



# Pipeline

OCTOBER - DECEMBER 2009

## Turnaround Specialist Jerry N. Johnson Is Commission's New General Manager



Jerry N. Johnson is WSSC's new General Manager. He officially began the job on September 8 bringing a wealth of experience to the top spot. As the former general manager of the nearby District of Columbia Water and Sewer Authority for 12 years, Johnson is well versed in the water and wastewater industry, and has had extensive interactions with WSSC.

During his tenure with DC WASA, Johnson, who is nationally known as a turnaround specialist, guided the Authority from an unrated agency with a projected \$8 million deficit to one with an A+ credit rating and \$170 million reserve in two years. He developed long-term

capital and financial plans and a comprehensive rate strategy. His other areas of expertise include public/private partnerships, infrastructure planning, and organizational development.

"For more than 91 years, WSSC has delivered safe and reliable water and wastewater services to our vibrant and ever-growing community," said Johnson. "I am proud to have been entrusted to help continue a tradition of innovation and quality service."

Johnson was chosen by WSSC's commissioners who cited his professional experience and his demonstrated ability to lead WSSC through change. "Jerry Johnson is the consummate professional and manager," said Commission Chair Gene W. Counihan. "His expertise will be a tremendous benefit to our valued customers and our dedicated employees. We are extremely pleased to have him on board."

Prior to working at DC WASA, Johnson had a distinguished public service career in Virginia. He served as Director of Public Utilities and the Deputy City Manager for Operations in Richmond. He was also General Manager for the Richmond Convention and Visitors Bureau and the Director of Community Facilities.

Johnson earned a business degree from Ferrum College and a degree in Urban Affairs and Economics from Virginia Tech. He also completed the Program for Senior Executives in State and Local Government at the JFK School of Government, Harvard University.

## You and the Flu

WSSC's mission is to provide safe and reliable water and wastewater services to all the residents we serve in Montgomery and Prince George's counties. Since the H1N1 virus was first reported in April 2009, WSSC has developed a Continuity of Operations Plan to ensure that our critical services continue despite the effects of the virus. It is important to note that the H1N1 virus can not be transmitted through the water.

### To help prevent the spread of H1N1 virus:

- Wash Hands Regularly! Washing your hands is the best way to prevent the spread of infection.
- Wash hands before you eat, drink or smoke and after sneezing, coughing or blowing your nose. If you cough or sneeze, do so into your upper sleeve instead of your hand or with your mouth uncovered.
- Keep hands away from your face, nose and eyes.
- Eat healthy, get plenty of rest, and exercise daily to keep your immune system strong.



### Commissioners

Prem P. Agarwal  
Gene W. Counihan  
Antonio L. Jones  
Adrienne A. Mandel  
Dr. Roscoe M. Moore, Jr.  
Joyce Starks

### General Manager

Jerry N. Johnson

14501 Sweitzer Lane  
Laurel, MD 20707

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

### General Numbers:

301-206-WSSC (9772)

1-800-828-6439

TTY: 301-206-8345

To report a water or  
sewer emergency:  
301-206-4002

WSSC provides water  
and wastewater services  
to Montgomery and  
Prince George's counties.

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 an ethically and  
financially responsible  
manner.



20% post-consumer content

## Tap into the Good Stuff

### WSSC Drinking Water Judged Best Tasting

The Commission won a drinking water taste contest held by the Chesapeake Section of the American Water Works Association (CSAWWA). WSSC's water sample beat out three other entries from the Chesapeake Section, which covers Maryland, Delaware and the District of Columbia.

WSSC's winning treated surface water sample came from the Patuxent Water Filtration Plant in Laurel. The contest's six judges were randomly selected from participants at the CSAWWA's Spring Meeting held in mid-May.

The entries were blindly sampled and scored in five areas: appearance, odor, flavor, mouth feel and aftertaste.



## Protect Your Pipes, Home This Winter

As the winter season approaches, it's important to be wary of frozen pipes and ice-covered water meters. Here are some tips to help protect your home:

### Frozen Pipes

- Turn off the water to outside faucets, remove hoses and drain the pipes;
- If a pipe freezes completely, open the cold water faucet nearest the frozen pipe. This will relieve the pressure and reduce the chance of breakage;
- Use a hand-held dryer if you decide to thaw the pipe yourself. Do NOT use a blow torch; and if you're not certain what to do, call a registered plumber for help.

### Protect Your Home

- Repair broken windows, doors and walls and tightly close outside doors and windows;
- Insulate outside walls, pipes and meters;
- Seal all leaks in crawl spaces and basements from the inside with insulation, cardboard, plastic or newspaper.

*For water or sewer emergencies, call 1-800-828-6439 or 301-206-4002.*

## Construction Begins on Bi-County Water Tunnel

This August, construction began on the Bi-County Water Tunnel. The 5.3-mile, 84-inch in diameter water main will allow WSSC to continue meeting future water needs and expectations of our customers in Prince George's County and parts of southeastern Montgomery County.

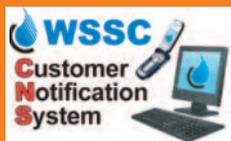
Need for the project was first identified in the 1960s. Since then, WSSC and county planning agencies have been monitoring water system performance, pressure, demand and growth patterns to determine the appropriate time to build the tunnel. When completed in 2013, the tunnel will help ensure constant, reliable water for daily use and fire protection during peak periods, droughts and emergencies. The tunnel is funded **not by ratepayers**, but through the System Development Charge (SDC). The SDC is a fee paid by applicants for new service to fund the expansion of our system.

To minimize community and environmental impacts, the tunnel is being constructed in deep bedrock 90 to 200 feet below ground close to I-270 and I-495 in Montgomery County. For more information about the tunnel, click on the Bi-County Water Tunnel link found under the "Projects" section of [www.wsscwater.com](http://www.wsscwater.com).



Sign up and receive e-mail and text message alerts on WSSC-related incidents affecting your service or daily routine.

Go to [www.wsscwater.com](http://www.wsscwater.com) and click on the CNS logo to register your e-mail and/or cell phone based on your home, school and/or office addresses. **This service is FREE.** However, your cell phone plan's text message rates do apply.



## Public Hearings Scheduled on FY11 Preliminary Proposed Capital and Operating Budget

The Commission has approved the following dates to hold public hearings on the FY'11 Preliminary Proposed Capital and Operating Budget:

**Wednesday, February 3, 2010 – 7:30 p.m.**

**Prince George's Co., RMS Building, Room 308  
1400 McCormick Dr., Largo**

**Thursday, February 4, 2010 – 7:30 p.m.**

**Montgomery Co., Stella B. Werner Building, 7th Floor  
Council Hearing Rm, 100 Maryland Ave., Rockville**

The FY'11 Preliminary Budget Document will be available upon request and posted on our website ([www.wsscwater.com](http://www.wsscwater.com)) by January 15, 2010. Persons who wish to speak at either of the hearings should contact the WSSC's Budget Group at (301) 206-8110 to be placed on the list of speakers in advance of the hearings. Those persons who wish to submit a written statement for inclusion in the hearing record should send the statement to Ms. Sheila Cohen, Budget Group Leader, WSSC, 14501 Sweitzer Lane, Laurel, MD 20707 or at [scohen@wsscwater.com](mailto:scohen@wsscwater.com). The public hearing record will remain open until February 16, 2010.

**NOTE:** If either public hearing is rescheduled due to inclement weather conditions, a public hearing will be held as follows:

**February 10, 2010 – 3:00 p.m.**

**Washington Suburban Sanitary Commission  
Auditorium – Level "L", 14501 Sweitzer Lane, Laurel**