

Customer PIPE LINE

WSSC Water • January - March 2021

Powerful Results



WSSC Water ranks among the top large water utilities in the Northeast, according to J.D. Power's 2020 Water Residential Customer Satisfaction Study. Now in its fifth year, the study shows our steady increase each year in quality and reliability, price, billing and payment, conservation and communications.

J.D. Power's study measures satisfaction among residential customers of 90 water utilities from across the country with at least 400,000 customers. More than 500 residents from both Montgomery and Prince George's counties responded to the survey. Our overall customer satisfaction ranks above the industry average.

Our Drinking Water is Safe from PFAS



Using advanced analytical testing methods developed and approved by the U.S. Environmental Protection Agency, WSSC Water tests quarterly for 18 different Per- and Polyfluoroalkyl (PFAS) substances. PFAS are a group of man-made chemicals developed in the 1940s to be fire, oil, grease, water and stain resistant.

The vast majority of PFAS compounds are either not present or present at such extremely low concentration levels they cannot be accurately qualified. Find more information on PFAS at wsscwater.com/pfas.

If you have questions about our water quality, call 301-206-4002.

We're Here to Help with More Payment Plans, Affordability Programs



Knowing the impact this pandemic has had on our customers, we're expanding our flexible payment plans and affordability programs to assist customers who are experiencing financial stress.

- ◆ Our Water Fund allows for multiple requests for assistance with water bills.
- ◆ We waive the state-mandated Bay Restoration Fund fee.
- ◆ Our Customer Assistance Program (CAP) provides a credit for WSSC Water's fixed fees.
- ◆ We've extended our payment plan for those not enrolled in CAP from 24 to 36 months.

Please contact us soon so we can help establish a payment plan that works for your budget. Depending on economic conditions, we are considering resuming late fees and service shutoffs in spring 2021. So please don't wait.

Learn more about our affordability programs at wsscwater.com/assistance. Our customer service advisors are here to help.

The last thing you want to deal with is a sewer backup. 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 these messy backups is to can your cooking grease. Never pour leftover grease down the drain. Can it, Cool it and Toss it instead. To request your free Can the Grease Lid and get more information visit wsscwater.com/canthe grease.

In Our Community

Delivering the Essential During the Pandemic

When your mission is to deliver life's essential, shutting down is not an option. Many of our customer-facing teams had to find creative ways to get their jobs done without placing the lives of our employees and customers at risk.



With social distancing recommendations in place, we suspended all non-emergency, in-home work. Our plumbing inspections staff got creative with smart phones and tablets to perform virtual inspections.



Our pipeline construction division never missed a beat in making infrastructure repairs. Less traffic helped increase their productivity and virtual meetings save time.

With so many businesses closed, many of our 90+ water sampling sites across both counties were no longer accessible. Our water samplers quickly switched gears and found alternative sites, including fire hydrants, to ensure our water continues to meet Safe Drinking Water Act standards.



Oh, Deer! Piscataway Team Rescues Stranded Doe

You won't find deer rescues on the list of usual duties at the Piscataway Water Resource Recovery Facility, but our employees are naturally inclined to help – even when the “customer” is of the cloven hoof variety.

When a doe got stranded in one of the outside storage tanks, the plastic liner made it impossible for her to get traction. Her rescuers created a makeshift sling, which provided the doe with some extra support to help her get back on her feet... well, hooves. They got her to the grass where she was left to rest and recuperate.



A Miracle Worker in our Midst

What started as a stressful situation for one WSSC Water customer, ended in relief for her – and a heap of praise for Plumbing Inspector Parnell Jackson. To quote the customer, Parnell “is nothing short of a miracle worker.”



The customer, who acknowledges she's not tech savvy, was distressed to learn that inspections had to be conducted virtually as a result of the pandemic. When she contacted the contractor that had installed her water heater, she sensed he didn't share her same sense of urgency to get the work inspected and approved by WSSC Water.

That's when she reached out to Parnell, who helped quickly coordinate the virtual inspection at a time convenient for everyone.

The customer praised Parnell for not only his technical skill but also his swift customer service. “Parnell went beyond the call of duty in meeting this challenge. I thank WSSC Water from the bottom of my heart for having such an employee on staff.”

We couldn't agree more. We, too, are thankful to have such a committed and considerate employee like Parnell.

Did you Know?

When Potomac River temperatures drop in the winter months, we see an increase in water main breaks and leaks.

See the graph at wsscwater.com/rivertemp.