



March 8, 2019

Dear WSSC Customer:

As part of the final phase of the New Orchard Water Main Replacement project, WSSC will be connecting the new water main to our system, which will make it fully operational. This work will begin on **Tuesday, March 19, 2019, beginning at 9:00 p.m. and continue through Wednesday, March 20, 2019, 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 Wednesday, March 20, 2019, beginning at 9:00 p.m. through Thursday, March 21, 2019, at 5:00 a.m.** Though not expected, work may extend beyond these hours if necessary.

As a result of this work, residents will experience a loss of water or low water pressure.

DIRECTLY IMPACTED STREETS INCLUDE:

Ambler Lane	Castlewood Drive	New Orchard Drive
Avis Drive	Castlewood Place	Norwood Court
Birwood Court	Cedarhollow Lane	Patrician Lane
Butterworth Lane	Drexelgate Lane	Pearse Lane
Caprice Court	Falconett Court	Pritchard Lane
Carriage House Lane	Folcroft Lane	Teakwood Drive
Carry Place	Merikern Lane	Trebing Lane
Cascade Lane	New Orchard Place	Vermell Place

HOW TO PREPARE

- WSSC 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 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** Motorists are encouraged to plan ahead for lane closures, on New Orchard Drive, from Harry S Truman Drive to Castlewood Drive. Safety cones will be in place to keep the work zone safe.

Washington Suburban Sanitary Commission

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

CONTACT INFORMATION/QUESTIONS

- WSSC Contract Manager: Derrick Jones, 301-206-7316, Derrick.Jones@wsscwater.com
- WSSC Inspector: Ayoola Adeoye, 202-236-9197, Ayoola.Adeoye@wsscwater.com
- WSSC Customer Advocate: Stephen Billingsley, 240-444-5803, Stephen.Billingsley@wsscwater.com

We understand the inconvenience these types of projects can cause and appreciate your patience as we work to continue delivering safe and reliable water service.