

Customer PIPE LINE



“Flushable” Wipes Come with Hefty Price Tag

In April, a huge wad of “flushable” wipes, pictured below, contributed to a sewer overflow in Silver Spring. The price tag to repair this one sewer main: \$100,000!

Over the past decade, WSSC Water has spent approximately \$2 million to address the problem of wipes in the pipes by installing 31 grinders to grind up the wipes at 25 wastewater pumping stations.



Please do your part to keep the wipes out of the pipes. Learn more at wsscwater.com/wipes.

Late Fees Resumed June 1, 2021



Late fees resumed June 1 for all WSSC Water customers except those enrolled in our Customer Assistance Program. If you're behind on your water bill, we are here to help. Assistance programs have been enhanced and WSSC Water is ready to work with you to establish a convenient payment plan that fits your budget.

Please don't wait. Contact us today! Visit wsscwater.com/assistance to get more details or call our Customer Service Advisors at 301-206-4001.



Summer Water Saving Tips

wsscwater.com/conservation



- Save moisture with mulch
- Plant native shrubs that require less watering
- Use a broom to clean driveways/walkways



- Replace leaky parts
- Use a nozzle to adjust to fine spray
- Shut off at the house to avoid leaks



- A sub-meter could reduce average daily consumption!
- Use a cover to slow evaporation
- Lease a fire hydrant meter to fill pool



- Rinse car once, wash with soapy water, rinse quickly
- Go to the car wash; washing at home uses 100s of gallons of water

Reaching Out with Assistance

Our Customer Engagement & Advocacy Division is available to give bilingual presentations regarding financial assistance to nonprofits, senior centers, homeowner associations and other organizations. If you'd like someone to speak to your group, email communityoutreach@wsscwater.com.

Fiscal Year 2022 Budget Focused on Public Health, Financial Assistance



WSSC Water's \$1.5 billion fiscal year 2022 budget went into effect July 1, 2021. The new budget, unanimously approved by both County Councils, enables us to continue protecting public health by investing in clean-water projects and includes \$3.3 million to help customers who need financial assistance to pay their water/sewer bills.

Also included in the budget is a 5.9 percent average rate increase. A typical customer with a family of three, using 55 gallons of water per person, per day, will see a quarterly increase of \$11.38 in their bill. To get complete details about the budget, visit wsscwater.com/fin.



In Our Community

Patuxent Watershed Protectors

Not all superheroes wear capes. Some wear reflective vests and carry a trash bag. You can be an environmental superhero by becoming a Patuxent Watershed Protector and helping keep the land around our two drinking water reservoirs on the Patuxent River trash-free.



This new program is ideal for community organizations, youth and scout groups, corporations or any family looking to get outside and take action to protect the land and water resources of the Patuxent River Reservoirs and the Chesapeake Bay watershed.



Groups volunteer from mid-March through early December to pick up trash along the shoreline, in parking lots and picnic areas at a location of their choosing.

Find out how you can be an environmental superhero at wsscwater.com/protectors.

Purr-fect Rescue

Cats are feline great about a ladder truck at our Anacostia Depot. One May day, Utility Technician Rich Mogel was a-mew-sed to spy four kittens hiding far back in the truck – a fur-midable task for the cat that snuck in there to birth them, as the door opening is only three inches wide. Rich left the kittens alone, hoping mom would return for her litter. When she was a no-show, he called an animal rescue service and a cat-astrophe was averted.

There's some history to this "tail." Two years ago, five kittens had to be rescued from the exact same ladder truck. Litter-ally. That's what we call a paw-some story.



Did You Know?

We now provide an online webform to make starting or stopping your water service quicker and easier. One helpful tip: provide a meter reading if you can.

Find the form at wsscwater.com/service.

Our Customers Say Thanks!

Happy and Thankful

A customer in Laurel was so pleased, she reached out directly to our GM/CEO Carla A. Reid to share some positive feedback about two WSSC Water employees who were doing work in her neighborhood.

"Dwayne Green and Tavaris Wilmington [Pipeline Construction Division] were both very friendly and polite and helped me immensely," said the customer. "They answered my questions and took time to take care of a concern I had after work was done in my yard. I was very happy and thankful to run into these two men."



Tavaris Wilmington & Dwayne Green

Thank you for your kind words. Dwayne and Tavaris exemplify the world-class customer service we aim to provide every day.

Flat-out Kind



Thomas Hagan

A fellow civil servant from Howard County suffered the inconvenience of a flat tire on his county vehicle while traveling on Brighton Dam Road. Very shortly afterward, Thomas Hagan, an equipment operator in our Systems Control Division pulled up behind him in his WSSC Water truck and took the lead in helping change the flat. The grateful county employee called to laud Thomas's kindness and thoughtfulness and say how appreciative he was. That's what being a neighbor and a colleague is all about!

Handwritten Appreciation

While staffing a water station in Silver Spring, our customer advocates were treated to a note handwritten and hand-delivered by a little girl and her father. The message said, "For the water person... thank you for delivering us water." As Customer Advocate Brandon Stewart said, "This is the kind of stuff that makes the hard work all worth it."

