



New Ways to Help Customers With High Bills

- **WSSC High Bill Adjustment Regulation Changes:** Effective March 5, 2018, these changes to WSSC policy greatly benefit our customers.

Two highlights: 1) high bill adjustments can be requested every three years, if certain criteria are met; 2) Up to six months of credit will be granted for excess water and sewer charges due to on-property, underground leaks including leaks on secondary water lines.

- **Customer Letters:** Starting in April, residential customers with an average daily consumption (ADC) that is 2 times higher than the previous will receive a courtesy letter. This letter is designed to alert customers before receiving a high bill.

High bills can occur with increased water usage, longer billing cycles or problems with your household plumbing or fixtures, such as toilet leaks.

WSSC already provides water and sewer bill assistance:

1. Water/Sewer Bill Adjustments
2. Income Eligibility Programs
3. HomeServe Cares
4. Dispute Resolution

For more information and to review the policy changes, visit wsscwater.com/understandusage

WSSC

#InYourNeighborhood

OPEN HOUSE

New, community events that provide an opportunity to ask questions, discuss your bill, talk to WSSC Representatives and learn about upcoming projects.

RSVP today for one of these three, upcoming open houses.

Tuesday, 4.10.2018 | 6:30-8:30 p.m.

Harmony Hall Community Center
10701 Livingston Road
Fort Washington, MD 20744

Tuesday, 4.24.2018 | 7:00-9:00 p.m.

College Gardens Elementary School
1700 Yale Place
Rockville, MD 20850

Tuesday, 5.8.2018 | 6:30-8:30 p.m.

WSSC Headquarters
14501 Sweitzer Lane
Laurel, MD 20707

RSVP at wsscwater.com/openhouse

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A Century of Serving Our Community

