

# Customer PIPELINE

WSSC • January-March 2019

## New Rate Structure Reminder

As part of several new initiatives to improve and modernize the way we approach customer service, we are implementing a simplified rate structure (how you are charged for water/sewer, not amount charged) effective July 1, 2019. The new four-tier structure will replace the current 16-tier structure, which has been in place for more than 25 years.

Under the new rate structure, you will be charged for water you use within each tier instead of being charged for all your water use at the highest tier, which is how you are charged under the current structure. This makes how we charge for water more fair. The new rate structure also promotes conservation – helping to save you money by encouraging wise water use.

And our new assistance program will help more customers afford their bills. More details on this enhanced program will be coming soon. For further information about the new rate structure visit [wsscwater.com/ratestudy](http://wsscwater.com/ratestudy).

## New and Improved Services Coming July 2019

Beyond the rate structure changes, you will also see other customer service improvements.

- Bills that are easier to read and understand;
- An online bill calculator so you can estimate future bills; and
- An enhanced customer assistance program that helps more customers afford their bills.

## Another Innovation Breakthrough: Patuxent Plant Upgrades



WSSC's Patuxent Water Filtration Plant is now boasting some innovative upgrades, including ultraviolet disinfection and a new solids handling system. Completed in late October, the \$65 million upgrade project also laid the groundwork for the plant to increase water production to meet future needs of our customers.

The addition of ultraviolet disinfection to the process adds multi-barrier protection and ensures that all drinking water made by WSSC has this additional level of protection.

The plant originally went into service in July 1944, producing 12 million gallons of water per day. With these upgrades, the plant has the ability to increase production from its current 50 million gallons per day to 72 million gallons per day. Get all the details at [wsscwater.com/patuxent](http://wsscwater.com/patuxent).



## In our Community



At WSSC, winter is synonymous with water main breaks, but we're working around the clock to ensure winter won't break us.

"We're prepared to repair breaks 24/7, and restore service to our customers as quickly as possible," says WSSC GM/CEO Carla A. Reid.

There is a direct connection between dropping water temperatures in the Potomac River and the increase in water main breaks. WSSC's pipes become accustomed to the cold water, but when the temperature hits a new low, the dropping temperature can "shock" water mains, causing breaks.

Our maintenance facilities are stocked with extra materials and equipment, and our crews are ready to roll. Learn more, including how you can be winter ready at [wsscwater.com/winterready](http://wsscwater.com/winterready).

## Report A Problem



301-206-4002



EmergencyCallCenter  
@wsscwater.com



WSSC  
Mobile App

## DID YOU KNOW?

January 2018 was a record-setting month at WSSC. We had an all-time-high 802 water main breaks and leaks.

## Employees Support WSSC Water Fund

### 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 employees – or H<sub>2</sub>O People -- are proudly committed to providing clean, safe, reliable water to all our customers. And, when it comes to supporting the WSSC Water Fund, they go all in.

Established in 1994, the Water Fund assists customers in financial need in paying their water and sewer bills. During 2018, employees helped increase the funds by more than \$100,000.

In June, an employee-organized golf tournament raised \$10,000. And during our annual fall #H<sub>2</sub>O People Giving Campaign, employees not only directly donated nearly \$16,000, but also came up with creative fundraising activities that netted an additional \$7,800 for the fund.

The Commission really paid it forward last September when \$70,000 was raised to help those in need at our Centennial fundraiser.

If you'd like to donate to the Water Fund, visit [wsscwater.com/iep](http://wsscwater.com/iep).



## 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).

## Can the Grease

One key way to avoid blockages and backups is to Can the Grease. Can it, cool it and toss it. Running hot water does NOT prevent blockages; the grease only hardens farther down the pipes.

Get more information at [wsscwater.com/canthe grease](http://wsscwater.com/canthe grease).



## Making Online Claims

Filing a claim online is easy. Go to [wsscwater.com/claims](http://wsscwater.com/claims) and you'll have instant access. You are also provided with a claim number immediately upon submitting the form.