

# Customer PIPELINE

WSSC Water • Oct.-Dec. 2019

## New and Enhanced Affordability Programs

We're committed to making your water and sewer bills more affordable. With several new and enhanced affordability programs, we can provide financial assistance to more customers.

Eligible residential customers can make payment arrangements and significantly reduce their WSSC Water bills. Get all the details at [wsscwater.com/assistance](http://wsscwater.com/assistance).

## FY 2021 Proposed Budget Hearings

You're invited to learn about and comment on our plans to invest in clean-water projects.

**Montgomery County**  
January 27, 2020 @ 7:30 p.m.  
Stella B. Werner Office Building  
7th Floor Hearing Room  
100 Maryland Avenue  
Rockville, MD

**Prince George's County**  
February 4, 2020 @ 7:30 p.m.  
Dept. of the Environment Building  
Conference Room 140  
1801 McCormick Drive, Largo, MD

**Inclement Weather Date**  
February 12, 2020 @ 7:30 p.m.  
Richard G. Hovevar Building  
14501 Sweitzer Lane, Laurel, MD

For details, visit [wsscwater.com/fin](http://wsscwater.com/fin)

## We're WSSC Water! New Look & Name, Same Great Service

Where's the water?  
That's exactly what  
we asked ourselves  
when we thought  
about our name.

As the largest water  
utility in Maryland,  
not having water in  
our name was confusing.

So we have a new name, WSSC Water, and a bold, new logo.

While we may have changed our look, we remain committed to continuous improvement and innovation in delivering the essential to our neighbors. Get more details at [wsscwater.com/wsscwater](http://wsscwater.com/wsscwater).



## How to Spot a WSSC Water Employee

The safety of our customers is paramount to WSSC Water. That's why all our employees are required to carry and prominently display their WSSC Water photo ID badge (see example, right).

Many of our vehicles and uniforms may still bear our old logo, but all WSSC Water employees carry these new ID badges. Note that we will never ask to come into your home without an appointment.

When in doubt, customers should ask to see the employee's ID badge for verification. If you have any concerns, please contact our WSSC Water Police at **301-206-8888**. For more details, visit [wsscwater.com/identification](http://wsscwater.com/identification).



## Winter is Coming! We're Ready, Are You?



Each winter, we see an increase in water main breaks, but at WSSC Water, we're working around the clock to ensure winter won't break us. We have extra materials and equipment, contractors on standby, the latest technology, and our crews ready to roll and repair breaks as quickly as possible.

As homeowners, there are steps you can take to protect your home and pipes from the cold. Learn more about factors that affect water main breaks, as well as all the homeowner tips for protecting your pipes and winterizing your home at [wsscwater.com/winterready](http://wsscwater.com/winterready).



## Be Prepared

**Make water part of your emergency kit.**



## Report A Problem



301-206-4002



EmergencyCallCenter  
@wsscwater.com



WSSC Water  
Mobile App

## DID YOU KNOW?

WSSC Water averages more than 1,200 water main breaks each winter. That's nearly 70 percent of the breaks we average in a whole year.

## Sign Up for Our Customer Notification System

Stay up to date about WSSC Water-related incidents near your home, office or school. Register on our Customer Notification System at [wsscwater.com/cns](http://wsscwater.com/cns) for text or email alerts on up to three addresses. You will automatically receive emergency notifications for boil water advisories, water main breaks, sanitary sewer overflows, and road or lane closures caused by WSSC Water work.



## Be Salt Wise This Winter

Using salt on walkways/driveways may help melt snow and ice, but excess salt can be harmful to the environment. That includes sources of drinking water and the pipes and pumps needed to supply water to our customers.

A good rule of thumb: A 12-ounce coffee mug holds enough rock salt to cover a 20-foot driveway or 10 sidewalk squares.

Find out how you can tackle snow and ice and protect the environment at [wsscwater.com/saltwise](http://wsscwater.com/saltwise).