

Customer PIPELINE

WSSC • Apr-Jun 2019

Simplified, Customer-Friendly Rate Structure Coming Soon

When you open your next quarterly WSSC bill, you'll notice a difference not only in how the bill looks, but also in how you are charged for your water/sewer use.

Expected July 1, 2019, as part of several new initiatives aimed at improving and modernizing the way we approach customer service, we are implementing a simplified rate structure. The new four-tier structure will replace the 16-tier structure, which has been in place for more than 25 years.



Currently, you are charged for all your water use at the highest tier. Under the new rate structure, you will be charged for the

water you use within each tier. Additionally, the amount of water in each tier and the price per tier have changed to reflect how customers use water today. 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.

Information about the new rate structure can be found at wsscwater.com/billchanges.

DID YOU KNOW?

The last time we updated our rate structure was in 1992.

WSSC
Where Water Matters

Water and Sewer Bill

Account Number: 012119
Bill Date: 10/19/18-01/21/19
Bill Period: 94 Days

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What Do I Owe And When Do I Pay?

PRIOR BALANCE: \$0.00 + CURRENT CHARGES: \$313.45 = TOTAL DUE: \$313.45

How Much Water Do I Use?

Days	Average gallons used per day
85 Days	152
91 Days	212
92 Days	141
94 Days	212

20,000 Total gallons used this period
212 Average gallons used per day this period
55 Average gallons used per day for a typical person
20,000 Gallons ÷ 94 Days = 212 Average Daily Gallons

Need Assistance
For questions about billing, account maintenance or payments, call Customer Service, 7:30 a.m. to 7:00p.m. Monday – Friday at 301-206-4001. For emergency service 24 hours daily, call 301-206-4002.

My Water Quality
Your latest Water Quality Report is now available! Please visit it at www.wsscwater.com/wqr to learn about the source and quality of your drinking water. As always, WSSC has met or done better than all drinking water quality standards. To receive a paper copy, please call 301-206-8100.

Return this portion with your payment. Please make check payable to WSSC and write your account number on the check.

Account Number: _____
Service Address: _____

Pennies Make a Difference
Contribute to the WSSC Water Fund by checking the Round Up box or writing in your donation of \$1 or more. Visit wsscwater.com/waterfund to learn more.

Total Due: \$313.45
After 02/20/19 Pay \$29.12

Round Up Amount: \$314.00
Water Fund Amount: \$ _____

Total Payment: \$ _____

1451005573400000003291200031345

What to Look for in Your New WSSC Water/Sewer Bill

The new bill you will begin receiving was designed with you, our customers in mind. It's modern, visually appealing and easier to understand.

With your new bill also comes a new account number; we're changing from seven-digit to 10-digit account numbers. Customers who pay through automatic bill pay will need to update their account number with their bank.

To see a sample of the new bill and understand how to read it, visit wsscwater.com/newbill.



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



In Our Community



Spring has sprung at WSSC and with it, an increase in construction. 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, should you have any questions. When driving, please be mindful of our crews.

Quality Matters

In our 100+ years, WSSC has never had a single drinking water quality violation. Get the facts about our safe, clean drinking water in our 2018 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

Water Saving Tips

The season for gardening, washing cars and even filling swimming pools has arrived. For helpful water-saving tips, visit wsscwater.com/conservation.



Notification System Keeps You Informed

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
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Listening to and providing transparency to our customers is important to us at WSSC. With valuable suggestions from customers, we've enhanced our Customer Notification System (CNS).

Our CNS alerts you about WSSC-related incidents near your home, office, school or other important addresses. CNS now gives more advance notice and provides additional updates, along with helpful tips around water main breaks, leaks and shutdowns.

The notifications surrounding repair work will be even more timely, more useful, and contain more detailed information about the impact to your service and the timeframes you should expect.

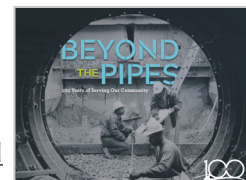
Stay in the know by registering for text or email alerts for up to three addresses. Get registered today by visiting wsscwater.com/cns.

Donate Directly to the Water Fund

The WSSC Water Fund was created by employees in 1994 to help residential customers in financial need pay their water/sewer bills. Twenty-five years later, the fund remains a critical customer support source that relies on funding through the generous donations of customers, community members and WSSC employees.

Now, donating to the WSSC Water Fund is as easy as clicking on a button. Using your credit or debit card, you can make a donation at wsscwater.com/assistance.

Another great way to support the Water Fund is by purchasing WSSC's 100-year history book, *Beyond the Pipes*. All proceeds from the sale of the book go to the fund. To buy the book, go to 100.wsscwater.com/centennial and scroll to the History Book page.



Building the Talent Pipeline

Aiming to build a pipeline of engineering talent and innovation, the WSSC Commissioners are offering a \$1,000 scholarship to two college students from the WSSC service district. The scholarship also offers the opportunity for paid summer internships at WSSC.

For a list of requirements, sign up to get more information at wsscwater.com/engscholar.