

Customer PIPE LINE

WSSC Water • Jan-March 2020

DID YOU KNOW?

WSSC Water ranks among the top five water utilities in the Northeast region, according to a 2019 J.D. Power customer satisfaction study?

Let us know if we're meeting your expectations at customerservice@wsscwater.com

Are You Census Ready?



Being census ready means being informed. Census Day is April 1, but households will receive an invitation to respond as early as March 12.

Visit [Census.Maryland.gov](https://www.census.gov) or [2020Census.gov](https://www.census.gov) for more information.

WSSC Water Fund Turns 25 Thousands Helped by This Crucial Lifeline

Twenty-five years ago, a group of caring WSSC Water employees established a fund to help customers struggling to pay their water and sewer bills. Since its inception, the Water Fund has provided more than \$1.3 million in funding to nearly 4,000 Prince George's and Montgomery County residents.

"Some of our customers face financial challenges, and the Water Fund is a crucial lifeline to help them when they need it most," says WSSC Water GM and CEO Carla A. Reid.

Jessica Sipes, a single parent of four children, living on a fixed income, is especially grateful for the lift the Water Fund provided her family. "It's a great help," she says. "Everybody has ups and downs, and I really appreciate that they started this fund."

To learn more about the fund and discover the various ways you can donate to help others, visit [wsscwater.com/waterfund](https://www.wsscwater.com/waterfund).



Jessica Sipes, pictured with three of her four children, is grateful for the Water Fund.

Stop and Start Service Forms Available for Your Convenience



WSSC Water provides an Owner-Occupied Property Start/Stop Service Form and a Tenant-Occupied Property Move In/Move Out Form. Both forms have helpful information on locating your water meter to obtain an inside meter reading when you move in or out of a property in our service area.

For safety reasons, our customers are not authorized to read outside meters.

If the property is served by an outside water meter, once we have received your completed form, we will schedule a meter reading as close as possible to your settlement or moving date.

WSSC Water does not discontinue water service between occupants. To access the form, and gather more details, visit [wsscwater.com/service](https://www.wsscwater.com/service).

In Our Community

Touch-a-Truck Open Houses Coming This Spring



WSSC Water is hosting three touch-a-truck open house events this spring. These family-friendly events are a chance for customers to meet with staff,

ask questions and participate in hands-on interactive family activities to learn more about what it takes for us to deliver the essential 24/7/365. You'll also get a chance to explore our WSSC Water vehicles.



A postcard with detailed information about dates, times and locations will arrive in your mailbox early this spring. Or visit our Open House page at wsscwater.com/openhouse.

Who Are the Heroes in Your Neighborhood?

Our employees often go above and beyond in lending a helping hand. Recently, tragedy was avoided when three of our crew members put their own safety at risk to help a customer.



Ms. C. Eliot was walking her dog when another dog attacked them both. WSSC Water crew members George Coleman, Daniel Covington and William Beeman

(pictured, left to right, above) interceded to prevent Eliot and her pup from being attacked by the other dog.

"Actions like these mean that I have more regard and respect for the workers of WSSC Water," said Eliot in an email "I hope you pass on to them my thanks."

We sure did, Ms. Eliot! Thank you for your email!

Can We Talk?

Would you like a WSSC Water representative to speak to your community organization or neighborhood group? Email Daisy Rickert at daisy.rickert@wsscwater.com to submit your request.



Sewer Blockages and Backups and One Way to Prevent Them



Sewer backups are not pretty. If you experience one, call WSSC Water's 24-hour emergency number, 301-206-4002 or 1-800-634-8400. We will work with you to determine how we can assist

you. To learn more, visit wsscwater.com/backups.



One key way to avoid blockages and backups is to can your cooking grease. Running hot water does NOT prevent blockages. Can it, Cool it and Toss it instead.

Email us at communications@wsscwater.com to request your free Can the Grease lid. Get more information at wsscwater.com/canthe grease,