# Customer

## Investing in Innovation and Our Future

## New Bill, Rate Structure and Affordability Programs

July 2019 marked the introduction of WSSC's new bill and our new, modern rate structure, which changes the way customers are charged for water and



sewer. Thank you to everyone who attended our open houses to get a better understanding of how the changes affect you. Get more

information at wsscwater.com/billchanges.

We've also enhanced our affordability programs to help more customers in need. Get complete details at wsscwater.com/assistance.

### Having a Ball for the Fund



On Saturday, October 26, WSSC is hosting its second

annual Blue Tie Ball, our signature fundraising event to benefit the WSSC Water Fund. Established 25 years ago by WSSC employees, the Water Fund helps residential customers who are experiencing financial hardship pay their water/sewer bills.

Last year, this event raised more than \$78,000 for the Water Fund. To learn more, visit salvationarmynca.org/bluetieball.

## Our #1 Project is Transforming #2



WSSC General Manager and CEO Carla A. Reid, center, was joined by Senator Ben Cardin, Maryland Environment Secretary Ben Grumbles and other local leaders at the Piscataway Bioenergy Project groundbreaking in late May.

We recently broke ground on our innovative new Piscataway Bioenergy Project that will transform sewage into renewable energy. Using cuttingedge green technology, the project will reduce our greenhous gas emissions by 15 percent, while saving customers more than \$3 million per year.

At the heart of the sustainable, safe project is how WSSC handles biosolids – the nutrient-rich organic materials resulting from the wastewater treatment process – that can be used as soil amendment to help gardens, forests, farms and lawns.

To learn more about the Piscataway Bioenergy Project, visit wsscwater.com/bioenergy.





## In Our Community

## **Reaching and Teaching Students**

Summer may be synonymous with vacation, but at WSSC, we're busy educating students about the environment and the importance of source water protection, at summer camps and WSSC-based programs and tours. In fact, all year long, WSSC partners with our local school systems and organizations to provide programs focused on developing the next generation of environmental stewards.



Our Science, Technology, Engineering and Math (STEM) programs educate students about the science and technology behind drinking water production and wastewater treatment. We also introduce students, many of them from underserved groups, to all the STEM-related careers in the water industry.

If you're interested in learning more about our STEM educational outreach programs, or

would like to schedule a tour for your class or other student groups, email: communityoutreach@wsscwater.com.

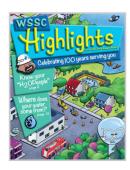




#### **DID YOU KNOW?**

Each year, WSSC educates more than 15,000 children in Montgomery and Prince George's counties through our programs, classes, camps and tours -- at our facilities, in schools and in the community.

## Kid-Friendly Approach to Learning about All Things WSSC



WSSC's Highlights looks at what we do from a kids perspective, and offers a fun way to explore where water comes from and our innovative approaches to delivering clean, safe, reliable water every day. Grown-up kids will enjoy it, too!

All this fun can be found at wsscwater.com/annualreport.

For a hard copy, email us at communications@wsscwater.com.

#### The Whole Kitten Caboodle

It was the *purrfect* rescue of four kittens.

One May day, our crews heard the tiny mews coming from inside the ladder storage area of a WSSC truck at our Anacostia Depot. They knew it was no time for pussyfooting around.



Thanks to help from our friends at Alley Cat Rescue and Prince George's Fire Department Station 809 in Bladensburg, what could have



been a catastrophe instead had a paw-some ending.