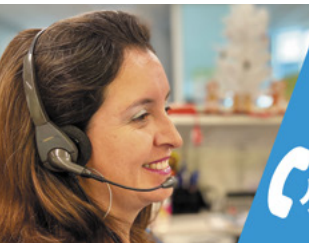


Customer PIPELINE

WSSC Water • April-June 2022



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



Deep Cuts Don't Affect Clean, Safe Water



Like many of you, WSSC Water has been financially impacted by COVID-19. In response to substantial financial losses, we cut nearly \$134 million from our Fiscal Year (FY) 2023 budget, including more than \$110 million in capital projects, impacting water and sewer projects in Montgomery and Prince George's counties.

Despite these significant cuts, this budget remains focused on protecting public health and safety by providing you with safe, clean water. The Proposed FY 2023 Budget for all operating and capital funds totals \$1.480 billion, which is \$76.1 million less than the FY 2022 Approved Budget.

The budget is based on a seven percent average rate increase. A typical customer with a family of three, using 55 gallons of water per person per day, would see a quarterly increase of \$16.92 in their bill. For more information, visit www.wsscwater.com/fin.

Here to Help



WSSC Water remains committed to making water/sewer bills more affordable. Despite significant cuts to our current budget, we actually increased the funding to help financially vulnerable customers.

Our FY 2023 budget includes \$3.5 million - a \$200,000 increase from the current budget - to enhance our financial assistance programs.

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

Learn more at wsscwater.com/assistance.

Now That's Clean Water!

WSSC Water employees are relentless about safety, with zero drinking water quality violations in our 103-plus year history. We're proud to share the proof behind our passion in our 2021 Water Quality Report at wsscwater.com/wqr.



Did You Know?

So-called "flushable" wipes do not break down in the sewer system like toilet paper. They cause sewage backups in your homes and clog pumps in the wastewater treatment process. Please only flush the three P's: pee, poop and [toilet] paper. Details: wsscwater.com/wipes.



In Our Community

Protecting the Patuxent

Become a Patuxent Watershed Protector and help keep the land around our two drinking water reservoirs on the Patuxent River trash-free. This 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 a watershed protector at wsscwater.com/protectors.

Explore the Outdoors

Our watershed recreation areas are now open for boating and fishing*. During the pandemic, we kept the area open year-round for other activities such as picnicking, bird watching, hiking and horseback riding. Watershed users are encouraged to call 301-206-4FUN (4386) for daily updates or weather-related issues

For more details, including where to purchase seasonal and daily permits, visit wsscwater.com/watershed or call the Brighton Dam Visitor Center at 301-206-7485.

**A sediment removal project on Triadelphia Reservoir is tentatively scheduled for mid-May through October. During that time, all boat ramps will be closed and no boating will be allowed. Additionally, the Greenbridge and Pig Tail recreational areas will be closed to ensure public safety due to the construction activity.*

Our Customers Say Thanks

A Little Grace and Empathy

One of our Laurel customers needed assistance making a payment on her bill. Karen Cheeks, of the Customer Care Division, helped the customer set up a payment plan.



Karen Cheeks

“The culture of customer service at WSSC Water is exceptional,” said the customer. “I truly appreciate that WSSC Water is helping and showing just a little bit of grace and empathy for me to maintain service. It means so much.”

The Kindest, Most Competent Team

A Silver Spring customer lost a family heirloom ring when it fell into the toilet at her workplace and was flushed away. Customer Advocate Brandon Stewart

“went absolutely above and beyond to assist me in determining where the ring would have ended up had it gotten to the sewer,” says the customer. Then, Wastewater Systems Assessment Team Supervisor Stephan Barber and his crew looked through the lines. They weren’t able to locate the ring, but that didn’t lessen her appreciation.



Brandon Stewart

Stephan Barber

“Stephan and Brandon were truly the kindest, most competent team. They made the loss easier to bear knowing we had done all that was possible.”

Fine, Timely Work

A Camp Springs family had a broken water main in front of their home. Having no water during repairs is never fun, but our crew was so helpful, the family sent them a hand-written thank you note.



Pictured, left to right are Darin Posey, Larry Johnson, Thomas Greer, Licette Villafane, Pablo Mendizabal, Joseph Hawkins and Steve Smith

“The workmen arrived in no time, assessed the situation and quickly started working,” said the family. “Everyone was so professional and courteous. I greatly appreciate the fine, timely work.”