

# Customer Pipeline

General Manager/CEO Carla A. Reid

July-September 2017



Each spring, WSSC educates hundreds of children about the importance of water and a healthy environment at hands-on activities on the reservoirs.

## Public Input Gained on New Rate Structure

WSSC is reaching out to customers to ensure they are fully aware of plans to change WSSC's current rate structure, which is due to be adopted in June 2018.

In March, the Maryland Public Service Commission (PSC) ordered WSSC to develop a new rate structure, ruling that WSSC's current 16-tier rate structure is unduly preferential to low-usage customers. Adopted 25 years ago, WSSC's current rate structure needs to be updated to reflect currently available data and costs.

Since last summer, WSSC has been actively engaged in a transparent rate structure study involving input from customers, stakeholders and county government representatives.

As part of an extensive public outreach campaign, WSSC hosted seven public meetings throughout May and June in Montgomery and Prince George's counties. The goal was to help inform customers them on the rate structures under consideration and the impact these option have on their water and sewer bill.

Full details on the rate study can be found at: [wsscwater.com/ratestudy](http://wsscwater.com/ratestudy).

## Replacement of Aging Infrastructure Drives FY18 Budget

With a focus on replacing our aging infrastructure, WSSC's FY 2018 operating and capital budget of \$1.4 billion went into effect on July 1, 2017. The new budget is 0.8 percent, or \$10.8 million more than the FY17 approved budget, and includes a combined 3.5 percent average increase in water and sewer rates.

The rate increase will add approximately \$4.38 per quarter to the average customer's bill.

Highlights of the budget include:

- \$148.9 million to replace large diameter sewer mains
- \$111.9 million to replace approximately 55 miles of small diameter water mains
- \$63 million to replace approximately 20 miles of small diameter sewer mains
- \$41.5 million to replace large diameter water mains and valves
- \$10.6 million to upgrade T. Howard Duckett and Brighton dams
- \$8.9 million to continue Phase II expansion of the Patuxent Water Filtration Plant

Complete details on the new budget can be found at: [wsscwater.com/fin](http://wsscwater.com/fin)



## Paperless Billing is Fast, Convenient



Go Green is WSSC's paperless billing program (e-Bill), which provides you the option of receiving email notifications and viewing bills online.

Among the advantages of Go Green:

- Free paperless billing statements and online payments
- Access to billing history
- Payments post to your WSSC account within minutes
- Printing, paper and postage cost savings

You can choose to pay immediately, schedule a future payment or set up automatic payments. Just be sure your payment is scheduled prior to the bill due date to avoid a late fee.

When using Go Green, your electronic check payments are free.

Go to [my.wsscwater.com](http://my.wsscwater.com) and log in to register your account.

For full details, including answers to some frequently asked questions and alternative payment options, visit [wsscwater.com/gogreen](http://wsscwater.com/gogreen).

Serving  
Prince George's and  
Montgomery counties  
since 1918

— EMERGENCIES —  
301-206-4002  
TTY: 301-206-8345

— BILLING —  
301-206-4001

# On the Right Track for Addressing Customer Concerns

When our customers have concerns, we know they want tangible, prompt results. Thanks to a new virtual tool, WSSC IssueTrakr, we're decreasing the time and effort it takes to respond.

Once an issue is entered into the system, a WSSC employee is assigned to respond to and resolve the issue and provide regular status reports to the customer. IssueTrakr also enables WSSC to more formally and consistently track the increasing number of customer compliments and share them with our employees.

To send us your complaint, issue or compliment, and receive acknowledgment and notifications, visit [wsscwater.issuetrak.com](http://wsscwater.issuetrak.com).



# Sleuthing for Silent Leaks



Customers who receive an unusually high water bill are often surprised to learn the culprit is their commode. A toilet with a silent leak wastes thousands of gallons of water and adds hundreds of dollars to your water bill.

Here's a simple way to detect leaks:

- Flush the toilet and wait 5 to 10 minutes;
- Carefully remove the lid from the tank and place it securely out of the way;
- Place a toilet dye tab\* or a small amount of dark food coloring in the tank; and
- Wait at least 15-20 minutes. If color comes through the tank into the bowl, WITHOUT FLUSHING, you have a leak.
- Touch the flapper. If the color gets on your fingertips, your flapper is deteriorating and needs to be replaced. You can replace the flapper yourself or contact a WSSC-registered plumber.

\*Toilet dye tabs are available from the WSSC Communications Office at 301-206-8100.

Another reason for a high water bill is a seldom-used toilet, often one located in the basement. If you're not using a toilet, it's a good idea to turn it off.

Remember to check your toilet for leaks twice a year.

# Brighton Dam Rehab Project Underway



As of June 1, 2017, WSSC's Brighton Dam is undergoing a two-year, \$13 million rehabilitation project to ensure the continued safe operation of this crucial piece of drinking water infrastructure. The project also involves constructing a new visitor center.

Traffic along Brighton Dam Road will be reduced to one single lane over the dam for the duration of the project. Motorists should plan ahead and expect delays.

Throughout the project, boating, fishing and the picnic areas at the Triadelphia Reservoir will be closed to the public. All recreational and water-related activities remain open at the T. Howard Duckett Reservoir, which is located a few miles downstream in Laurel.

For more information visit: [wsscwater.com/brighton](http://wsscwater.com/brighton).

# Can You Dig It?

WSSC is partnering with Miss Utility to remind everyone of the importance of calling 811 before digging to mark all underground utility lines to prevent unnecessary damage.

You or your contractor should call 811 at least two business days prior to starting any digging project. A professional locator will mark the approximate location of the lines so you can dig safely.



# Summer Water Saving Tips



## Lawn & Garden

- Let grass grow taller
- Save moisture with mulch
- Plant native shrubs that require less watering
- Use a broom to clean driveways/walkways



## Hoses

- Repair or replace leaky parts
- Use a nozzle to shut off or adjust to fine spray
- Shut off at the house to avoid leaks



## Pool

- A sub-meter could reduce your average daily consumption!
- Keep level low to minimize splashing
- Use a cover to slow evaporation
- Lease a hydrant to fill your pool



## Car

- Rinse car once, wash from bucket of soapy water, rinse quickly
- Used water is fine for chrome, hubcaps and wheels

Get more tips at [wsscwater.com/conservation](http://wsscwater.com/conservation)

## COMMISSIONERS:

Fausto R. Bayonet • Omar M. Boulware  
Howard A. Denis • T. Eloise Foster  
Chris Lawson • Thomasina V. Rogers

## Stay Connected



WSSCWater



@WSSCWaterNews



WSSCVideos



WSSC Mobile App



WSSC



whereH2Omatters

[www.wsscwater.com](http://www.wsscwater.com)

14501 Sweitzer Lane, Laurel, MD 20707

