



CITY OF HAGERSTOWN
BILLING AND CUSTOMER SERVICE

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There will be no access granted for the public to the Customer Support Department, unless by appointment, as of Tuesday, March 17 per the COVID-19 Pandemic and will last until the civil emergency is lifted by Mayor of the City of Hagerstown, Robert E. Bruchey, II.

Late fees for City bills, permits, licensures and citations will be waived through at least May 1, 2020. We do offer payment online at no charge and for payment by phone all phone convenience fees are waived until the civil emergency is lifted. We also are accepting drop box payments currently located on the Franklin St. exit of the building.

For new electrical service, we do require a copy of your Social Security Card, Driver's License or Passport or ID Card and copy of lease (if renting) or deed or notification for final water reading from the title company/attorney (if owner) along with your application. Full payment of past due bills is required, and a security deposit may be required prior to service being established. If applying by fax or email, call Support Services to confirm receipt and approval of application. Applications are available on our website. Applications can also be taken via our drop box on the Franklin St exit of the building, and leases (main page with name, address renting and who renting from, as well as signature page is sufficient) ID's may be sent via email or copied at home and provided along with application in the drop box. If applying via the drop box please call Support Services to confirm receipt and approval of application. Only applications received during normal operating hours will be processed and hours or availability are subject to change.

If you currently have service with the City of Hagerstown for electric and are transferring, we do require seeing your lease, ID (or verifying last 4 of Social Security Number). These can be sent via email or fax or copies may be dropped off in the drop box. To transfer, the service you are moving from cannot have a delinquent balance. Payment can be made over the phone or online with Visa, MasterCard, Discover, or via drop box with check, money order or cash. If dropping off cash, understand that you do so at your own risk, and the City of Hagerstown cannot be held liable for any discrepancies or disputes. If you are transferring and you drop off information or money please call Support Services to confirm receipt and approval. Only transfers received during normal operating hours will be processed and hours or availability are subject to change.

Thank you for your understand and cooperation during this time.
City of Hagerstown Support Services