

Customer PIPELINE

WSSC Water • Oct - Dec 2021

We're Winter Ready, Are You?

At WSSC Water, we experience approximately 1,200 water main breaks each year between November and February, and we're prepared for whatever Mother Nature throws at us this winter. We have extra materials and equipment, contractors on standby, the latest technology, and our crews ready to roll and repair breaks as quickly as possible.

Want to protect your pipes from the cold? Check out these tips at wsscwater.com/winterready.

Did You Know?

A 12-ounce cup of salt is enough to treat a 20-foot driveway or 10 sidewalk squares.

Learn more tips at wsscwater.com/saltwise.



Fiscal Year 2023 Proposed Budget Hearings

You're invited to learn about and comment on our plans to invest in clean-water projects.

Prince George's County
February 2, 2022 @ 7 p.m.
Tentative: Department of the Environment Building
Conference Room 140, Largo, MD 20774

Montgomery County
February 3, 2022 @ 7 p.m.
Stella B. Werner Office Building, 7th Floor Hearing Rm.
100 Maryland Avenue, Rockville, MD 20850

These are currently planned as in-person meetings. Visit wsscwater.com/fin for any changes to the schedule or format.

Behind on your water bill?
Avoid a water service turnoff!

CALL NOW! 301-206-4001

More information: wsscwater.com/heretohelp

Payment Plans Prevent Turnoffs

With turnoffs for delinquent accounts having resumed, WSSC Water has important information to share if you are behind on your water bill. We recently expanded our financial assistance efforts, including permanently waiving late fees for customers enrolled in our Customer Assistance Program and waiving late fees for all customers who complete a payment plan.

Please call us! We are here to help you avoid a water service turnoff and ensure our safe, clean water continues to flow to your tap.

For more information on financial assistance resources, payment plans and common billing questions, visit wsscwater.com/heretohelp.

Good Neighbor Giving

Please consider making a tax-deductible donation today to the Water Fund to help more neighbors have access to clean, safe water.

Since 1994, the fund has helped nearly 20,000 people throughout Montgomery and Prince George's counties.



The Water Fund is administered by The Salvation Army. Every dollar of your donation goes directly to local families who need financial assistance paying their water/sewer bills.

To learn more, visit wsscwater.com/donate.

In Our Community

Spreading Salt Wise Wisdom

Nicole Horvath, our educational outreach coordinator, spent part of the summer training 150 high school biology teachers in Montgomery County on how winter salting impacts drinking water sources. She also shared actions that help limit the amount of salt entering local waterways.

All Montgomery County high school students will receive this information in their biology classes. And it's a valuable lesson, as sodium in our source water is increasing every year. We cannot remove this sodium during the filtration process without hundreds of millions of dollars in upgrades. Additionally, salt is corrosive and will slowly wear away our water mains, leading to water main breaks and discolored water issues for our customers.

This effort to educate high school students in our community is an important step to help stem this growing problem.

Engineering the Future

If the future is as bright as Grace Pooley and Kyle Dalrymple, winners of WSSC Water's 2021 Commissioners' Engineering Scholarship, we're in great hands.

A lifelong Prince George's County resident, Grace grew up less than a quarter mile from the Anacostia River. That river is the focus of her thesis as a Ph.D. student in environmental engineering at The Catholic University of America.



Kyle, of Montgomery County, is a freshman majoring in mechanical engineering at The Johns Hopkins University. Kyle is interested in the intersection between mechanical engineering and environmental systems.

Both were awarded \$2,000 and are eligible for an additional \$2,000 each year for up to four consecutive years. As part of the application, each wrote an essay addressing the challenges of climate change on ensuring a sustainable water supply.

To read more about them and their essays and to learn more about the scholarship, visit wsscwater.com/scholarship.

Commendable Work Ethic

When a repair crew from our Gaithersburg depot responded to a pipe leak on Lake Breeze Drive, the small leak turned into several leaks, making the repairs last much longer than anticipated.



Fortunately, the responding crew – Seth Jackson, Anthony Pendley, Jake Rager, Steven Sales, Michael Twilley and Luke Wellen – provided exceptional service to our customers. And it didn't go unnoticed. Two customers who lived next to the leaking pipe wrote us an email.

"We wanted to commend the WSSC Water team. They were dedicated to their work and did not get upset or frustrated through the entire process. This kind of work ethic is very admirable and should be commended."

Good work, indeed! That's the kind of service WSSC Water crews always deliver.

Excellence in Action

Two customers in Brentwood wrote about their great experience with Keiona Clark, one of our permitting agents.

"I wanted to bring to your attention the excellent service we received from Ms. Keiona Clark. Her helpfulness made the permitting process, which can be fraught with frustration, straightforward and painless."



Great job, Keiona! It's her attention to detail and dedication that make Keiona one of our standout employees.