

A Century of Serving Our Community



For more information and to view a calendar of upcoming events, visit wsscwater.com/100



Optional Pipe Protection for Customers

WSSC customers are eligible for optional repair service plans through HomeServe, a leading provider of emergency home water and sewer pipe repair services and

protection plans. The plans provide affordable protection from the cost and inconvenience of household plumbing repairs, including water service line leaks, sewer line blockages or breaks and in-home plumbing issues.

Many customers are frustrated when they discover a leaking or blocked service line on their property and then learn this is their responsibility to fix. Many are also unaware these types of repairs are not covered by basic homeowner insurance policies.

Other companies offer similar repair service plans. WSSC customers are free to purchase these plans, but the choice to purchase any plan, including HomeServe, is optional and not required. WSSC certified plumbers also do these repairs.

Learn more about these optional plans by visiting homeserveusa.com/WSSC.

Geared up and Ready for Winter

At WSSC, winter is synonymous with water main breaks. When water temps in the river drop – even a few degrees – we see a spike in breaks, especially in our older pipes. In fact, over the last five years, WSSC has averaged more than 1,100 water main breaks each winter (January through March).

That's why we track the temperature of the water in the Potomac River (our largest source water) very carefully. And it's why, as part of our winter planning, we have skilled teams, contractors on standby, heavy equipment and the latest technology ready to roll.

Learn more about water temperatures and other factors that affect water main breaks at wsscwater.com/winter.

As part of your winter planning, you'll want to protect your home plumbing pipes and inside water meter from freezing and bursting by checking out our winterization tips at wsscwater.com/winterready.

Public Hearings Scheduled: Proposed Capital & Operating Budget

Public hearings for WSSC's Fiscal Year 2019 proposed budget are scheduled for:

Montgomery County
February 5, 2018 • 7:30 p.m.
Stella B. Werner Building
3rd Floor Hearing Room
100 Maryland Ave., Rockville, MD 20850

Prince George's County
February 8, 2018 • 7:30 p.m.
Prince George's Community College
Largo Student Center, Community Room A
301 Largo Road, Largo, MD 20774

An inclement weather date has also been set for February 14, 2018, at 7:30 p.m., at WSSC's Headquarters Building, 14501 Sweitzer Lane, Laurel, MD, 20707.

The public will have an opportunity to comment at the hearings and/or submit written comments. Upon review and approval by both counties, the final budget goes into effect July 1.

For more information visit wsscwater.com/fin.

Helping Those In Need

The holiday season is a time for giving, but at WSSC, looking out for our customers who are economically disadvantaged is a year-round commitment.

WSSC Water Fund

The Water Fund was created to help residential customers who are experiencing financial hardship pay their water/sewer bills. It is funded through the generous donations of customers, community members and WSSC employees, and administered by the Salvation Army in each county.



One way to contribute to the Water Fund is through WSSC's **RoundUp** program. You can round up your bill payments to the nearest dollar and the extra change is donated to the fund. If you pay electronically or are looking for an alternative way to donate, you can write a check to WSSC and designate WSSC Water Fund on the memo line. Mail your check to WSSC, Revenue Office, 14501 Sweitzer Lane, Laurel, MD 20707.

HomeServe Cares

Last year, HomeServe USA introduced optional water and sewer line protection plans to our residential customers. If you can't afford the cost of this

optional plan, you may be eligible to receive funds to repair on-property pipe breaks through HomeServe Cares. To qualify, you must complete an application and meet specific income and eligibility requirements. Funds are limited and are available on a first come, first served basis.



Customer Assistance Program

The Customer Assistance Program (CAP) helps residential customers who are economically disadvantaged by crediting fees on their WSSC bill. Qualified customers receive a credit on their quarterly bill for the Account Maintenance and Infrastructure Investment fees, and are only charged for the water and sewer services they use, a savings of approximately \$88 per year.

If you are enrolled in the Office of Home Energy Programs (OHEP), you qualify for CAP. In addition, CAP-approved customers are automatically eligible for exemption from the state's \$15 quarterly Chesapeake Bay Restoration Fund fee.

If you have questions regarding the Water Fund, RoundUp, HomeServe Cares or CAP, visit wsscwater.com/iep or call 301-206-4001.

Building the Talent Pipeline

Trevor Moore and Shannon Jin are the winners of the 2017 Commissioners' Engineering Scholarship worth \$1,000. Moore, of Prince George's County, is a junior at Purdue University's Lyle School of Civil Engineering. Jin, of Montgomery County, is attending Columbia University, where she is a computer science major in the Fu Foundation School of Engineering.



Shannon Jin

Both students wrote winning essays that addressed the challenges of replacing aging infrastructure while minimizing the impact to communities WSSC serves.

Winners of the scholarship can receive up to \$4,000 over four years, plus paid WSSC summer internships while participating in the program.

To learn more about the scholarship and read the winning essays, visit wsscwater.com/engscholar.



Trevor Moore

Give Us Your



WSSC is always looking to improve customer service, and could use your help. Would you consider joining our Customer Feedback Community (CFC)?

The CFC is a diverse group of residential and business customers from Prince George's and Montgomery counties who advise WSSC on a variety of issues, including future initiatives, rate structure and customer service. The group is demographically representative of our customer base.

With online and in-person feedback options, the CFC ensures that WSSC receives real-time and qualitative insight from our customers. This allows WSSC to be more responsive, open and transparent.

Interested? Email the us at: communications@wsscwater.com.

And for those who don't want to serve on the CFC, your insights are still welcome. You can submit your feedback at any time through our IssueTrakr system at wsscwater.com/issuetrakr. With IssueTrakr, a WSSC employee is assigned to respond to and resolve your issue while providing regular status reports to you.

Put Grease Where It Belongs: In the Can

Don't let sewer grease clogs ruin your holidays! From Thanksgiving through New Year's Eve, family gatherings and feasts abound. This holiday season, remember to take cooking grease and Can It, Cool It and Throw It Away.

Putting grease down the drain can eventually mean clogs for you, potential backups into your basement and sewage overflows in the WSSC system. Do your part by pouring cooled grease into a can, let it cool completely and throw it in the trash. Keep the can covered so the melted grease doesn't spill into your trash.

We'll even mail you a handy cover to can your grease. Simply email us at canthegrease@wsscwater.com.



Go Paperless



Go Green is WSSC's paperless billing initiative, which provides you the option of receiving email notifications and viewing bills online.

Among the advantages of Go Green:

- Easy online payments;
- Access to billing history;
- Payments post to your WSSC account within minutes; 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.

Go to wsscwater.com to log in or create a new account.

For full details, including answers to some frequently asked questions, visit wsscwater.com/gogreen.

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