



January 14, 2020

Dear WSSC Water Customer:

As part of our ongoing efforts to improve service and reliability for our customers, WSSC Water is currently replacing a large water main in your area. As a result of work associated with the D'Arcy Road Water Main Replacement project you will experience **[a loss of water service beginning on Wednesday, January 22 at 8:00 p.m. and continuing through Thursday, January 23 at 5:00 a.m.](#)** If our crews are unable to complete this work because of inclement weather (heavy rain, snow, etc.) or we experience technical issues, it will be rescheduled for Thursday, January 23, beginning at 8:00 p.m. through Friday, January 24, at 5:00 a.m. Though not expected, work may extend beyond these hours if necessary.

We will have a water station in the parking lot of the North Forestville Community Center, located at 2311 Ritchie Road, from 7:00 p.m. until 11:00 pm.

HOW TO PREPARE

- WSSC Water suggests you store water for short-term use. Water for consumption can be stored in clean glass or plastic jars. Water for other purposes can be stored in sinks, bathtubs, laundry tubs, coolers or pots. Please make sure that large containers of water are not accessible to children.
- When your water service is restored, you may experience discolored water or have air trapped in your water lines.
- Discolored water may not be aesthetically pleasing, but it is safe. However, WSSC Water does not recommend using discolored water to do laundry, as clothes can become stained.
- After water main repair work is completed in your area, flush the **COLD**-water lines in your home or business using the following steps:
 - Run all **COLD** water taps for about five minutes or until the water runs clear.
 - Begin with the lowest faucet in your home or business and then open the other faucets one at a time, moving from your lowest floor to your highest.
 - Once the water runs clear, usually in five minutes or less, turn off your faucets in the same order, lowest to highest.
 - You should also flush your refrigerator's water lines.
- **If the discolored water persists after running your cold-water lines for five minutes, please report it to the Emergency Call Center at 301-206-4002 or emergencycallcenter@wsscwater.com.**

WHAT TO EXPECT

- **Lane Closures:** **Work will take place at the intersection of D'Arcy Road and Ritchie Road.** Motorist are encouraged to plan ahead and expect intermittent lane closures in the area immediately surrounding the work zone. Traffic will be reduced to one lane. Safety cones will be in place to keep the work zone safe.

- **Additional Noise:** Generators, air compressors, road saws and large maintenance vehicles are needed to complete this work.
- **Home Access:** WSSC Water will ensure residents have access to their homes during work hours.

CONTACT INFORMATION/QUESTIONS

- WSSC Water On-Site Inspector: Gary Hess, 443.537.3163, Gary.Hess@wsscwater.com.
- WSSC Water Customer Advocate: Stephen Billingsley, 240.444.5803, Stephen.Billingsley@wsscwater.com.
- **Sign-up at www.wsscwater.com/CNS, to receive emails and/or text alerts so you can keep updated on work in your neighborhood.**

We understand the inconvenience these types of projects can cause and appreciate your patience as we work to provide safe, seamless and satisfying water services for our customers every day.