

Customer PIPELINE

WSSC Water • Jan- Mar 2022

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



Here to Help

We understand the financial challenges COVID-19 has created for many of our customers. Sadly, one in five customers is past due on their bills - equating to more than 90,000 delinquent accounts totaling more than \$70 million in arrears.

Since the beginning of the pandemic, WSSC Water has been committed to making water and sewer bills more affordable by enhancing our financial assistance programs.

We want to help you avoid a water service turnoff and ensure our safe, clean water continues to flow to your tap.

For more information, visit wsscwater.com/assistance.

Toilet Leaks: Silent but Costly

A toilet leak doesn't spill water on the floor and often doesn't make noise, but you'll notice it on your water bill. A leaking toilet uses anywhere from 200 gallons of water a day to 2,000.



With a small leak (200 gallons of water a day), a typical family of three would see an extra \$325 on their quarterly bill. If you had a large toilet leak – perhaps from a little-used basement toilet that is constantly running – your usage and your bill could skyrocket!

Visit wsscwater.com/leaks for a helpful how-to toilet leak detection video.

Avoid Nasty Sewer Blockages and Backups



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. Learn more at wsscwater.com/backups.

One way to help avoid these messy backups: 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/canthegrease.

Can it!



Cool it!

Toss it!



 Can the Grease!

Did You Know?



Approximately 45 percent of our 11,000 miles of pipes are over 50 years old.

In Our Community

Tour-ific Tool is a Virtual Success



Despite the challenges of the pandemic, our educational outreach has been going strong. Thanks to Environmental Educator Nicole Horvath and Piscataway Plant Superintendent Brian Persing, we now have an interactive virtual tour of the Piscataway Water Resource Recovery Facility using Google Earth.

With amazing 360-degree images, the tour guides teachers and students through the wastewater treatment process. Participants take a deep dive into all the work and technology used to return clean water to the environment cleaner than when we first took it from the river.

Our team also developed a guide for educators and resources to help teachers develop discussion questions and hands-on activities. If you're an educator, visit wsscwater.com/distancelearning to learn more about the tour and all our current education programs.

Help Your Neighbor



Since the start of the pandemic, over \$850,000 from our Water Fund has been distributed to more than 6,000 customers to help them pay their water/sewer bills.

Your tax-deductible donation ensures that our neighbors continue to have access to clean, safe, reliable water, with 100 percent of your gift going directly to those in need. The Water Fund allows for multiple requests for assistance, up to \$500 per year.

To learn more, visit wsscwater.com/donate.

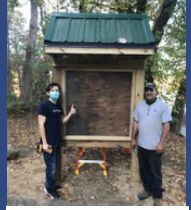
Water Art Contest

Calling all high school-aged artists. Help WSSC Water highlight the importance of protecting our source water through your art. Grand prize winners will receive \$100 and compete in a regional contest. Submissions are due by Friday, March 18, 2022. Get complete details at wsscwater.com/artcontest.



Scout's Honor

When Boy Scout Troop Leader Jim Bickel was helping his son, Evan, pursue an Eagle Scout rank, the two thought a project on our watershed would be perfect. Working with Eddie Franceschi and Jeff Bell of our watershed management team prepared Evan for success.



Eagle Scout Evan with Jeff Bell at the new information kiosk

"Mr. Franceschi perfected a balance of helping to guide Evan while still requiring my son to show initiative," said Bickel of the project, building an information kiosk at the Greenbridge Recreation Area.



Eddie Franceschi



Jeff Bell

Bickel was duly impressed with Jeff, whose "subtle generosity and altruism came out as he worked with Evan and his team. He filled a role that our Troop did not have: Eagle Scout Coach."

Eddie and Jeff are outstanding stewards of our watershed who exemplify helpfulness every day.

A Patient, Helping Hand



Sometimes it's the little things that matter, like walking a customer through completing a form or process. That's what Customer Engagement Specialist Daisy Rickert did for a customer who left a lovely voicemail message of thanks.

"Daisy has been wonderful," said the customer. "I couldn't have gotten through the [CAP enrollment] process without her. She kept up with me the whole time I was going through the process."