

Customer PIPE LINE



Investing in Clean Water and Financial Assistance

WSSC Water is proposing a \$1.5 billion Fiscal Year 2022 budget that invests in clean-water projects to protect public health and increases funding to assist financially struggling customers.

Because of the pandemic's economic impact, we're including \$3.3 million - a \$100,000 increase from the current fiscal year budget - to help more customers who are struggling to pay their water/sewer bills.

Investing in water infrastructure creates jobs and fosters economic growth throughout Montgomery and Prince George's counties.

The proposed budget includes a 5.9 percent average rate increase, which complies with guidelines set by both counties. A typical customer would see a quarterly increase of \$11.83 in their bill.

See the budget at wsscwater.com/fin.



Did You Know?

If you have a broken residential water-service line, we can help.

Visit wsscwater.com/pipeER.



Here to HELP



Save Water



Save Money



Bill Questions



Assistance

wsscwater.com/heretohelp

Here to Help with Payment Plans, Conservation Tips and Financial Assistance

As COVID-19 continues to impact all of us, we understand the financial impact it is having on our customers. We've expanded our flexible payment plans, water-saving tips and financial assistance programs to help our neighbors in need.

Please contact us soon so we can help establish a payment plan that fits your budget. Learn more about our financial assistance programs at wsscwater.com/assistance. Our customer service advisors are here to help.

Flexible Payment Plans

When setting up a payment plan, there's no minimum payment required.

Pay what you can afford.



Water Fund Helps Our Neighbors in Need

Our Water Fund has helped thousands of customers pay their water/sewer bills. Since the pandemic began, approximately 2,500 customers have received more than \$325,000 in assistance from the Water Fund.

Founded by employees in 1994, our Water Fund allows for multiple requests for assistance, up to \$500 per year.

To learn more, visit wsscwater.com/waterfund.



WATER FUND
Sharing the Essential



In Our Community

Meet AWWA's Newest Vice President

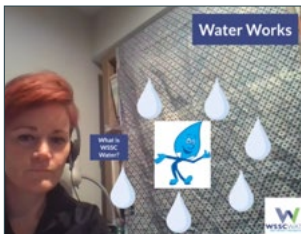
Our very own Angela Ballard-Landers, Outreach Coordinator for STEAM (Science, Technology, Engineering, Art and Math) Education, has been selected to serve as a vice president for the American Water Works Association (AWWA). An active member of AWWA for more than 20 years, Angela's experience and leadership skills will help the entire water industry.



We're proud of this honor and her contribution to this national organization.

Going the Distance for Virtual Education

When schools in Montgomery and Prince George's counties went virtual, WSSC Water seized the opportunity to develop virtual education programs as well. Even virtually, young people are continuing to learn about the value of water.



Using online learning platforms, our educational outreach team recreated popular courses and activities. Last summer, they helped local education partners and assisted with virtual camps and teacher trainings.

These hands-on activities teach students about the water and wastewater processes and introduce them to careers in the water industry.

Learn more about our virtual education programs at wsscwater.com/distancelearning.

Advocate and Claims Agent Flooded with Praise

Our customer advocates are out in your neighborhoods every day - answering questions, alerting you to upcoming work and resolving community issues.



One of our Prince George's County Customer Advocates, David Wilkins, Sr., did just that as he recently helped a young woman in Hyattsville when her home sustained basement backups.

"David is the perfect [advocate] for WSSC Water," she said, highlighting his comforting and caring professionalism. "He listened, told us he was going to fix this nightmare. And he did!"

Impressed is the word she used to describe David, noting his exemplary work. We're impressed, too! Find out who your customer advocate is at wsscwater.com/advocate.



Claims Agent Denise Beckett recently earned the admiration of a customer whose basement took a beating following a flood. "It was a stressful time for us," says the customer, citing the issues she had with a cleaning company and the people hired to remove the items in her basement.

"Denise was always prompt and courteous and responsive," says the customer. "She was often a liaison for us and helped us get compensated. Thank you, Denise, for being so kind during this difficult time for my family."

Learn more about our claims process at wsscwater.com/claims.

Quality Counts, Always

We're incredibly proud of never having a drinking water quality violation in our 103-year history. We have a comprehensive water quality testing program and focus on meeting all strict state and federal safe drinking water requirements. The proof is in our 2020 Water Quality Report, a comprehensive look at all things WSSC Water. Read the report at wsscwater.com/wqr.

