



THE SCOOP



AUGUST 20, 2025



HOSTED BY
THE CITY OF FROSTBURG

37 BROADWAY

301-689-6000

WWW.FROSTBURGCITY.ORG

Finance Department: How to Read Your Water Meter



Determining Water Usage

Per Bill	
Beginning Reading	38,094
Ending Reading	38,520
Usage	426
10X Multiplier	4,260


Millions	Hundred Thousands	Ten Thousands	Thousands	Hundreds	Tens	Ones	Tenths
0	3	8	5	2	0	4	3

Reading 385,204.3

City of Frostburg only reads to the Tens value. As a result, calculated usage must be multiplied by 10 in order to determine billed usage.

CURRENT METER ACTIVITY						
	PREVIOUS READING		CURRENT READING		GALLONS	DAYS
WATER	07/03/25	38094	08/01/25	38520	4260	29

Estimated Meter Readings

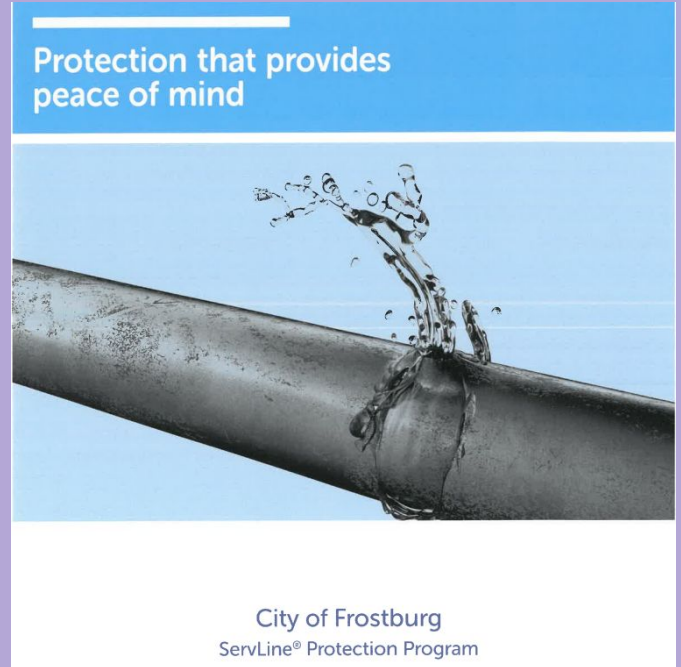


CURRENT METER ACTIVITY						
	PREVIOUS READING		CURRENT READING		GALLONS	DAYS
WATER	07/03/25	84040	08/01/25	84415 EST	3750	29

Please contact City Hall at 301-689-6000 to schedule a meter reading and possible meter replacement if you see this on your bill.

ServLine Leak Adjustment Program

- ❖ Starting August 1st, single unit residential customers will use ServLine for leak adjustments.
- ❖ \$1.70 monthly fee first appeared on July billings - ServLine is billed in advance.
- ❖ Customers who do not wish to participate must call ServLine (888-752-0339) to opt out.
- ❖ If you have a change of ❤️ - simply call ServLine at the same number to opt back in. The opt out period has ended. Opting back in requires a 30-day waiting period before filing a claim.



ServLine Leak Adjustment Program Cont.

City of Frostburg's ServLine® Protection Program

Beginning August 1, 2025

Leak Loss Protection Program*

The City of Frostburg offers protection against costly service bills caused by unexpected leaks. The City of Frostburg offers up to \$1,000 coverage per occurrence.

Combined Water & Sewer Leak

Residential

\$1.70 per month

In the event of a costly water or sewer bill caused by high water usage due to a qualifying leak or line break, the City of Frostburg's leak loss protection program covers a portion of the costly utility bill once the active cause of the leak has been repaired.

All eligible City of Frostburg residential customers are automatically enrolled in our optional expanded Water/Sewer Leak Loss Protection Program and charges will appear on your utility bill. Property owners must call ServLine to opt out of the program.

Call ServLine at 888-752-0339 to decline protection and accept full responsibility for all excess water/sewer charges caused by a leak.

The ServLine Protection Program is the only way qualifying leak adjustments will be made for leaks occurring after August 1, 2025 for single-unit residential customers.

- ★ Qualifying leaks must be greater than or equal to 2X the average monthly billed amount (\$\$ not gallons).
- ★ Customers who apply for a leak adjustment under the program will need to pay an amount equal to their average monthly bill while the claim is being processed.
- ★ ServLine will reach out to the City for any historical or other data they may need as part of the claims process. The customer does not need to provide this information.

Reduce Paper and Simplify Payments

- Sign up to receive tax and utility bills by email. Receive a billing notice by email on the same day bills are generated. Avoid postal delivery delays!
- Enroll in ACH payments so the balance due is subtracted automatically from a bank account on the bill due date. Avoid late payments!
- View your bill or payment history online anytime through the City's website (frostburgcity.org) using your account number and PIN. Online payments can be made using a bank account (echeck) or a debit or credit card. Additional fees apply for online card payments.

FINANCE

[Online Payments](#)

Third Party Tax & Utility
Information Request

+ Utilities

+ Real Estate Taxes

Audited Financial
Statements

Business Personal Property
Taxes

Budget & Fee Schedules

Documents

Forms

Online Payments

The City now offers convenient online payment options for taxes, utilities, and permit fees. Through the online payment portal, utility and tax accounts may also be viewed for current balances and payment history.

Important!

- **Tax & Utility Payments:** Once a payment is submitted an automated confirmation email will be sent from donotreply@link2gov.com (check spam/junk folder). If you do not receive a confirmation email then your payment likely did not go through. If confirmation was not received please call City Hall at 301-689-6000, ext. 106 to check if a payment processed.
- **For Tax Payments:** Customers need their District-Account Number (example: 99-999999) and Tax Account PIN. Customer Pin numbers are printed on the Tax Bill next to the Customer Account Number.
- **For Utility Payments:** Customers need their Account ID number and the Account PIN. Account PIN numbers are printed on the Utility bills next to the Customer Account Number.
- **For Permit Fee Payments:** You will need your permit number. If you don't know your permit number, please call the City Planner at 301-689-6000, ext. 110.

New as of March 14, 2022 – Make a Tax/Utility profile

New features include:
Schedule payment for a future date
Link all billing accounts under one login
Save payment information

Click View or Pay Tax/Utility Bill Online below as normal and select New Users: Click here to Register to create a profile.

[View or Pay Tax/Utility Bill Online](#)

[Online Permit Portal](#)



City of Frostburg
37 Broadway
PO Box 440
Frostburg, MD 21532-0440
(301)689-6000

ACCOUNT INFORMATION

DIRECT DEBIT PLAN - DO NOT PAY!

UTILITY BILL

AMOUNT DUE





City of Frostburg
37 Broadway
PO Box 440
Frostburg, MD 21532-0440
(301)689-6000

PROPERTY INFORMATION

DIST/ACCOUNT NO: [REDACTED] PIN: [REDACTED] ACCOUNT ID: [REDACTED]



Account Log In

E-Mail

Password

Login

[Forgot your password?](#)

[Create an account to schedule payments and sign-up for AutoPay.](#)

Don't want to login? Lookup your account to make a one-time payment.

Property Tax Quick Pay

Search by Account Id

Account Id

Account PIN

Search

Utility Quick Pay

Search by Account Id

Account Id -

Account PIN

Search



City of Frostburg
37 Broadway
PO Box 440
Frostburg, MD 21532-0440
(301)689-6000

ACCOUNT INFORMATION

ACCOUNT NO: [REDACTED] PIN: [REDACTED]

**** The tax account log in has been updated and you must use your short Account ID to access your account information. ****

Customer Pin numbers are printed on your Tax and Utility bills next to the Customer Account Number.

City of Frostburg
37 Broadway
PO Box 440
Frostburg, MD 21532
Telephone 301-689-6000
Email: cityhall@frostburgcity.org

Office Hours

Monday through Friday 8:00 AM through 4:00 PM



E-bill and ACH Enrollment

- Sign up for ebills by sending a message to cityhall@frostburgcity.org identifying the tax or utility account number(s), property address(es), and email address to be used for e-bills.
- Add no-reply@frostburgcity.org to your contacts. Ebills are sent from this address. Monitor your junk/spam folder if you do not receive a bill.
- Sign up for ACH payment of utility bills. The enrollment form is available on the City's website on the Finance page under Forms (Authorization for Auto-Pay ACH for Utilities)



Online Payments
Third Party Tax & Utility Information Request
+ Utilities
+ Real Estate Taxes
Audited Financial Statements
Business Personal Property Taxes
Budget & Fee Schedules
Documents
Forms

RENTAL HOUSING PROGRAM REVAMP

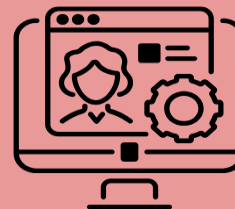
Safer. Fairer. Stronger



Step 1:
*Ordinance
Updates*



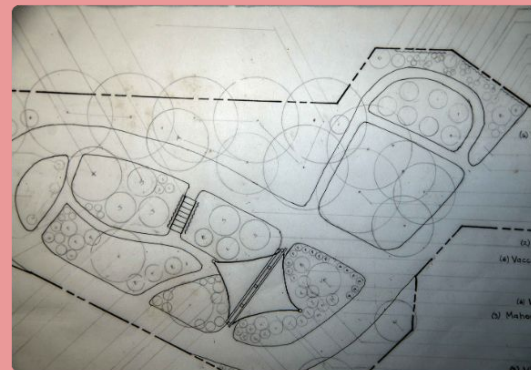
Step 2:
*Train In-House
Inspector*



Step 3:
*Launch Online
Portal*

EDIBLE ARBORETUM UPDATES

Next phase planted. Ribbon cutting soon!



TACKLING BLIGHT & STABILIZATION

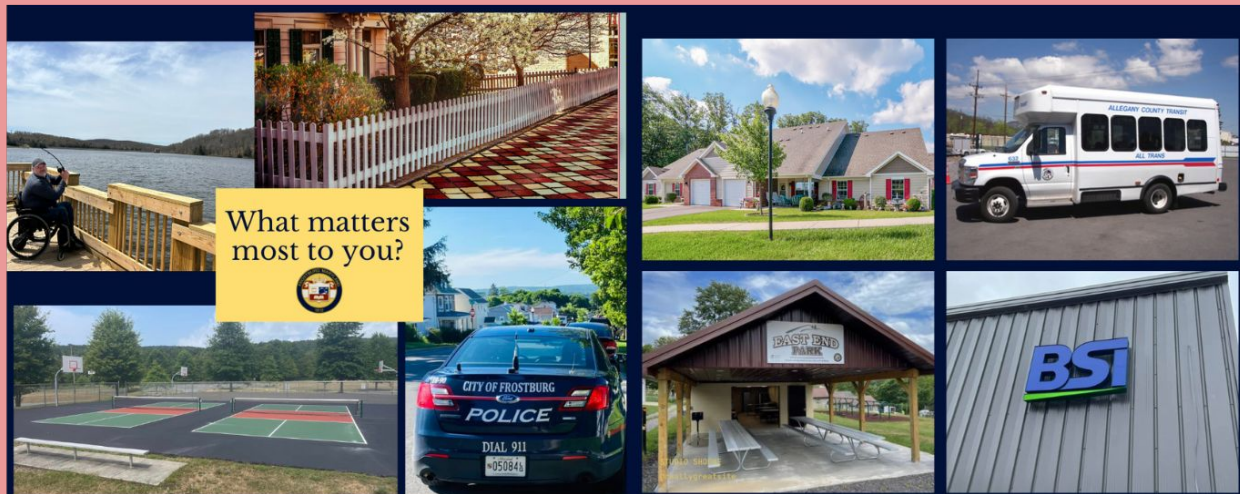
N. Water Street and the Structural Stabilization Grant Program



- Blight remediation in progress
- Pre-development planning underway
- Stabilization Grant: \$250k to be invested in Main Street commercial/mixed-use properties

COMPREHENSIVE PLAN UPDATES

Planning Frostburg's Future Together





Parks & Recreation

- Frostburg Child Development Center
- City Place Kitchen Renovation
- Lion's Concession Building - Reconstruction
- Glendening Park - Basketball Court/Pickleball Courts/Field 8 Stairs/Field 5 Dugouts/Playground
- Hoffman Park - Restroom Building
- Frostburg Food Pantry
- Online Facility Reservation System
- Upcoming Events

Frostburg Child Development Center

202 South Water Street



Frostburg Summer Day Camp

Childcare Services offered by the City of Frostburg.

Serves Children Ages 5 - 12

Camp runs June through August

Monday - Friday From 9:00am to 4:00pm

The City of Frostburg served 55 children in '25 season

38%

Interested?

Visit frostburgcity.org or Email daycamp@frostburgcity.org to learn more!

Head Start & Early Head Start

Childcare Services offered by Allegany County Human Resources Development Commission (HRDC).

Serves Children Ages 6 weeks - 3 year Year-Round &

Children 3 - 5 September through May

Monday - Friday From 8:30am-3:00pm

HRDC served 23 children August 2024 - June 2025

96%

Interested?

Visit www.alleganyhrdc.org or Email Alex Poland, Operations Manager at apoland@alleganyhrdc.org to learn more!

City Place Kitchen Upgrade:

- Commercial grade refrigerators, freezers, hot holding cabinet, ice maker, sinks; Epoxy coated floor, repainted walls, new light fixtures.



Lion's Concession Repairs:

- Tree damage occurred July 31; Concessions building suffered significant structural damage; Restroom/pavilion building okay
- Insurance coverage expected to fully cover building replacement cost

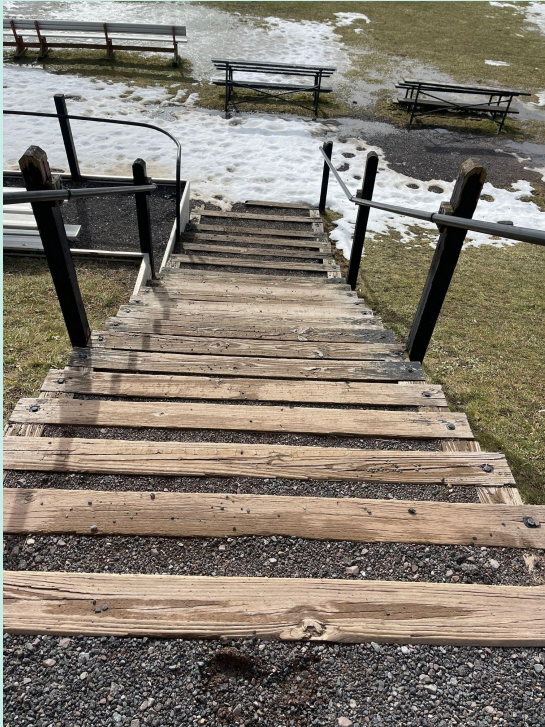


Glendening Field 5 Dugouts



Glendening Field 8 Stairs

2nd set of stairs to be replaced in 2026





Glendening Pickleball/Basketball Courts:

- Court repaved and lined, backboards refinished, pickleball courts added, nets are removable to allow for 2-court b-ball use, fencing added





Glendening Playground: Completed in April 2025









Hoffman Park Restroom/Storage Building



- **Adds six additional restroom stalls to accommodate larger events**



- **Provides storage space for event and maintenance supplies & equipment**



Frostburg Food Pantry

Land Purchase

\$13,000.00 - City of Frostburg Donation

Construction Costs

Building Kit - \$25,254.00

Construction - City of Frostburg Labor Donation

Other Est. - \$20,000.00

*HVAC, concrete, gutters, lighting and restroom fixtures, utilities (electric, plumbing, sewer, water, gas) parking, signage, shelving, etc.

Estimated Construction Costs: <\$46,510.00

Funding Raised

\$15,000.00 - Donations Through Frostburg Foundation

\$4,510.00 - Food Pantry Fundraiser Walk

\$20,000.00 - Rocky Gap Grant

\$7,000.00 - Maryland Food Bank Grant

Construction Labor - City of Frostburg Donation

Site Prep Labor - Paul McKenzie Donation (Est. \$4,000)

Total Raised for Construction Costs: \$46,510.00

**New Location:
126 South Water Street**





Parks & Rec Facility Reservation Software

- Will replace existing facility reservation calendar
- Integrates reservation calendar with online payments
- Integrates pool admissions, passes, and pool party payments
- Integrates Summer Day Camp registration and payments
- Sends out payment reminders via email
- Determines residency status and calculates payment due via GIS
- Automatically refunds security deposits
- Expected to be operational by March 2026



Upcoming Events:

Aug 28 -	Classy Chassis Cruisin' Main Street -	Main Street
Aug 31 -	Western MD Craft Beverage Festival -	Hoffman Park
Sept 3 -	Frostburg Block Party -	Downtown Main St
Sept 6 & 7 -	Frostburg Dog Splash -	Frostburg Pool
Oct 2 -	Frostburg Homecoming Parade -	Main Street
Oct 30 -	Halloween Parade & Party -	Main St/City Place
Nov 30 -	City Christmas Tree Lighting -	St. Michaels Courtyard
Dec 5 -	Storybook Holiday -	City Place/Downtown

Police Department

- 24/7 Patrol Coverage
- In-House Dispatch
- School Resource Officer Program
- Emergency Response, Criminal Investigation, Traffic & DWI Enforcement, Mental Health Response, General Patrol, Community Policing



Staffing

Positions:

- 14 Police Officer Positions
 - 9 Officers Covering
 - 2 Vacancies
 - 1 Academy Training
 - 1 Light Duty/Admin (Injury)
 - 1 School Resource Officer
- 4 Full-Time PCOs
- 1 Police Cadet

Goal is to be competitive in recruiting and retention



Police Department

New downtown
cameras thanks to grant
funding obtained by
FrostburgFirst



Police Department

Free 2-hr parking

No more paid parking



Police Department

- Working to hire new police officers for October 2025 Police Academy
- August Graduate
- Expecting a Chevy Trailblazer Police Vehicle
- Foot Patrols Downtown





Public Works

- **Recently Completed Projects**
 - Mechanic Street Parking Lot
 - Street Department Salt Building
- **Current Projects**
 - Au Petit Paris Demolition
 - Combined Sewer Overflow (CSO) Elimination Phases:
 - X-A, X-B, X-C, VIII-C, & IX-D
 - Street Paving
 - Piney Reservoir Overlook
- **Upcoming Projects**
 - Roundabout
 - Braddock Road Pedestrian Access (SHA project)
 - Armory Fire Alarm System
 - Water System Upgrades

Mechanic Street Parking Lot



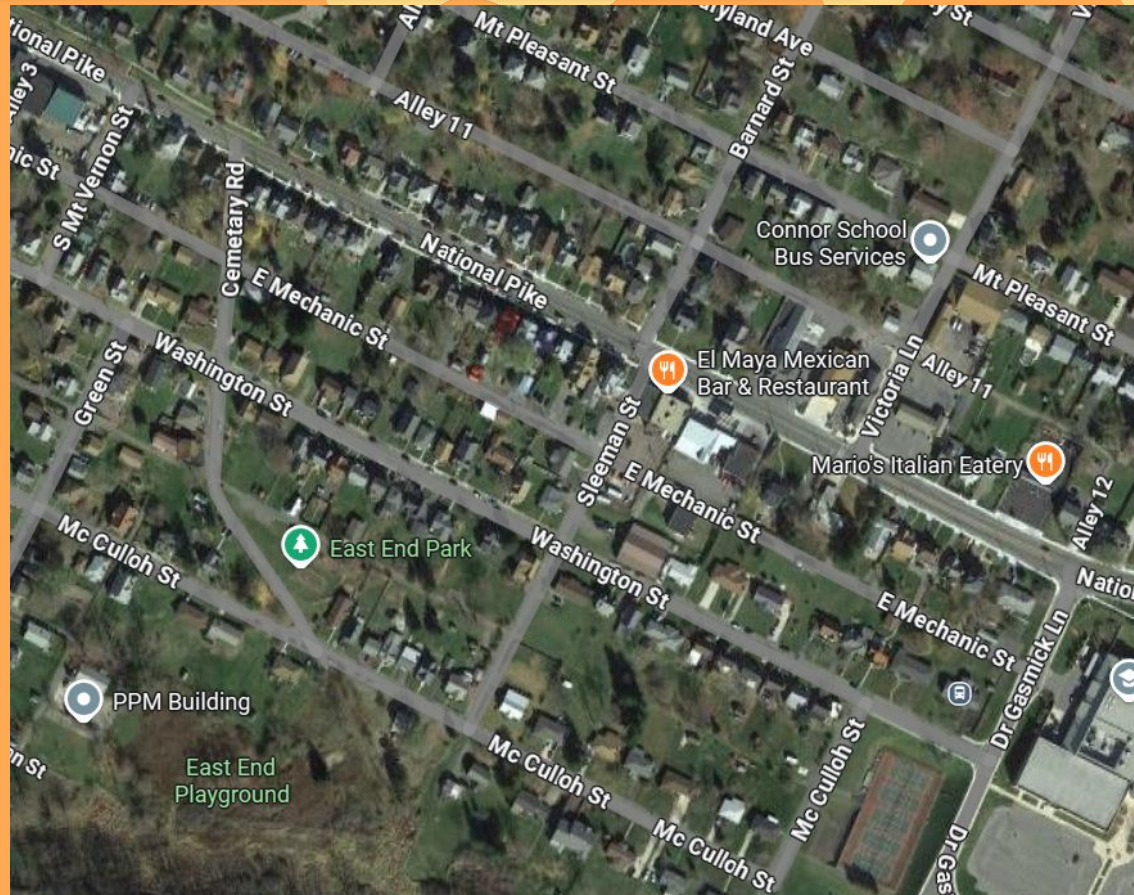
Street Department Salt Building



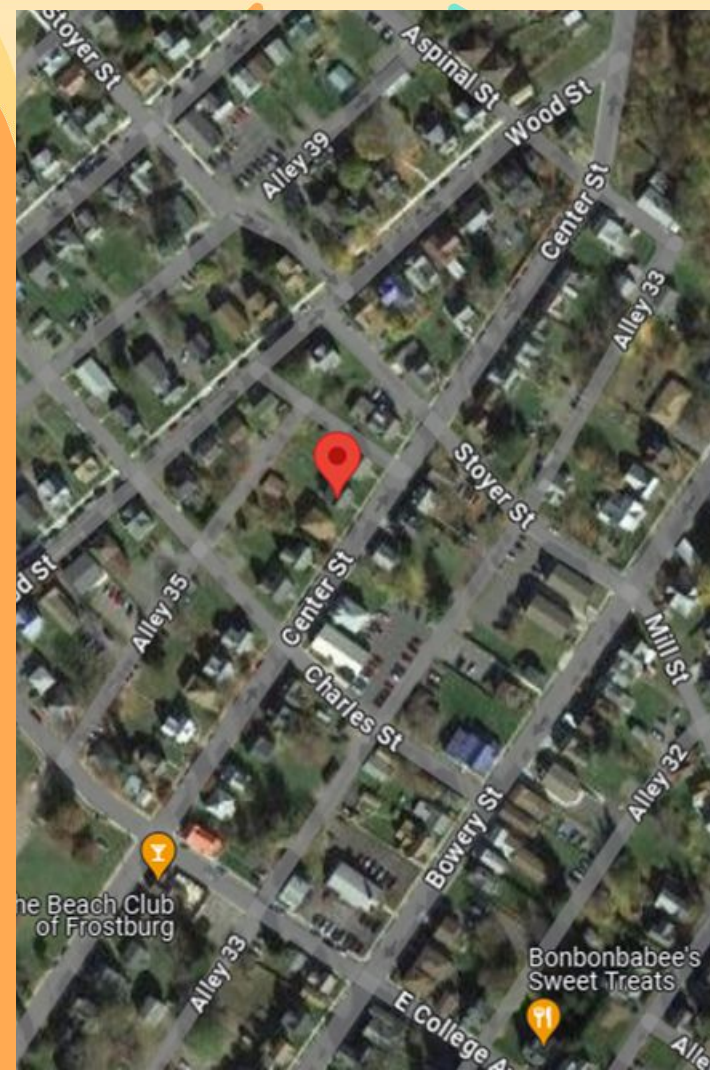
Au Petit Paris Demolition



CSO Elimination Phases X-A, X-B & X-C



CSO Elimination Phases VIII-C & IX-D



Street Paving 2025

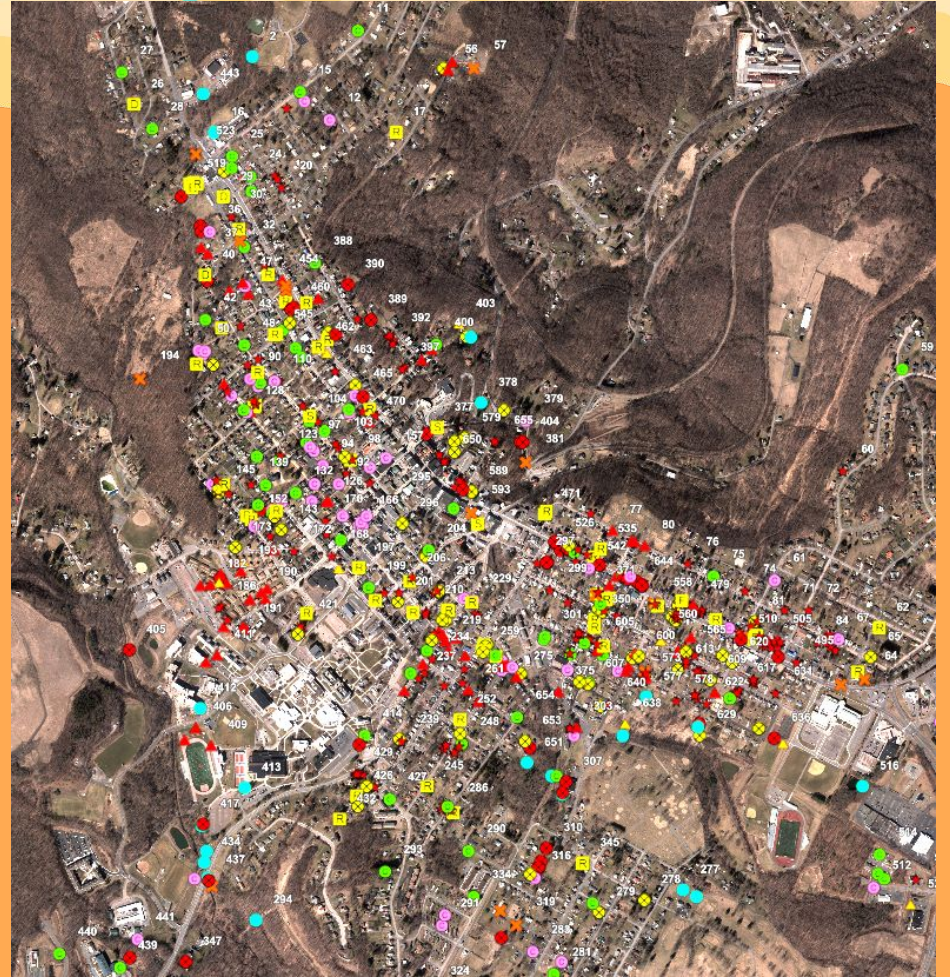
- Rynex Avenue
- Park Street
- First Street
- Parking Lots



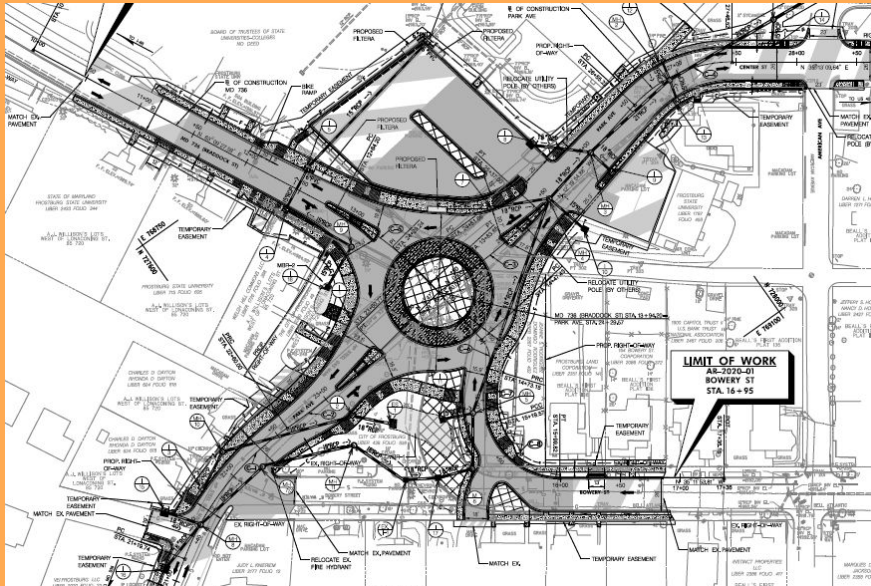
Piney Reservoir Overlook



Vapor Testing

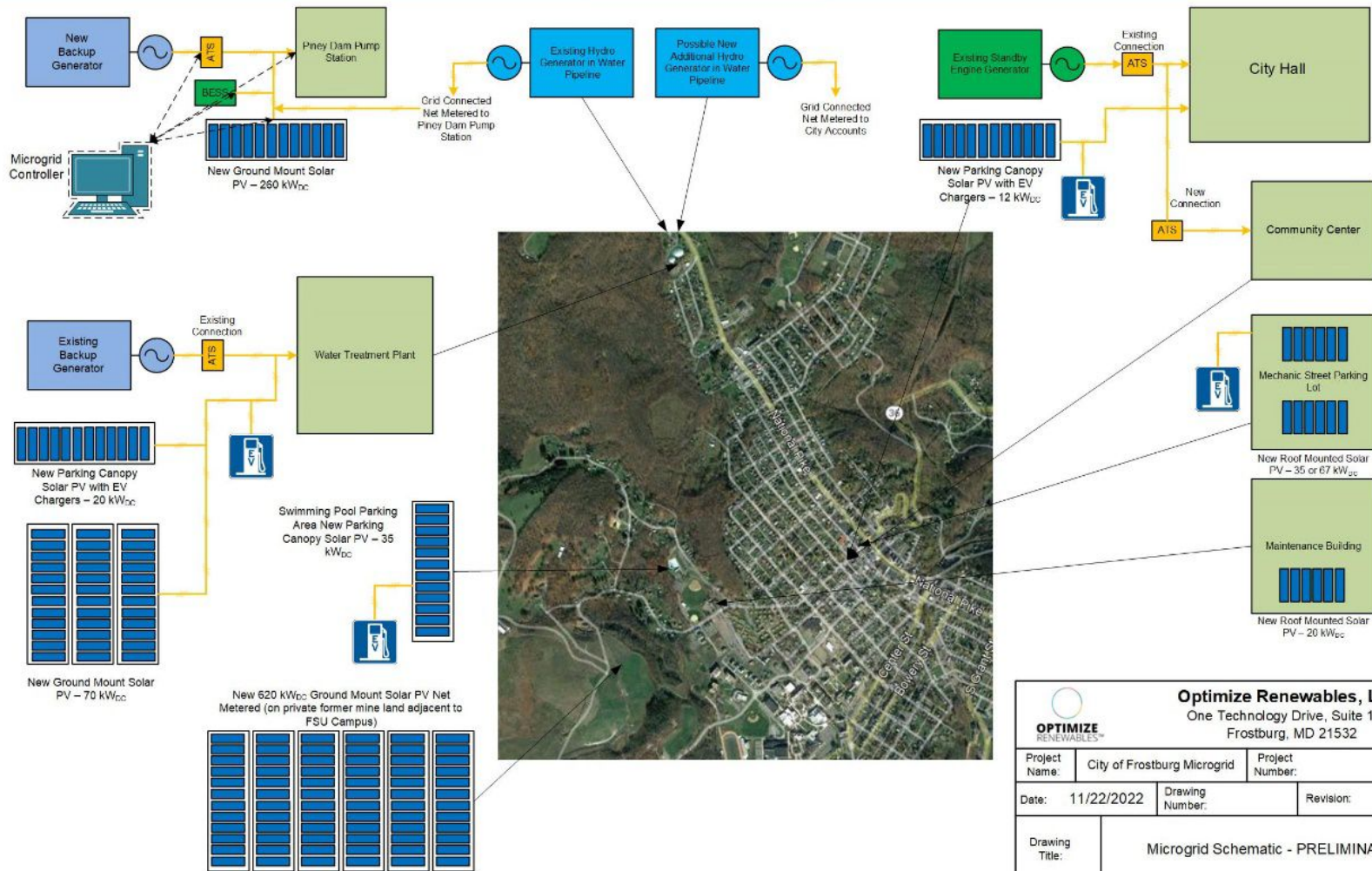



- Roundabout
- Braddock Road Pedestrian Access (SHA)
- Armory Fire Alarm System



Microgrid Project

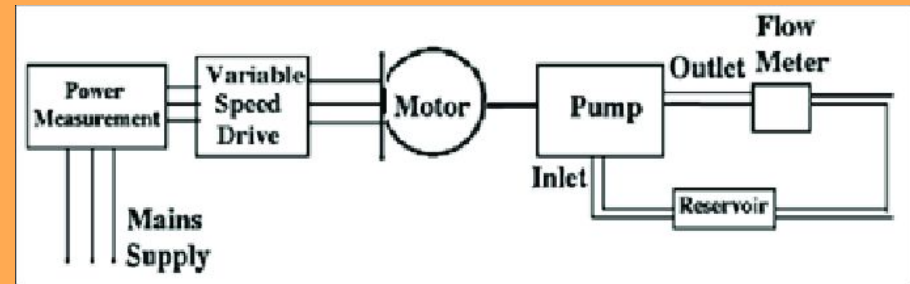
CITY OF FROSTBURG



 Optimize Renewables, LLC. One Technology Drive, Suite 1105 Frostburg, MD 21532		
Project Name:	City of Frostburg Microgrid	Project Number:
Date:	11/22/2022	Revision: 03
Drawing Title:	Microgrid Schematic - PRELIMINARY	

Water System Upgrades

- Savage Well #1 Rehab
- Water Treatment Plant Leak Repair
- Variable Frequency Drives for Piney Reservoir Pumps
- New Water Source: Well
 - Hydrogeological Study
 - Engineering and Design
 - Installation





American Rescue Plan Act (ARPA)

Reports are Submitted Annually

Last Report Submitted in April 2025 for (April 1, 2024 - March 31, 2025)

Total Spent During Reporting Year: \$2,631,891.31

Total Award: \$8,382,724.89

Cumulative Total Spent Through Last Report: \$6,884,097.99

Remaining Obligation: \$1,498,626.90



American Rescue Plan Act (ARPA) Cont.

- Street Sweeper Purchase: \$364,860.00
- Plow Truck Purchase: \$230,929.77
- Police Chevy Blazer Down Payment: \$15,000.00
- Street Light Control Box Purchase and Installation: \$28,425.00
- Comprehensive Plan: \$123,670.00
- Combined Sewer Overflow Separation Phase X-A: \$562,118.88
- Roundabout/Gateway Design: \$89,319.54

Completed Since Last Report
Glendening Park Playground: \$63,826.36
Leak Detection Services: \$8,104.35
Sidewalk Replacement on Water Street: \$12,373.00

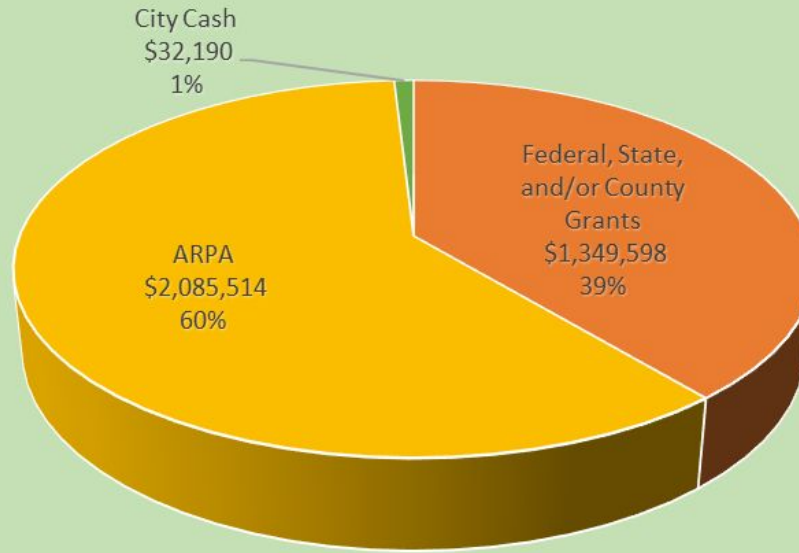
FOR MORE INFORMATION ON ARPA AND COMPLETED PROJECTS, PLEASE VISIT:
<https://www.frostburgcity.org/administration/page/american-rescue-plan-act-arpa>



Completed Capital Projects & Purchases

Project Name	Federal, State, and/or County Grants	ARPA	City Cash	TOTAL
Centennial Hill Water Line	\$ -	\$ 280,786.03	\$ -	\$ 280,786.03
Salt Facility	\$ -	\$ 644,918.50	\$ -	\$ 644,918.50
Child Development Center	\$ 1,331,718.00	\$ 266,935.57	\$ 30,204.80	\$ 1,628,858.37
Hoffman Park Improvements	\$ 17,880.00	\$ 8,000.00	\$ 1,985.00	\$ 27,865.00
Mechanic Street Parking Lot	\$ -	\$ 643,595.13	\$ -	\$ 643,595.13
Meter Upgrades	\$ -	\$ 165,278.83	\$ -	\$ 165,278.83
Toolcat Purchase	\$ -	\$ 76,000.00	\$ -	\$ 76,000.00
Total	\$ 1,349,598.00	\$ 2,085,514.06	\$ 32,189.80	\$ 3,467,301.86

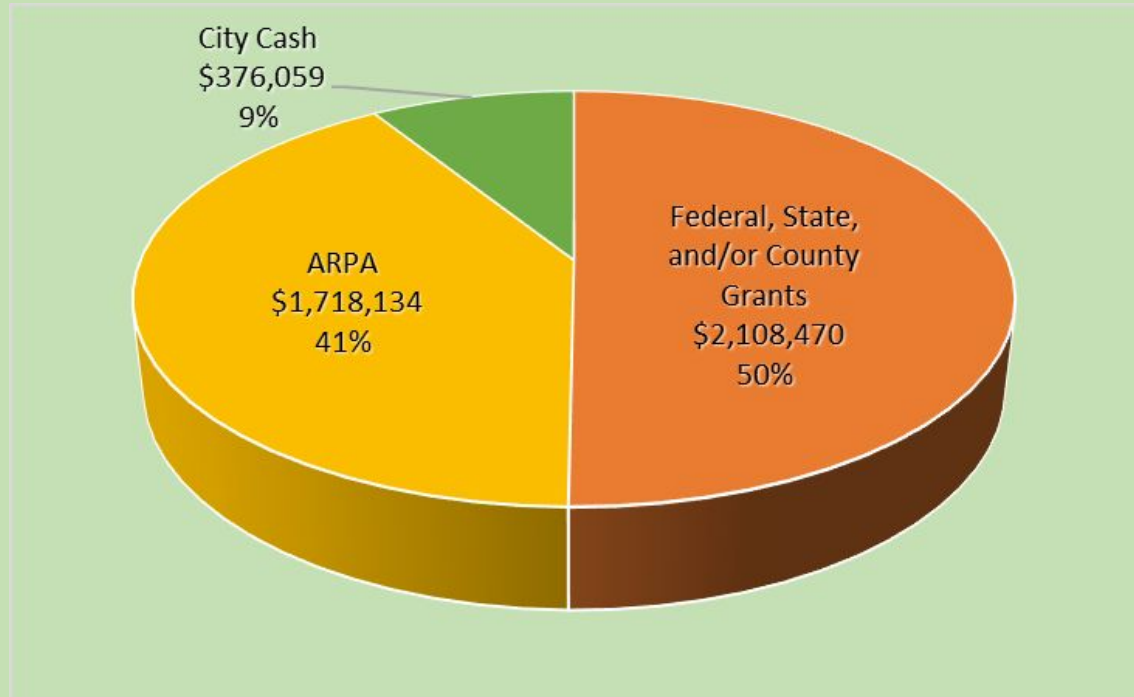
Completed Capital Projects & Purchases Cont.



Current Capital Projects & Purchases

Project Name	Federal, State, and/or County Grants	ARPA	City Cash	TOTAL
Comprehensive Plan	\$ -	\$ 150,000.00	\$ 43,022.00	\$ 193,022.00
CSO X-A	\$ 981,312.50	\$ 606,509.00	\$ 115,000.00	\$ 1,702,821.50
CSO VIII-C & IX-D	\$ 780,000.00	\$ -	\$ 112,720.00	\$ 892,720.00
Hydrogeologic Assessment	\$ 92,000.00	\$ -	\$ 80,000.00	\$ 172,000.00
Glendening Park '24	\$ 173,647.97	\$ 221,718.97	\$ -	\$ 395,366.94
Glendening Park '25	\$ 35,000.00	\$ -	\$ 3,500.00	\$ 38,500.00
Roundabout Design	\$ -	\$ 108,621.05	\$ 8,817.35	\$ 117,438.40
Frostburg Food Pantry	\$ 46,510.00	\$ -	\$ 13,000.00	\$ 59,510.00
Street Lighting Control Box	\$ -	\$ 28,425.00	\$ -	\$ 28,425.00
Street Sweeper Purchase	\$ -	\$ 364,860.00	\$ -	\$ 364,860.00
Plow Truck Purchase	\$ -	\$ 238,000.00	\$ -	\$ 238,000.00
Frostburg Armory Fire System	\$ -	\$ -	\$ -	TBD
CSO X-B & X-C	\$ -	\$ -	\$ -	TBD
Roundabout	\$ -	\$ -	\$ -	TBD
Total	\$ 2,108,470.47	\$ 1,718,134.02	\$ 376,059.35	\$ 4,202,663.84

Current Capital Projects & Purchases Cont.



Frostburg Fire Department Electronic Messaging Board



Coal Miner Memorial Park



Thanks for coming!

Visit City Hall at 37 Broadway

Email cityhall@frostburgcity.org

Call 301-689-6000

Follow the City of Frostburg on Facebook!

**Attend Council Meetings - 3rd Tuesday of the
month at 5:30 pm**

