

Customer PIPELINE

WSSC • April-June 2018

Throughout 2018, we invite you to join us as we celebrate 100 years of serving our community.



Upcoming Events

June 23, 2018

Centennial Community
Celebration

WSSC Headquarters, Laurel

Equipment demos, children's
educational area and more.

July 21, 2018

WSSC Day/Centennial Saturday
Consolidated Laboratory, Silver Spring

Featuring guided tours of our
state-of-the-art lab that performs
500,000 tests annually to ensure
water safety and quality.

Visit wsscwater.com/100 for
more information.

DID YOU KNOW?

The 115-mile long Patuxent River, the source of drinking water for 30 percent of our customers, is the only major river that is totally within the state of Maryland.



Brighton Dam under construction (April 1, 1943).

Centennial Focus: A Dam to Meet Demand

Twenty-five years after its founding, WSSC was experiencing growing pains. An influx of federal agencies in Washington, D.C., created a population growth in the area, and increasing demand for WSSC's services. But the Commission's primary sources of drinking water, could not keep up with the growing demand.

In the face of these challenges came a proposal to build a dam that would turn part of the Patuxent River into a reservoir. In 1942, construction of Brighton Dam began.

On Memorial Day 1944, Brighton Dam officially opened, followed by the opening of the Patuxent Water Filtration Plant in July. Ten years later, continuing growth and demand led to the T. Howard Duckett Dam, and an additional reservoir, being built five miles downstream from Brighton Dam.

Learn more about our 100-year journey at wsscwater.com/100.

Proposed Budget Invests in People, Pipes and Plants

WSSC is proposing a \$1.4 billion budget for Fiscal Year 2019, which calls for a combined 4.5 percent increase in water and sewer rates. This would result in an additional \$6.12 per quarter to the average residential customer bill.

See the budget at wsscwater.com/fin.



wsscwater.com • EMERGENCIES 301-206-4002 TTY: 301-206-8345 • BILLING 301-206-4001



In our Community



Springtime signals an increase in construction for WSSC. You'll see dozens of crews in neighborhoods all over Montgomery and Prince George's counties replacing old water and sewer mains, as well as completing paving projects delayed by winter weather.

Signs with contact information will be posted along the streets where crews are doing work if you have any questions. When driving, be mindful of our crews.

Enhancing Customer Experience

WSSC recently launched a series of customer-focused initiatives to assist those facing high water/sewer bills. These include advance notification of higher than normal water usage and changes to allow more frequent requests for high bill adjustments. For more information on these enhancements and to better understand your household water usage, visit www.wsscwater.com/understandusage.

Our Strategic Priorities

Improve Infrastructure	Protect Our People, Infrastructure, Systems and Resources	Achieve Business Process Excellence	Inspire Employee Engagement	Enhance Customer Experience & Community Engagement
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Your Feedback Matters

Join WSSC's online Customer Feedback Community and help us make your experience with WSSC better, more efficient and user friendly.

Once a month, you'll be asked to respond to questions or a survey, or provide specific reactions to

WSSC products, tools or services. It's easy and can be done from the comfort of your home. Visit wsscwater.com/cfc.

Water Quality Report

Since our founding in 1918, we have never had a single drinking water quality violation. That's worth celebrating! Get the facts in our 2017 Water Quality Report, available at wsscwater.com/wqr. The report is being delivered electronically, but you may request to have a copy mailed to your home. Call 301-206-8100 or email us at communications@wsscwater.com.

Summer Water Saving Tips



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



- Replace leaky parts
- Use a nozzle to adjust to fine spray
- Shut off at the house to avoid leaks



- A sub-meter could reduce average daily consumption!
- Use a cover to slow evaporation
- Lease a meter to fill pool



- Rinse car once, wash with soapy water, rinse quickly
- Go to the car wash. Washing at home uses 100s of gallons of water

Get more tips at wsscwater.com/conservation