

# Media Kit



WSSCWater



@WSSCWaterNews



WSSCVideos



whereH2Omatters

## **Contact Information**

Communications and Community Relations Office – (301) 206-8100

After normal business hours, call the Emergency Call Center at (301) 206-4002.

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## **Mission**

We are entrusted by our community to provide safe and reliable water, life's most precious resource, and return clean water to our environment, all in a financially and ethically responsible manner.

## **Vision**

To be THE world-class utility, where excellent products and services are always on tap.

## **WSSC Commissioners**

### **Montgomery County**

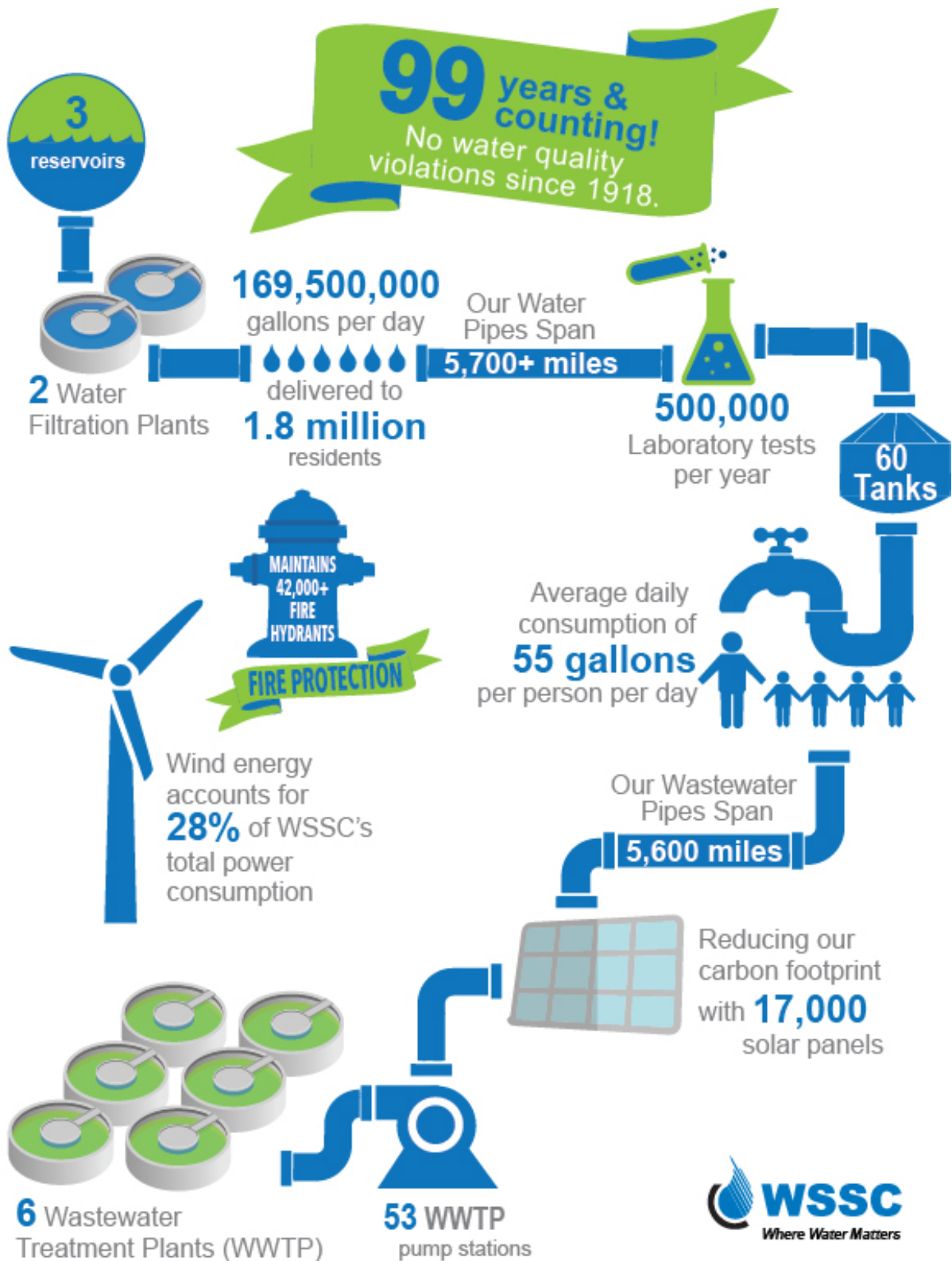
T. Eloise Foster, Commission Vice Chair  
Fausto Bayonet  
Howard A. Denis

### **Prince George's County**

Thomasina V. Rogers, Commission Chair  
Christopher Lawson  
Omar M. Boulware

### **General Manager/CEO**

Carla A. Reid



## Resources

### Subscribe

To immediately receive WSSC news releases, subscribe to CustomerConnect. Select additional topics for information that you would like to receive. Sign up at [www.wsscwater.com/customerconnect](http://www.wsscwater.com/customerconnect)

### Interview an Expert

Looking for a subject matter expert? Contact Public Affairs at 301-206-8100.

### Plug Into #WSSC Social Media



**[facebook.com/WSSCWater](https://facebook.com/WSSCWater)**

Like us on Facebook! Learn what WSSC is doing in the community and for the environment, as well as for water and sewer infrastructure.



**[twitter.com/WSSCWaterNews](https://twitter.com/WSSCWaterNews)**

Follow us on Twitter! Articles on industry issues, environment, community outreach, WSSC programs. Don't miss up-to-date information on breaks, traffic closures, WSSC news & events.



**[youtube.com/WSSCVideos](https://youtube.com/WSSCVideos)**

Visit our channel to check out the latest videos from WSSC.



**[pinterest.com/whereH2Omatters](https://pinterest.com/whereH2Omatters)**

Check out WSSC board and pin our graphics!

## Programs

### Income Eligibility

WSSC has three ways that we provide financial assistance to our customers for water and sewer bills. For more information, visit [wsscwater.com/iep](http://wsscwater.com/iep)

### Water Fund

The Water Fund was created to help residential customers who are experiencing financial hardship pay their delinquent water/sewer bills. It is funded through the generous donations of customers, community members and WSSC employees. The Salvation Army, in each county, administers the Water Fund.



One way we can all easily contribute is to RoundUp. A little change can make a big difference!

### Bay Restoration Fund Fee

Bay Restoration Fee (BRF): This fee is collected by WSSC on behalf of the State of Maryland in compliance with a 2004 law. This fund is used by the State to improve water quality in the Chesapeake Bay. To determine your eligibility for an exemption from this fee, visit [www.wsscwater.com/bayexempt](http://www.wsscwater.com/bayexempt).

### Customer Assistance Program

Customer Assistance Program (CAP): WSSC provides a partial credit for low-income residential customers. Eligibility is based upon participation in the Office of Home Energy Program. CAP provides relief for the two components of the Ready-To-Serve Charge and will be shown on a customer bill as one credit. Learn more or check eligibility at [www.wsscwater.com/CAP](http://www.wsscwater.com/CAP).

## Programs (cont.)

### Fats, Oils and Grease (FOG)

Sanitary sewers are designed and installed with sufficient diameter to carry the normal waste discharges from a residence or business. When FOG (fats, oils and grease) is discharged to the sewer, it cools and accumulates on the sidewalls of the sewer pipes. Over time, this accumulation of grease restricts the flow and causes blockages in the sewer which may result in overflowing manholes or basement backups. Sanitary Sewer Overflows (SSOs) can discharge to storm drains and creeks that ultimately flow to the Chesapeake Bay. FOG is the largest single cause of sewer overflows.

WSSC is a partner of the Restaurant Association of Maryland to help the food service industry understand FOG discharges and to provide business owners with assistance through the use of Best Management Practices (BMPs). For more information on Food Service Establishments (FSE), permits and inspections, go to [www.wsscwater.com/FOG](http://www.wsscwater.com/FOG)

### Can the Grease

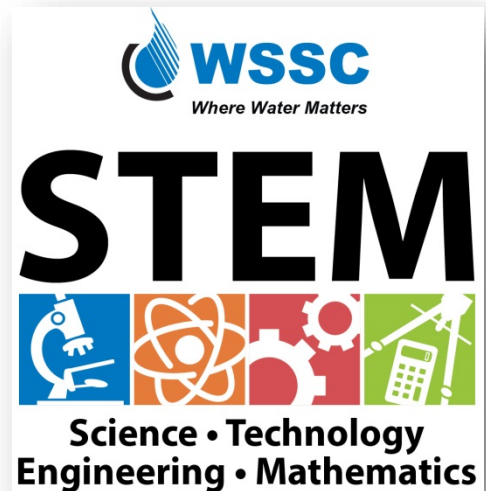
The easiest action that a person can take is to 'Can the Grease' instead of pouring it down kitchen drains. There are three easy steps: cool it, can it, toss it! For more info, visit [www.wsscwater.com/canthe grease](http://www.wsscwater.com/canthe grease)

## STEM

### Building the Talent Pipeline

WSSC helps to prepare the next generation of engineers, IT professionals and environmental scientists. We are in the community educating students about water, wastewater and the environment, investing in science, technology, engineering and math (STEM) activities and hosting unique programming.

Programs are targeted for 3<sup>rd</sup> grade through college. For more information, visit [www.wsscwater.com/STEM](http://www.wsscwater.com/STEM).



## **Frequently Asked Questions (FAQs)**

WSSC has frequently asked questions on many important topics.

### **Aging Infrastructure**

[www.wsscwater.com/business--construction/major-projects/pipes--infrastructure-improvement/aging-infrastructure-faqs.html](http://www.wsscwater.com/business--construction/major-projects/pipes--infrastructure-improvement/aging-infrastructure-faqs.html)

[www.wsscwater.com/zinccoatedpipe](http://www.wsscwater.com/zinccoatedpipe)

### **Customer Assistance Program (CAP)**

[www.wsscwater.com/CAP](http://www.wsscwater.com/CAP)

### **Customer Service**

[www.wsscwater.com/customer-service/frequently-asked-questions.html](http://www.wsscwater.com/customer-service/frequently-asked-questions.html)

### **Lead**

[www.wsscwater.com/lead](http://www.wsscwater.com/lead)

### **Water Quality**

[www.wsscwater.com/waterquality](http://www.wsscwater.com/waterquality)

### **WSSC Rate Study**

[www.wsscwater.com/ratestudy](http://www.wsscwater.com/ratestudy)