
Target Annual Sewer Bill % of Annual MHI (Countywide @ 5,000 gallons)	0.62 - 0.83 - 1.12	0.749	
% Customer Bills < \$100 / month (residential & commercial)	80% - 90%	83%	
Debt Service Coverage Ratio. Operating Revenue – O&M Costs / Total Debt Service	1.25 - 1.50	1.24	Fiscal Management
Restricted Reserve – Days Cash on Hand	90-180 days	201	
Long Debt to Operating & Debt Service Revenues	5X or below	3.99	
Asset Condition	0-12-25-75 years	24.88	
Time / duration of service disruption (water)	4 ≤ 6 ≤ 12 hours	4.69	Customer Relations / Service
Disruption Frequency Index - # Disruptions of Service per 1,000 accounts (water)	0.17 - 0.50 - 2.03	1.31	
calls per customer service representative	6,711 - 5,000 - 3,105	4,692	
Disconnection Ratio - # Service Shutoffs / Total # accounts	1% -1% -3%	2.50%	Compliance & Enforcement
# Disconnections due to non-payment	127.5 - 1,732.5 - 9,750.5	1,502	
Properties sold at Tax Sale / Total # accounts served	1-4% based on MD 30-90 day mortgage delinquency rates	0.04%	
Sources include: 2023 American Water Works Association Utility Benchmarking (Region 1 and population served between 50,001-100,000)			
 Excellent	 Good	 Fair	 Needs Improvement

SUMMARY OF FY 2025 STATISTICS AND DATA

Description	Number
Replacement Value of Facilities (<i>i.e., plants and stations</i>)	\$191.2M
Sewage Treatment Plants (<i>owned or operated</i>)	8
Sewage Pumping Stations	75
Residential Grinder Pumps	1,819
Sewer Manholes	4,100
Miles of Gravity Sewer Line	185
Miles of Sewer Force Main	132
Age of Gravity Sewer Lines / Mains <22, 22-47,> 47 yrs	51%, 36%, 13%
Age of Force Sewer Lines / Mains < 22, 22-47, > 47 yrs	25%, 74%, 1%
Sewer Customers (connected & Unconnected)	18,394 / 135
New Sewer EDUs	118
Gallons Wastewater Conveyed / Treated	1.134 / 1.243 Billion
<hr/>	
Water Systems	28
Well Sites / Water Pumping Stations	62 / 55
Water Towers (<i>elevated / ground storage</i>)	18/39
Miles of Water Lines (< 2" diameter) / Mains (\geq 2" diam)	123 / 248
Water Meters	16,700
Age of Water Mains < 22, 22-47, > 47 years	34%, 52%, 14%
Water Customers (<i>connected / unconnected</i>)	18,356 / 311
New Water EDUs	169
Gallons Water Supplied	1.415 Billion
Emergency Generators	93
Fire Hydrants	2,838
<hr/>	
MDE Permits	
Water / Sewer	41 / 7
Full Time Employees (<i>funded</i>)	99
Plans Reviewed	
Capital Project Review	54
Development Review	187
Plat Review	25
Connection Permits Issued (water & sewer)	152
Miss Utility Locate Tickets	13,632

The Metropolitan Commission

WE ARE.....

Motivated

Experienced

Trustworthy

Customer friendly

Operating efficiently

Making a difference every day

“Community First”

