

JANUARY - MARCH 2003

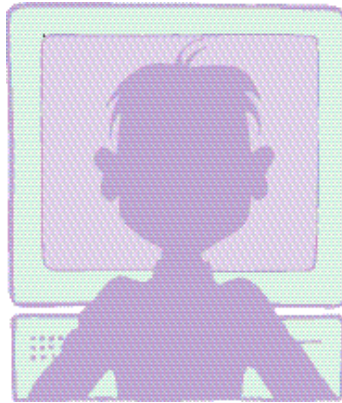
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WASHINGTON SUBURBAN SANITARY COMMISSION

www.wsscwater.com

Log On To Learn

Need information on an upcoming WSSC construction project? Want to know if there are emergency water main repairs in your neighborhood? Need the name and number of a WSSC Project Manager? The answers to these questions - and many more - are just a mouse click away. As part of our ongoing efforts to improve project notification and outreach on planned and emergency work, we invite you to visit our Planned Work and Alerts applications on our website: www.wsscwater.com. The



Planned Work program - available under the Projects heading on our homepage - allows you to search and view specific information on upcoming construction and maintenance-related projects, including: location, estimated construction start and finish dates, description, whom to contact and if the project has any pavement impacts. Our Alerts program can be accessed directly from our homepage and provides a detailed location map pinpointing and listing current water / sewer emergencies.

Mentor Team

For the past 10 years, WSSC employees have been volunteering their time to work with area students as mentors and tutors. Over that time, our employees have positively impacted the lives of thousands of students in Montgomery and Prince George's counties. For the 2002-2003 school year, our Mentor Team is 30 strong... and growing. School counselors identify students who would most benefit from this program and match them with mentors. As noted by M. Smith, Principal of Burtonville Elementary School in a recent letter: "The WSSC and its commitment to community has demonstrated to us that they value children and are committed to making a difference, one life at a time. Our mentors have been warm, engaging, accepting, committed and have exemplified what is best in people." WSSC mentors are making a positive contribution to the future of our communities. For more information on our Mentor Program, please contact Pearl Laufer at (301) 206-8184 or email at plaufer@wsscwater.com.

Winter Weather May Affect Meter Reading



Billing for water/sewer services can be estimated for many reasons, but the most common is inclement weather. When roads are impassible, or meters or yards are covered with snow/ice, our field technicians cannot obtain actual readings from the water meter. Under these circumstances, our computerized billing system automatically generates an estimated bill.

Residential customers' usage is estimated based on the household's previous usage for the comparable period last year. If comparable usage is not available, we calculate the estimated charges using an average of the historical usage on the account. Please pay estimated charges as you would any WSSC bill. In the spring, we will read your meter again. All estimated charges will be canceled, and your bill will be recalculated using the prior and current actual readings. Of course, all payments will be applied to the re-billed charges.



Customer Satisfaction Survey

We recently completed a customer satisfaction survey using a random sampling of residential and commercial customers, and service receivers (builders, plumbers) who conduct business with WSSC. In the areas of water quality, core services, WSSC brand, and communication with our customers, we received an

overall rating of 3.72 from customers and 4.09 from service receivers — out of a possible high score of 5.0 (3.0 was midpoint/neutral). For more details, look for excerpts from the full report coming soon to our website: www.wsscwater.com. The survey will help us better meet your needs and improve services important to you.



Do You Have a "Backup" Plan?

If you don't already have sewer backup coverage endorsed back into your homeowner insurance policy, it is something you should certainly consider. For under \$50 a year (insurance companies rates range from \$25 to \$44) you can buy the peace of mind that comes from knowing that you are covered in case of a sewer backup. Without this insurance, you can incur significant damage to both real and personal property. This coverage is specifically excluded in all standard homeowner policies written in Maryland.

There are also certain homeowner policies that do not cover damages from a water main break or a service leak. Since WSSC may not be liable for damages in all occurrences of a water or sewer problem, we encourage you to call your insurance agent to secure the broadest possible coverage.

HOME OWNERS POLICY

- ✓ BASIC COVERAGE
- ✓ SEWER BACKUP COVERAGE
- ✓ WATER MAIN BREAK/SERVICE LEAK COVERAGE

Don't Drain the Wallet to Water the Yard

As you know, growing vegetables or maintaining a beautifully landscaped property can be expensive. Since water used outside the home/business does not return to the public sewer system as wastewater, WSSC can credit the sewer portion of your bill for this water if a sub-meter is installed at the property. A sub-meter separately records water used outside that does not return to the sewer system for processing. With a sub-meter, sewer charges would be based solely on the water used inside your home/business. Residential WSSC sub-meter fees are approximately \$245; commercial are approximately \$415. A licensed plumber bills separately for the installation of the sub-meter.



Earth Month 2003 Volunteer Opportunities

Earth Month 2003
Calendar at
www.wsscwater.com

WSSC annually celebrates the Patuxent Reservoirs Watershed with month-long opportunities to volunteer, enjoy and learn about what makes this watershed so unique. If you, your school, or community group would like to help sponsor one of our events—tree planting, stream clean-up, azalea garden beautification, trail restoration, camp-fire program and more—please contact Pearl Laufer at 301-206-8184 or email plaufer@wsscwater.com.

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