

# Customer PIPELINE

WSSC • Jan-Mar 2018

At WSSC, we've always got an eye toward the future, but in 2018, we're taking a look back. That's because we're celebrating 100 years of serving our community. We invite you to be part of our celebration. After all, we wouldn't be here without you.



## Upcoming Events

**April 21, 2018**

Centennial Saturday  
Seneca Wastewater Treatment Plant

Featuring guided tours and more.

**May 1, 2018**

WSSC Water Symposium  
UMD Samuel Riggs IV Alumni Center

Officials discuss issues impacting  
the water industry.

**June 23, 2018**

Centennial Community  
Celebration  
WSSC Headquarters

Equipment demos, children's  
educational area and more.

Visit [wsscwater.com/100](http://wsscwater.com/100) for the  
year-long events calendar



WSSC crews position a crane to unload cast iron pipe from the railroad car (1921).

## WSSC Celebrates 100 Years of Service

Outhouses and wells with hand pumps are a far cry from the convenience of indoor plumbing that we take for granted today. But that was the scene in the MD-DC area in the early 1900s, when waste from outhouses would seep underground, ultimately contaminating the drinking water.

Circa 1912, the population in Prince George's and Montgomery counties was growing. Yet, neither county had the resources to create their own water and waste water utility.

What began as a discussion in 1912, turned into a six-year, problem-solving process to develop a plan for a bi-county agency to provide water and sewer as well as fire protection. And on May 1, 1918, WSSC was officially open for business, with a service area of fewer than 100 square miles serving a population of 30,000. Compare that to today's 1,000-square-mile service area and 1.8 million residents.

Our journey to 100 makes for a great story, one we're sharing via our Centennial website at [wsscwater.com/100](http://wsscwater.com/100).

### *Did You Know?*

In our 100 years of service, we have  
NEVER had a drinking water violation!



[wsscwater.com](http://wsscwater.com) • EMERGENCIES 301-206-4002 TTY: 301-206-8345 • BILLING 301-206-4001



## In Our Community



### Montgomery County

Since August 2017, WSSC has been replacing and relocating nearly two miles of cast-iron water mains underneath US 29 in downtown Silver Spring with new zinc-coated ductile iron pipes, which are expected to last approximately 100 years. The \$3.4 million project extends from MD 97 north to I-495, and is expected to be complete in Spring 2019. More details are available at [wsscwater.com/Colesville](http://wsscwater.com/Colesville).

### Prince George's County

In November 2017, WSSC began a year-long project to replace three miles of aging water mains along MD 212 in Beltsville. The \$2.8 million project extends from Riggs Road to Beltsville Drive. Weather permitting, the Powder Mill Road project is expected to be completed in Fall 2018. More information can be found at [wsscwater.com/PowderMill](http://wsscwater.com/PowderMill).

## Our Strategic Priorities

Everything we do at WSSC is driven by five Strategic Priorities:

-  Improve Infrastructure;
-  Protect Our People, Infrastructure, Systems and Resources;
-  Achieve Business Process Excellence;
-  Enhance Customer Experience and Community Engagement;
-  Inspire Employee Engagement



This issue, the spotlight is on two infrastructure improvement projects. We'll highlight other priorities in future issues.

## Sewer Blockages and Backups

Sewer backups are not pretty. If you experience one, call WSSC's 24-hour emergency number, 301-206-4002 or 1-800-634-8400. WSSC will work with you to determine how we can assist you.

To learn more, visit [wsscwater.com/backups](http://wsscwater.com/backups).

## Finding and Verifying a Plumber

WSSC customers must use a licensed journeyman or master level plumber. For more details about getting price quotes, inspections for gas appliances, small repairs and resources to consider, visit [wsscwater.com/findplumber](http://wsscwater.com/findplumber).

## Stay Connected

Don't miss out on upcoming news and events. Check out our Calendar of Events on our website and subscribe to Customer-Connect: [wsscwater.com/customerconnect](http://wsscwater.com/customerconnect).