

Customer PIPELINE

WSSC • July-September 2018

Join us for the final community
event of our 100-year celebration



October 20, 2018
WSSC Centennial Saturday
10 a.m.
Western Branch Water Resource
Recovery Facility
Upper Marlboro

Go behind the gates for guided tours of one of our water resource recovery facilities, and interact with WSSC employees for a day of fun, learning and celebration. The event includes information booths, truck demos, and a chance to meet members of the Customer Relations team, who will be on hand to answer general questions. Light snacks will be provided.

Visit wsscwater.com/100 for more information.

DID YOU KNOW?

In 1978, WSSC was the first utility in the United States to use trenchless pipe rehabilitation technology to renovate aging sewer mains.

Centennial Focus: Safe Drinking Water Act



President Ford signed the Safe Drinking Water Act into law in 1974.

The early 1970s ushered in a new era with the establishment of the Environmental Protection Agency (EPA) in 1970 and the Safe Drinking Water Act (SDWA) in 1974. The SDWA is the law that protects public drinking water supplies throughout the nation, with standards for drinking water quality set by the EPA to ensure drinking water safety.

While federal oversight is important, WSSC was already adhering to strict testing and treatment processes well before the passage of the SDWA. Because delivering clean, safe drinking water has always been standard procedure for us.

That's why we can proudly say that in our 100-year history, we've never had a single drinking water quality violation. You can find the details in our annual water quality report (wsscwater.com/wqr).

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

Pings Protect Pipes

WSSC has the longest active Acoustic Fiber Optic (AFO) pipe protection system in the country at 102 miles. The cutting-edge cable floats inside our largest water mains, monitoring the condition of the pipe and alerting us to impending breaks.

Learn how our \$21 million investment in this innovative technology has saved customers more than \$42 million at wsscwater.com/AFO.



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



In Our Community



Continuing our commitment to transparency, public outreach and education, WSSC hosted three open houses this past spring. Customers could ask questions about their water and sewer service, and learn about construction projects, WSSC's proposed rate structure, assistance programs, billing and more.

Held in both counties, the open houses were a great opportunity to talk face to face with General Manager and CEO Carla A. Reid and other utility representatives.

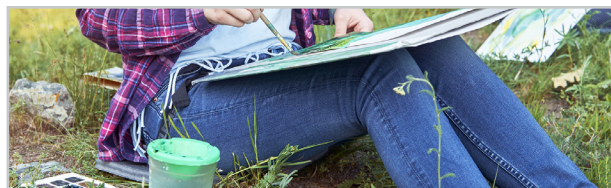
"Being able to connect with our customers firsthand, to hear and address their questions and concerns in person is important to WSSC," said Reid. "We want our customers to be able to ask, listen and learn."

Join us this fall when we host more open houses. Visit wsscwater.com/openhouse for dates and times.

Works of Art from Our Watershed

Calling all local artists. WSSC is looking to feature photographs and art highlighting our watershed in the art gallery located at our headquarters building in Laurel (Sweitzer Lane).

For more information email: communications@wsscwater.com.

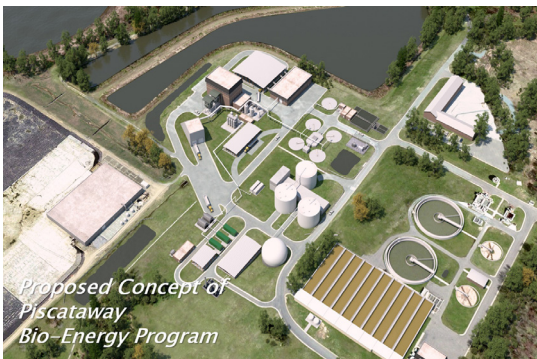


Achieving Business Process Excellence: Turning Poop to Power

Our Strategic Priorities

| | | | | |
|------------------------|-----------------------------------------------------------|--------------------------------------------------------------------|-----------------------------|----------------------------------------------------|
| Improve Infrastructure | Protect Our People, Infrastructure, Systems and Resources | Achieve Business Process Excellence & Maintain Financial Stability | Inspire Employee Engagement | Enhance Customer Experience & Community Engagement |
|------------------------|-----------------------------------------------------------|--------------------------------------------------------------------|-----------------------------|----------------------------------------------------|

WSSC Commissioners recently approved the first phase of an exciting project that will turn poop to power by transforming sewage into renewable energy. The \$250 million Piscataway Bio-Energy Project will transform how WSSC handles biosolids – the nutrient-rich organic materials resulting from the wastewater treatment process – from five WSSC water resource recovery facilities (formerly known as wastewater treatment plants).



Using cutting-edge "green" technology, the new facility will significantly reduce the amount of biosolids left over from the treatment process, thus reducing costs

to haul and dispose of the product. The innovative project will save our customers more than \$3 million per year and underscores our commitment to green energy. The entire project should be complete and operational in spring 2024.

Get more details at wsscwater.com/bioenergy.

Can the Grease this Summer

Summer is the perfect time for barbecues and other outdoor events. Whatever's on the menu, be sure to properly dispose of cooking grease.

Learn more at wsscwater.com/canthe grease.

